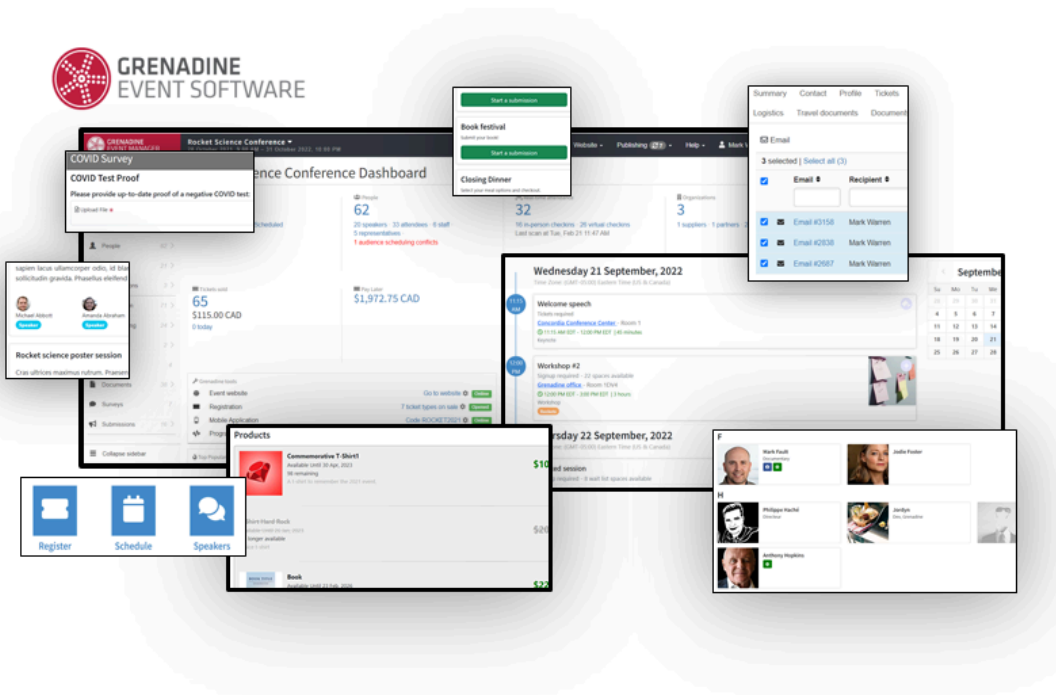




Grenadine Event Management Software

Masonic Plan

A special event management program designed exclusively for Masonic and affiliated organizations.



I. Welcome

We are honored to welcome members of the Masonic community to the Grenadine platform.

This special plan was created in close collaboration with early Masonic adopters and is thoughtfully designed to support Lodges, Chapters, and affiliated bodies of all sizes. It provides access to professional-grade event management tools with no upfront cost, allowing organizations to focus on what matters most: bringing members together and delivering well-organized, meaningful events.

Our goal is simple, to help every Masonic organization host polished, efficient, and well-run events while minimizing administrative overhead and financial barriers.

About Grenadine

Grenadine is a Montreal-based technology company dedicated to building modern, intuitive event management software.

We are a passionate, collaborative team that works closely with event organizers to understand their unique needs and continuously improve our platform. Rather than taking a one-size-fits-all approach, we operate with a personalized, boutique-style mindset, offering tailored solutions and responsive support.

Our mission is to deliver feature-rich, automated tools that simplify event planning while preserving the human connection behind every event. We believe powerful software should feel approachable, flexible, and supportive, especially for organizations built on tradition, community, and service.

Learn more about Grenadine and explore our platform at grenadine.co.

II. What's Included

With the Masonic Plan, your organization receives full access to Grenadine's core event management platform, providing everything needed to plan, manage, and deliver successful events, from registration through on-site execution:

- ❖ **✓ Registrations & Ticketing**
Secure online registrations and ticket sales with built-in Stripe and PayPal integration.
- ❖ **✓ Flexible Registration Setup**
Custom registration forms, promotional codes, and unlimited ticket types to support a wide range of event formats.
- ❖ **✓ Automated Event Websites**
Instantly generated event websites that are fully mobile and desktop-friendly, requiring no technical setup.
- ❖ **✓ Speaker, Sponsor, and Exhibitor Management**
Dedicated management tools with optional self-serve portals for speakers, sponsors, and exhibitors.
- ❖ **✓ Schedule & Program Builder**
Intuitive scheduling tools with room and venue conflict detection to help prevent overlaps and errors.
- ❖ **✓ Mass communication**
Built-in mass communication tools for emails, notifications, and automated reminders.
- ❖ **✓ On-Site Check-In**
Mobile check-in apps for iOS and Android to scan tickets and badges quickly and efficiently.
- ❖ **✓ Participant Self-Serve**
Self-serve participant profiles and public event browsing for a seamless attendee experience.
- ❖ **✓ Reporting & Engagement Tools**
Built-in reporting, badge generation, surveys, and additional tools to support post-event insights and follow-up.



