

Workflow for Creating a New Event

- The Organizer (“you”) sends a request by filling out the form on our website, or by [email](#). Include your organization information (name, website), contact information (full name, position, email, phone number) and the duration you want to use event management software, start date and end date. The required minimum time is one month.
- Within a few hours you will receive an offer via email.
- Once you accept the offer and make the required payment, within the next 48 hours you will:
 - receive an email to get access and use the event management software application.
 - have access to the tutorial videos.
 - be able to create your own event using our self-service software application.
 - have access to online support by email or by telephone (Monday - Friday: 10:00 am - 18:00 pm UTC +2) if needed.
- You are granted access to the platform and can start creating your event.
- One week before the event software license expires, we ask if an extension is needed.
- When the application license expires, then immediately we:
 - cancel any login credentials, which means you will no longer be able to login.
 - delete the created event and any stored information (including personal data).

IMPORTANT! If you want to keep a backup, you need to do this through the Export function within the platform. GatherNext does not keep records of client data, due to GDPR restrictions.
- We send you the account balance for the final payment (if applicable).