

# Understanding Bluefin

In order to process credit and debit card payments securely, HomeTown Ticketing partners with payment processors. When prospective clients have an existing relationship with a payment processor that they need to maintain. Bluefin is a gateway that allows the HomeTown platform to connect to a client's existing payment processor. Bluefin is known for having a high level of security and low processing fees.

Here are some key details you should know about the processing fees and Bluefin's security.



*Bluefin is a gateway solution for schools that*

- Want to continue using their existing payment processor,
- Quick deposits,
- P2PE and PCI security compliance.

**Bluefin allows you to deposit your funds into your accounts at the cadence determined by the payment processor.**

## Online Sales

Bluefin is a gateway that connects the HomeTown platform with clients' existing payment processors when digital tickets are purchased through a website or in the HomeTown Fan App.

## Disputes and Chargebacks

Since Bluefin is a payment gateway, the dispute and chargeback policies are determined by the clients selected payment processor.

## Refunds

Any refunds accepted by the client will return the total face value of the tickets in the transaction, but not the Transaction Fees that were paid as part of the purchase.

## Fee Structure

### Fees for Online Sales:

- Credit card processing fee is determined by the client's existing payment processor.
- HomeTown's Service Fee is \$1 per ticket.
- Total Fee of Transaction = Payment Processor Fee + \$1 per ticket.
- The processing fee of Products and other non-ticket items is 5%.
- Minimum amount on a point of sale transaction is \$0.50.

### Invoices for all Sales

- All transaction attempts will incur a \$0.35 gateway fee
- All orders will incur HomeTown's fee of \$1 per ticket
- Invoices will be emailed monthly

### For More Information

Please visit this page:  
[Bluefin Terms of Use](#)

*Still have questions?* Reach out to the HomeTown team to talk about your specific payment processing needs, point of sale equipment needs, and getting set up with Bluefin today.