Frequently Asked Questions

Will PaySchools Events Events provide support for organizations and consumers?

YES! PaySchools Events has both a phone helpline and a support email account.

support@payschools.com

What happens if I need help creating an event on PaySchools Events?

Our Setup Guide walks self-serve customers through the event creation process. Our PRO account gives you access to our support team. This team will create custom event links FOR you. Choose PRO and leave the work and details to us!

What if a patron wants a refund?

PaySchools Events will allow organizations to control refund policies per event. We are happy to assist you in creating a plan should a refund be requested. Simply email support@payschools.com for assistance with refunds. Some fees and transaction costs may not be refundable.

Do we have control as to when our events publish, tickets go on sale and event registration opens?

Yes! Our system is designed to allow event organizers to maintain control of sale and publish dates.

When and how will our organization be paid?

Your organization will be paid via direct deposit within 10 business days of event completion.

What will happen if a consumer attempts to print and use multiple copies of a ticket and distribute to others?

Our scanning feature will indicate when a ticket has been scanned and will display a warning message with the last scanned time.

Is there a limit to the number of custom fields on our tickets and event registration pages?

Fields are unlimited and customizable to your organization's specific needs and requests.

Am I able to allow multiple members of my organization access to reports, sales, registration etc.?

Yes! Simply contact us to include additional organization members to your event account at support@payschools.com.

Can children under the age of 13 use the services to register for an event or purchase a ticket?

No. Children under the age of 13 are not permitted to use the services to register for an event or purchase tickets even though some events may be attended by children under the age of 13. A parent, guardian, or other person over the age 13 must register for events or purchase tickets for such events. If you use our services, then you acknowledge and affirm that you are over the age of 13.

PaySchools
Events