III. Cost, Billing, & Payouts

Simple, No-Risk Pricing

There are **no subscription fees, setup fees, or upfront costs** for Masonic organizations enrolled in this plan.

Instead, a **flat rate of \$2.50 per paid item** is applied only when money is collected. A “paid item” includes:

- Paid tickets
- Paid merchandise
- Add-ons or other paid extras

You control how this fee is handled:

- **Passed to attendees** - automatically added at time of checkout, or
- **Absorbed by your organization** - deducted from your payout

Free tickets and unpaid registrations are always free. You will never be charged a fee unless a paid item is sold.

Payment Processing & Payouts

Grenadine’s Masonic Plan includes support for **Stripe and PayPal** for secure online payment processing.

To accept payments, your organization must connect either:

- a valid **Stripe account**, or
- a **PayPal Business account** (personal PayPal accounts cannot be used to sell tickets or paid items)

Once connected:

- Funds from each paid item are deposited directly into your organization’s account
- Grenadine’s flat per-item fee is automatically deducted at the time of each transaction
- No separate invoices or manual reconciliation are required
- You retain full control over your funds, payout timing, and account settings through your chosen payment provider

Please note that **payment processor fees** (Stripe or PayPal) vary based on your account and are set by the provider, not Grenadine. These fees are automatically deducted by the processor at payout.

If you do not yet have an account, you can create one directly with your preferred provider:

- **Stripe** - <https://dashboard.stripe.com/register>
- **PayPal** - <https://www.paypal.com/webapps/mpp/account-selection>

Refunds & Non-Usage Policy

All Grenadine fees, including registration fees, consulting services, and purchased add-ons, are non-refundable.

If your organization engages in paid services (such as onboarding assistance or event setup support) and later chooses not to proceed with an event or discontinue use of the platform, any charges already incurred will still apply and must be paid in full.

You remain responsible for fees generated during setup, configuration, or service delivery, even if the event does not take place.

IV. Eligibility

The Masonic Plan is available to the following organizations:

- Masonic Lodges
- Grand Lodges
- Affiliated Masonic Chapters and concordant bodies (including all officially recognized Masonic organizations and appendant bodies)

To qualify, events hosted under this plan must be **directly related to Masonic activities, meetings, or officially sanctioned events.**

Events organized by unaffiliated third parties, or events primarily intended for unrelated commercial, promotional, or non-Masonic purposes, are not eligible and may be subject to Grenadine's standard pricing model.

Grenadine reserves the right to review event eligibility to ensure alignment with the intent of this plan, while always working collaboratively with organizations to clarify eligibility when questions arise.

V. Add-Ons

While the baseline Masonic Plan includes the full suite of features needed for most Masonic events, optional services such as **virtual session features, custom branding, and consulting support** are available on request. These add-ons can be arranged during onboarding or at any point during your use of the platform.

Our team will be happy to guide your organization if any of these additional services are needed to enhance your event experience, while ensuring the core plan covers your essential requirements.

VI. Getting Started & Onboarding

To begin using Grenadine for your Masonic events, follow these simple steps:

1. **Request Onboarding** - Contact the Mason's Grenadine liaison (Jordyn Hartzell <jordyn@grenadine.co>) to gain access to your dedicated Masonic instance.
2. **Personalized Onboarding Email** - Receive a customized email containing your unique Create Event link and key information.
3. **Create Your Event** - Click the link and complete the Create Event form to set up your first event.
4. **Automatic Event Setup** - Upon submission, your event is automatically created in the system.
5. **Access Your Event Dashboard** - You will see on-screen links and receive a confirmation email giving you access to your event's admin dashboard and website.
6. **Invite Your Team** - Add other event organizers to collaborate. Your event website will update dynamically as content is added.
7. **Duplicate for Future Events** - Use the convenient event copy option to quickly create subsequent events without starting from scratch.

This process is designed to get your organization up and running quickly, allowing you to focus on planning and delivering successful Masonic events rather than worrying about technical setup.

VII. Support & Consulting

Grenadine Support Services

Grenadine provides technical support to **Admin Users** within the Masonic instances. This includes remote assistance with issues directly related to the functionality and use of the Grenadine platform.

Support includes:

- Bug reporting and resolution
- System access issues
- Performance concerns or unexpected behavior

These technical services are provided at no additional cost. Requests that fall outside the scope of technical troubleshooting, such as training or configuration advice, are considered professional services and are subject to standard consulting rates.

Grenadine Consulting Services

Grenadine offers **Consulting Services**¹ to assist with non-technical requests. These services are billed at a flat hourly rate or can be pre-purchased in discounted hourly banks.

