

☐ MyEvent International Use & Ecommerce Eligibility Policy

Category: Accepting Payments

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Reading Time: 3 min

Overview

MyEvent is used by organizers around the world to create event websites, manage registrations, and bring communities together.

However, there are important distinctions between:

- **Using MyEvent as a website builder**, and
- **Using MyEvent to collect payments (ecommerce features)**

This article explains who can use each feature and why these policies are in place.

☐ Website Builder: Available Worldwide

Anyone, anywhere in the world can use MyEvent to:

- Create an event website
- Share event details
- Manage attendees and communication
- Use features like schedules, photo sharing, and messaging

There are **no geographic restrictions** for these non-payment features.

☐ Ecommerce Features: USA & Canada Only

To use MyEvent's **payment processing features**, including:

- Selling tickets
- Accepting donations
- Collecting sponsorships
- Receiving payments from attendees

You must be based in either the United States or Canada.

Requirements for Organizers:

To enable ecommerce functionality, organizers must:

- Have a **valid U.S. or Canadian address**
- Be operating as an individual or organization located in **North America**
- Meet identity verification and compliance requirements

If you do not meet these criteria, you can still use MyEvent to promote your event, but not to collect payments through the platform.

☐ International Payments: Accepted (with Restrictions)

Even though organizers must be U.S. or Canada-based, MyEvent **does support payments from international attendees.**

This means:

- Guests can register or donate from outside North America
- Credit cards issued in other countries are generally accepted

Important Limitations:

Transactions may be restricted or declined if they originate from:

- **Sanctioned countries**
- **High-risk jurisdictions**
- Regions restricted by card networks or financial regulations

These restrictions are required to comply with international laws and payment network rules.

⚖️ Why This Policy Exists

MyEvent operates under strict financial and regulatory requirements, including:

- Banking partner requirements
- Card network rules (e.g., Visa, Mastercard)
- Anti-money laundering (AML) and fraud prevention regulations

Limiting ecommerce access to U.S. and Canadian organizers allows us to:

- Maintain a secure and compliant payment environment

- Provide reliable payouts to organizers
 - Reduce fraud and financial risk across the platform
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□ What If You're Outside the U.S. or Canada?

If you're an international organizer, you can still:

- Use MyEvent to build and promote your event website
- Direct attendees to an **external payment provider** (e.g., a local payment processor or ticketing service)

This approach allows you to benefit from MyEvent's platform while handling payments through a provider in your region.

□ Summary

| Feature | Availability |
|--------------------------------------|---------------------------|
| Website Builder | □ Worldwide |
| Ecommerce (tickets, donations, etc.) | □□ USA & □□ Canada only |
| Accepting International Payments | □ Yes (with restrictions) |

□ Need Help?

If you're unsure whether your event qualifies for ecommerce features, or need help setting up your site:

- Contact our support team
 - Or reply directly to any MyEvent email—we're happy to help
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This policy helps ensure a safe, compliant, and reliable experience for all organizers and attendees on MyEvent.