

**Kingdom of the Outlands**  
**SCA Registration System (SCARS)**  
**Financial Policy and Procedures**  
**(approved by the SCA Board of Directors on July 18, 2021)**

**Requirements and Procedures for the use of the**  
**SCA Registration System (SCARS) for Event Reservations**

- I. The Kingdom of the Outlands has been approved to use SCARS by the Society Exchequer. This SCARS Financial Policy will be considered an addendum to the Kingdom of the Outlands Financial Policy approved by the Board of Directors on April 18, 2021.
  - A. The Kingdom of the Outlands must continue to remain current on Kingdom level quarterly reports, Kingdom NMR monthly reporting, NMR payments, Background Check invoice payments and Kingdom Domesday reports. Failure to communicate any delays in reporting may result in the loss of SCARS usage for the whole Kingdom.
  - B. Branch Eligibility:
    1. Branches must be up to date with quarterly reports, NMR monthly reporting, NMR payments, and Branch Domesday reports to be considered eligible for the use of SCARS.
    2. Approval to use SCARS will be required and reviewed for each event that is submitted. This approval rests with the Kingdom Exchequer and Kingdom Seneschal in consultation with the Crown.
    3. Failure to communicate any delays in reporting may result in the loss of SCARS usage for the Branch.
- II. The Kingdom of the Outlands will have a warranted Kingdom SCARS Deputy. This insures a check & balance system regarding electronic funds. As SCARS usage increases, more staff may be needed. Initial training will take place with the Society Exchequer & Society SCARS Deputy.
- III. The Kingdom of the Outlands has created a SCARS email alias [SCARSDeputy@Outlands.org](mailto:SCARSDeputy@Outlands.org) specifically and solely for the use of SCARS. The alias will be used as the email address of the SCARS account owner. This alias must cascade to at least two Kingdom officers, the Kingdom Exchequer and the Kingdom Seneschal. This email address must be in separate (modern) households. This email may not subscribe to any other lists, groups, Facebook, etc., and will not forward to any personal email addresses.
- IV. The Kingdom of the Outlands may accept Event Reservations through SCARS.
  - A. Each Branch wanting to use SCARS for accepting reservations must submit the completed Authorization Request to use SCARS form and the Required Event Information form to [SCARSDeputy@Outlands.org](mailto:SCARSDeputy@Outlands.org) and the hosting Branch's Reservationist.

1. The Authorization Request to use SCARS may not be modified as it is the form required by Society.
  2. The Required Event Information form includes additional information needed to set up the event in SCARS. A Flyer can be used in lieu of this form, but it must contain the information needed to set up the Event.
  3. The hosting Branch shall advertise the Event and must state that SCARS will be used for preregistration and that the cutoff for SCARS reservations is 14 days prior to the start date of the event. These advertisements should also include the cancellation/refund verbiage in Section V. B.
  4. A link can be used on the event/announcement page that will allow participants to go directly to <https://members.sca.org/apps/#SignIn> for preregistration in SCARS. They just need to login as they would to renew their membership.
  5. Participants being Comp'd must confirm that they will be attending with the Reservationist and Event Steward so that slots are not taken that could still be used. These reservations will be tracked by the Reservationist.
- B. The Kingdom SCARS Deputy shall create the event in SCARS.
1. Naming of the event in SCARS will be the [YEAR] [Event Name] to aid in tracking and reporting.
  2. Typically, 75% of event capacity and feast are assigned to SCARS for reservations with the remaining 25% reserved by the Branch for mail in reservations and walk ups (persons attending meetings to reserve by check or cash). The 75/25 split is REQUIRED for Kingdom level events.
  3. Once those spaces are sold, then the Kingdom SCARS Deputy will contact the Reservationist for more spaces, if available. After additional spaces are given to SCARS, unsold spaces will not be given back to the Branch until SCARS closes for the event.
  4. In the situation where all events require preregistration, 100% of the event capacity and feast can be assigned to SCARS for reservations, though this number should be reduced by the number of Comps attending.
  5. After setup is complete, the Kingdom SCARS Deputy will forward the Authorization and Required Event Information to Society to inform them of the Event so that they can track and reconcile the Event on their end.
  6. Once the Event has closed in SCARS (14 days prior to the start of the Event), the Kingdom SCARS Deputy will send the Reservationist a final report listing all of the Registrants/Participants that have paid through SCARS.
  7. After the Event is over, the Kingdom SCARS Deputy will provide a report of refunds due to the Branch Exchequer to send out a paper check of refund.
- C. The Reservationist is the person taking pre-event registrations for a given event.
1. The Reservationist will need to be warranted by the Kingdom Exchequer. This person can be the hosting Branch's Exchequer and/or Gate Keeper for the Event. Larger capacity events may require additional personnel.
  2. The Reservationist will receive a blank tracking report that includes any event-specific paid options, i.e., feast or lodging.