Consulting Services include:

- **Assistance:** Support with event setup, onboarding, data migration, and configurations
- **Customizations:** Feature enhancements or new development requests, based on feasibility and scope
- **Training:** Personalized training sessions with a Grenadine expert

Technical issues such as software bugs or access problems are fully covered under standard technical support and are not billable.

¹ Consulting services are billed at our standard rate of **\$140 per hour** at a minimum of 0.5 hours per request.

VIII. Terms of Use & Privacy

Grenadine Terms of Use

This plan is subject to the Grenadine Terms of Use, which outline platform usage policies, service levels, and responsibilities. You can view the **Grenadine Terms of Use** at:

[Grenadine Terms of Use](#)

Grenadine Privacy Policy

Grenadine is committed to protecting participant privacy and handling all data in accordance with the strictest North American and European data protection regulations, including GDPR. You can view the **Grenadine Privacy Policy** at:

[Grenadine Privacy Policy](#)

IX. Plan Availability & Termination

Grenadine reserves the right to modify or discontinue the Masonic Plan at any time, for any reason. Continued access to the plan is contingent upon compliance with the terms outlined in this document and the Grenadine Terms of Use. In the event of significant changes or discontinuation, Grenadine will work with affected organizations to provide guidance and support, helping ensure a smooth transition.

X. Agreement Terms

By joining the Grenadine Masonic Plan, your organization agrees to the following:

1. **Authorized Use** - Use the software solely for events organized by or affiliated with your Masonic organization.
2. **Payment of Fees** - Pay all fees incurred in connection with events, including any optional Add-Ons, consulting services, and other charges outlined in the Pricing & Billing section.
3. **Compliance** - Accept and comply with the Grenadine Terms of Use and Privacy Policy, accessible via the links provided in this document.
4. **Security & Confidentiality** - Keep all login credentials and administrative access information confidential and secure.

These terms ensure a safe, fair, and productive experience for both your organization and Grenadine.

XI. Contact Information

For any questions about the Masonic plan, technical support, or onboarding, you may reach us through the following:

- **Support Center:** support@grenadine.co - for technical issues, login help, or troubleshooting. Responses typically within 24 hours.
- **Contact Form:** Available within your Admin Dashboard - submit general questions or service requests directly from your account.
- **Masonic Plan Liaison:** Jordyn Hartzell <jordyn@grenadine.co> - for questions regarding plan details, billing, or onboarding assistance.
- **Website:** grenadine.co - for product information, tutorials, and resources.

Our team is here to ensure your events run smoothly and your experience with Grenadine is seamless.

Event Scenario

Here's a brief walkthrough of how a Masonic event could look using Grenadine:

Step 1: Set Up Your Event Quickly

Fill out your event's key details: name, location, dates, and times. Add speakers, panelists, sponsors, and exhibitors, or allow them to complete their own profiles through self-service portals. Profiles can include photos, logos, documents, videos, and social links, with public or private visibility options.

Step 2: Build & Launch Your Website and App

As you create your schedule and assign roles, Grenadine automatically detects scheduling conflicts. Define unlimited ticket types, custom promo codes, and registration forms to meet your needs (e.g., General Admission, VIP, Meal Tickets, Multi-Day Packages). Once ready, publish your event. Your website and mobile app are generated automatically and open to the public for registrations and ticket sales.

Step 3: Engage Your Community

Attendees, exhibitors, and sponsors enjoy a dynamic and interactive experience, including:

- Personalized agendas & profiles
- Event-wide notifications & chats
- Increase networking opportunities for attendees by expanding your toolkit with optional features such as 1:1 messaging or the Mobile Event Guide App

These features help boost engagement while giving you options to enhance the experience with add-ons.

Step 4: Browse & Discover

Participants can browse speakers, exhibitors, and sponsors, view multiple programming streams, filter the schedule by track, speaker, date, or time, and register from any device. Waitlists for sessions are supported.

Step 5: Get Paid Instantly

Funds from ticket sales or paid items are deposited directly into your Stripe or PayPal account. Attendees receive confirmation emails and e-tickets, printable or scannable from mobile devices.

Step 6: Communicate with Ease

Use Grenadine's mass email tools to send personalized invitations, reminders, surveys, or pre-scheduled messages from your own domain if using custom email. All communications are tracked in the system.

Step 7: Reduce Onsite Wait Times

On event day, QR codes allow contactless ticket scanning and cashless sales. Reduce registration lines, staff needs, and eliminate paper forms.

Step 8: Seamless Check-In

Use the included Grenadine Check-In App (iOS/Android) to scan tickets and badges, online or offline. Supports both general admission and session-specific check-in.

Step 9: Wrap Up with a Personal Touch

After the event, filter attendees to send personalized thank-you emails or follow-ups. Pre-schedule messages for timely delivery and track attendance for insights, surveys, or future promotions.

This scenario demonstrates how Grenadine helps Masonic organizations plan, manage, and execute professional, engaging events with ease.

