



Sport Hub - Pay Today

Terms and Conditions for Online Payment Method

[Sport Nova Scotia](#) is partnering with Rafflebox to provide a secure and seamless online transaction experience for your organization's registration and online payment needs. Through the integration of [Rafflebox](#) technologies and the [Sport Hub](#) platform, online payments are then reconciled with program registration fees, creating an automatic process for organizational financial tracking.

Please read these terms and conditions carefully before using the Sport Hub - Pay Today online payment method. By using our service, you agree to the following terms and conditions.

In order to use our online payment service, you need to agree to these terms and conditions. The online payment option is not mandatory for programs on the Sport Hub platform and there is no fee for offline payment options (cheque, cash, e-transfer, or funding sources). Offline payment options are available and do require the need for manual financial tracking by the organization. Please refer to the manual payment and tracking options available in the [Sport Hub User Guide](#).

1. Acceptance of Terms

By using Sport Nova Scotia's Sport Hub - Pay Today online payment method, you acknowledge and agree that you have read, understood, and accept these terms and conditions. We reserve the right to modify these terms at any time, and such modifications will be effective upon posting on our website [FAQs](#). Any modifications will be communicated with a minimum of 90 days notice.

2. Payment Services

Sport Hub - Pay Today payment method allows payments to be made electronically through our platform. Organizations and their registrants must provide accurate and up-to-date payment information. Sport Nova Scotia will not be responsible for any payment processing errors due to inaccurate or outdated information.

3. Security

We take the protection and security of data seriously, and Rafflebox safeguards for your personal and financial information are used. Rafflebox implements several strategies to ensure the integrity and safety of our data and our clients' data, and their complete security commitment is available to view [here](#) as part of their ongoing commitment to transparency.

Organizations and their registrants are responsible for keeping their own login credentials, including passwords and account information, secure. Sport Nova Scotia will not be liable for any unauthorized access or transactions made through your account.

4. Eligibility

Organizations using the Sport Hub platform for program registration will have the option to use Sport Hub – Pay Today. Any organization running online payment through Sport Hub - Pay



Today requires a one-time setup to be able to collect online payments. This is done through a third-party [Stripe](#) account that is linked to an organization's chequing account. Stripe is an online merchant that facilitates safe and secure online payments. During registration setup, you will be redirected to set up your organization's Stripe Connect payment account via the Rafflebox platform.

Funds collected from your registration fees are deposited into this Stripe account and managed exclusively by your organization. These funds take up to 5-7 business days to be available in the Rafflebox dashboard for deposit into your organization's chequing account. Rafflebox or Sport Nova Scotia cannot access this account.

5. Merchant Processing Services

Sport Hub – Pay Today merchant processing services is currently Stripe, in partnership with Rafflebox.

The organization will have a Stripe Connect account created during Sport Hub - Pay Today setup, and the balance will be visible on the Sport Hub - Pay Today admin Rafflebox dashboard.

The charged amounts, less any refunds, chargebacks and fees, is initially reflected on the pending balance of the client organization's Stripe Connect account, and becomes available approximately 5-7 days after the transaction is processed (this timing can vary slightly). Available funds can be paid out to a bank account and payouts reduce the Stripe Connect account balance accordingly. All available funds will initiate an automatic deposit on a weekly basis every Friday directly to the organization's bank account (to note, once initiated, it can take up to 48 hours to show up within this account). Organizations will be able to access a transaction report at anytime through their financial management drop-down on the Sport Hub website. Deposit reports will be provided by request until a self-serve deposit report is ready for organizational use. Deposit frequency can be modified to monthly at the organization's request.

The organization is responsible for all fees associated with credit card processing, including any fees related to chargebacks and refunds (see below for further explanation). Credit card processing fees are detailed below and are subject to change.

The following processing fees shall be assessed under these Terms and Conditions

- Visa/MasterCard fee for all processed transactions: 2.5% + \$0.20 CAD per transaction
- For any incoming chargebacks (see below): \$15.00 CAD per chargeback

The Processor can be changed from time to time at Sport Nova Scotia's sole discretion.

6. Service Fees and Charges

We may charge fees for certain transactions, and these fees will be clearly communicated to you in this Terms and Conditions document. Organizations are responsible for any applicable fees, and they will be deducted from the payment amount. For the Pilot of Sport Hub – Pay Today, there will be no service fees charged.



7. Chargebacks

The organization agrees to reimburse Rafflebox for any transactions returned the Processor for whatever reason, otherwise known as 'chargebacks'. The organization will pay Rafflebox on demand the value of all chargebacks. The organization agrees to accept chargebacks, and will be liable to Rafflebox and the Processor in the amount of any transaction for which the cardholder disputes the validity of the sale. Sport Nova Scotia can support this process.

8. Refunds

Refunds can be issued via the Rafflebox dashboard. Funds will be removed from the client's Stripe Connect account and returned to the end customer's original method of payment.

Transaction fees and service fees are non-refundable. The client can specify the refund amount up to the total dollar amount of the original transaction less any service fees applied on the transaction. For example, if a customer purchases a program for \$100 plus a \$4 service fee, the client can refund up to \$100 to the customer.

9. Limitation of Liability

To the extent permitted by law, we shall not be liable for any direct, indirect, incidental, special, or consequential damages, or any loss of data, income, or profit, arising from the use of our online payment method.

10. Termination

We reserve the right to terminate or suspend your access to our online payment method with 30 days notice. You may also terminate your use of our service at any time.

11. Governing Law

These terms and conditions shall be governed by and construed in accordance with the laws of Nova Scotia. Any disputes arising from the use of our online payment method will be subject to the exclusive jurisdiction of the courts in Nova Scotia.

12. Contact Information

If you have any questions or concerns about these terms and conditions, please contact jmacpherson@sportnovascotia.ca

By using our online payment method, you agree to these terms and conditions. It is your responsibility to review these terms regularly to stay informed of any updates or changes.