MyEvent International Use & Ecommerce Eligibility Policy

Category: Payment Setup, Verification & Eligibility
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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

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.