- a. Using this tracking report, the Reservationist will track Comp attendance and receipt of mailed in preregistrations paid by check. Mail-in preregistrations need to be postmarked no later than 14 days prior to the start of the Event.
    - b. The Reservationist will contact the Kingdom SCARS Deputy with changes in capacity limits immediately so that the Event is not over-sold.
  3. After the Event closes in SCARS (14 days prior to the start of the Event):
    - a. The Kingdom SCARS Deputy will send the Reservationist a final report listing all of the Registrants/Participants that have paid through SCARS.
    - b. The Reservationist should be able to copy/paste their Comps and "Paid by Check" participants onto this report, and then to sort it for the Gate Keeper to use at Gate during check in.
    - c. A copy of this report must also be sent to the Branch Exchequer for reconciliation of the check from SCA Corporate.
- D. SCA Corporate will cut and mail a paper check to the hosting group prior to the event. That check will be minus the processing fee.
  1. Each Branch using SCARS will be responsible for the SCARS fees incurred for each event that they host and should budget accordingly. The SCARS fees are 3.0% per reservation. An Event Fee for each event will also be assessed to the Branch, amount to be determined by Society.
  2. Event PreRegistrations using SCARS will close no less than 14 days before the beginning of the event to give Society time to reconcile their records and have the check mailed and received prior to the start of the event.
  3. The Kingdom SCARS Deputy and the Reservationist will maintain an electronic spreadsheet of who paid via SCARS and the amount charged.
  4. The hosting Branch Exchequer will receive the proceeds check directly from SCA Corporate and will be responsible for assessing any Profit Splits or Tithes related to the Event.
- E. The Registrant/Participant, after logged in, will go to Events to find the event that they want to register for.
  1. The Member's information will automatically pre-fill if the Member ID is provided.
  2. If a Member ID is not used, a new one will be assigned and the Non-Member Registration Fee (NMR) will be applied to the reservation.
  3. Payment will be made during registration via credit card or PayPal.
  4. Participants wishing to pay by check will need to send a PreRegistration Form with their check to the Reservationist in lieu of registering on SCARS. Mail-in preregistrations need to be postmarked no later than 14 days prior to the start of the Event.
  5. The participant will receive a confirmation of payment from the Reservationist.
- V. The Kingdom of the Outlands SCARS Cancellation/Refund Policy:
  - A. If the reservation window is still open in SCARS (more than 14 days before the event), registrants can cancel their reservation by logging in to

<https://members.sca.org/apps/#SignIn>, going to Events, and then clicking View/Modify My Registrations.

1. Only the person who originally registered someone can modify the reservation. The registrant will have to contact that person to cancel their reservation and to get their refund from them. Refund checks will only be written to the original registrant.
  2. A credit will show on the registrants account until after the event, at which time the Branch Exchequer/Reservationist will be notified of the refund request.
- B. Requests for individual refunds of pre-event credit card payment or electronic payment must be made via email or US mail, emailed/postmarked no less than 14 days before the beginning of the event, and must include a valid mailing address. Refunds will be made by paper check from the hosting branch that received the SCARS funds, minus the SCARS fees. Attendees will not be penalized SCARS fees if an error was made by the Society SCARS staff.
1. Refund requests made after the event closes in SCARS, but before the event occurs, must be approved by the Kingdom Financial Committee for Kingdom-level events. For Branch-sponsored events, the decision will be made by that branch's financial committee. The Branch will be responsible for the SCARS fees incurred.
  2. If Society, the Kingdom SCARS Deputy, or the Reservationist/Branch Exchequer miscalculates an attendee's gate registration, there will be no penalty on the attendee's refund.
  3. The Kingdom SCARS Deputy will send the list of refunds from SCARS to the Branch Exchequer who will be responsible for sending a paper check for refunds after the event has taken place. The Kingdom SCARS Deputy will forward this type of request on to the Branch Exchequer, as applicable.
- C. Refunds requested due to the mass cancellation of an event will have their fees waived with the approval of the Branch Financial Committee, and the Kingdom Financial Committee if it is a Kingdom-level event. (ex. Inclement weather, such as a hurricane, a pandemic, or other issue that will adversely affect event safety)
1. The Kingdom SCARS Deputy will notify all registrants with a Blast email for said event.
  2. There will be One (1) email address for attendees to request their refund. No other message system (NO Facebook - no texts - no PMs) will be accepted as it would be difficult to track.
    - a. If the cancellation occurs before SCARS has closed the event, this email will be [SCARSDeputy@Outlands.org](mailto:SCARSDeputy@Outlands.org).
    - b. If the cancellation occurs after SCARS has closed, the Branch Exchequer's email from the hosting Branch should be used because funds have likely already been dispersed. The Kingdom SCARS Deputy will forward this type of request on to the Branch Exchequer, as applicable.
  3. A 14-day length of time will be established for refund requests to be made.

4. The Branch Exchequer/Reservationist will match the copies of PAID invoices with a copy of the email or mailed request. Refunds will be made by mailed paper check, so check numbers will be added to these documents for tracking purposes.
  5. If a check is personally handed off – that person signs on master refunds list that their check was received. If it was to be mailed, their mail address is to be included.
  6. Checks will only be written to the person who paid the invoice. It is between those parties involved to settle between themselves if someone paid for others.
  7. Items #C, 2-6, will be clearly posted – at a minimum - on the Kingdom and Branch website Announcements as well as the Kingdom’s and Branch’s Facebook pages.
  8. The Kingdom Financial Committee may approve to reimburse the SCARS fees to the Branch out of the Kingdom General Fund in the case of a mass cancellation. Approval must be requested by the hosting Branch.
  9. The Branch Exchequer will report to the Kingdom NMR Deputy that the event was cancelled, so no NMR is due.
- D. SCARS fees are incurred whether a payment is refunded or not. Refunds that include the SCARS fees going back to the submitter will be covered by the hosting Branch. If Kingdom will be reimbursing the Branch for the SCARS fees (as in Section C), the Branch Exchequer will request one check to cover all those fees that were refunded per event. Documentation will be required.
- E. At no time are refunds to be given through SCARS. All refunds will be made by paper check from an SCA bank account.