

# Empiria Event Organizer (or Merchant) Agreement

This Merchant Agreement (“Agreement”) is legally binding for all Organizers upon account creation and event listing.

1. Use of Stripe - Stripe is the exclusive payment processor. Organizer payouts are subject to Stripe’s terms (<https://stripe.com/legal>) and standard payout timelines (typically 2–7 business days for connected accounts).

2. Account Creation & Verification - Organizers must provide accurate information for identity verification and to activate their connected Stripe account. Failure to do so may result in payout delays or account suspension. Organizers must complete Stripe onboarding within 90 days of account creation or risk account closure.

3. Event and Ticketing Responsibilities - Organizers are solely responsible for event content, pricing, policies, and compliance with relevant laws and insurance requirements.

4. Refund Policy and Chargebacks - Organizers must honor their posted refund policy. Disputes may result in deductions from Organizer payouts.

5. Event Cancellation & Payout Holds - Organizers must notify Empiria Events of cancellations. Payouts may be withheld pending resolution of refunds or disputes.

6. Taxes and Legal Compliance - Organizers are responsible for all applicable taxes. Empiria collects GST/HST only on its own fees.

7. Licenses, Permits & Insurance - Organizers must maintain all necessary licenses, permits, and insurance. Proof may be requested at any time.

8. Data Privacy and Attendee Lists - Organizers may use attendee data only for event-related purposes and must not share or sell data.

9. Marketing Tools and Email Conduct - Compliance with anti-spam and privacy laws is mandatory. Violations may result in loss of privileges.

10. Limitation of Liability - Empiria Events’ liability is limited to the amount of service fees paid by the Organizer in the past three months, with a limit that does not exceed \$100 CAD.

11. NPO-Specific Provisions - NPOs must comply with all fundraising and reporting laws, and may be required to provide additional documentation.

12. Dispute Resolution - All disputes, including those related to NPO activities, are subject to arbitration in Ontario.

13. Termination - Empiria World Inc. may suspend or terminate this agreement for breach, fraud, or regulatory concerns. Organizers may cancel their account if no disputes or unpaid balances exist.

14. Language & Accessibility Empiria Events supports multiple languages for certain services and is committed to accessibility. For accessibility support, contact [info@empiria.events](mailto:info@empiria.events).

15. Miscellaneous - No Waiver: Failure to enforce any provision does not constitute a waiver. - Severability: If any part of these Terms is found unenforceable, the remainder remains in effect. - Assignment: Empiria World Inc. may assign its rights without notice; Users may not assign theirs without written consent.

- Notices: All legal notices must be sent to the address above. Confidentiality: Organizers and Empiria Events must keep confidential any non-public information received in the course of using the platform.

Publicity: Empiria Events may list the names and logos of NPOs and organizers as users of the platform, unless otherwise requested in writing.

Representations & Warranties: Organizers, including NPOs, represent that their activities are lawful and that they have the authority to bind their organization to these terms.

Anti-Money Laundering: Empiria Events may request information to verify the identity and lawful status of organizers, especially NPOs.

By using Empiria Events, you acknowledge that you have read, understood, and agree to these Terms of Use.



A division of **Empiria World Inc.**  
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