

# Understanding Check Payouts

HomeTown Ticketing partners with payment processors to securely process card payments for a small fee. When a client elects to receive payouts by paper check, the HomeTown Managed Stripe account will be connected to the client's box office to receive payment. HomeTown will then follow strict internal processes to distribute payouts to the client.



*Checks are the ideal payout method for schools that*

- Only need 1 payment account connected to their box office,
- Can accept weekly event ticket revenue mailed by paper check,
- Does not need robust reporting capabilities,
- Do not want to supply personal information.

**With checks, your school will receive payment 7-10 business days after the close of an event.**

## Online Sales

Stripe processes payment from credit card and debit cards when tickets are purchased via internet connection, whether on a website or in the HomeTown Fan App.

## Disputes and Chargebacks

Disputed credit card charges that result in a chargeback have a \$15.00 fee

## 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:

- Stripe Credit Card Processing fee is 2.90% + \$0.30 per transaction.
- HomeTown's Service Fee is \$1 per ticket.
- Total Fee of Transaction = 2.90% + \$0.30 per transaction + \$1 per ticket.
- Minimum amount on a point of sale transaction is \$0.50 with a fee minimum of \$.12.
- The processing fee of Products and other non-ticket items is 5%.

## For More Information

Please visit these pages:

[HomeTown Ticketing Terms of Service](#)  
[Stripe Services Agreement](#)

*Still have questions?* Reach out to the HomeTown team to talk about your specific payment processing needs.