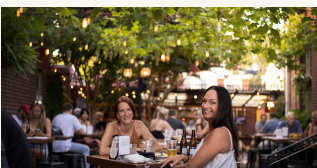
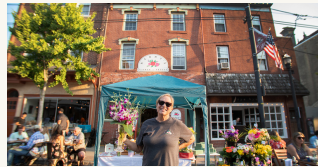
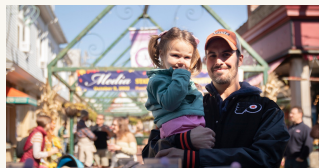


# DELCO GIVES

Hosted by  
The Foundation  
for Delaware County

## PLAYBOOK

THE FOUNDATION FOR DELAWARE COUNTY





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# HELLO!

Thank you for registering for Delco Gives Day 2024. We are incredibly excited to launch this initiative for our community and are so grateful that you are joining us in our inaugural year. The team at the Foundation may be the Delco Gives Day hosts, but each participating nonprofit will make Delco Gives Day their own and find creative ways to leverage the tools, prizes, and marketing that we provide.

Throughout this playbook, the Delco Gives Day training, and the resources on the Delco Gives Day website, you will see that there are numerous tools available to make the most out of this event. From tips to creating a great profile to information on acquiring and setting up matches to templates for social media and email, the Foundation team is providing you with what you need to succeed. We understand that each organization has a different capacity of both time and resources to invest in Delco Gives Day, and we want you to know there is no wrong way to participate. Some organizations may find a lot of success and community connection through in-person events, while others may prefer to focus on online fundraising. You are invited to participate in whichever way feels like a good fit for your organization. While it is true that organizations will get more out of Delco Gives Day the more they put into it, we truly hope this is a beneficial opportunity for everyone who participates.

**The purpose of Delco Gives is to bring Delaware County together in a day of giving and remind our neighbors and supporters that no matter how much they can give, they can make a difference in this community.**

Delco Gives Day is more than just a fundraising event; it's a celebration of our county's generosity and community spirit. This initiative recognizes the impact we can make as a community when we come together. Each organization in Delaware County serves an important role, and we are thrilled to coordinate this initiative for each one of you. Thank you again for registering, and we look forward to working with you. Feel free to reach out to our team with any questions.

*Let's do this!*

THE DELCO GIVES TEAM

# FREQUENTLY ASKED QUESTIONS

## WHO IS THE HOST OF DELCO GIVES DAY, AND HOW DID IT COME TO BE?

Delco Gives Day is hosted by The Foundation for Delaware County (the “Foundation”). In the seven years since our founding, the Foundation has established a reputation as a community leader by energizing participation and partnerships across our communities and providing meaningful resources for nonprofits and donors. As a program provider, funder, and convener, the Foundation is in a unique position to lead collaborative initiatives, like Delco Gives Day, to bring funders, nonprofits, the business community, and other community members together to build a stronger Delaware County. Our 2023-26 Strategic Plan explicitly identified a Giving Day as a strategy to inspire and facilitate philanthropy, and we are thrilled to bring this vision to life in 2024.

## WHY IS THE FOUNDATION HOSTING DELCO GIVES DAY FOR LOCAL NONPROFITS?

We are invested in bringing awareness to the nonprofits that make our community a vibrant place for us to live, work, and play. Nonprofits play a huge role in all our lives, and we are deeply dedicated to supporting the good work that they do.

## WHY A GIVING DAY?

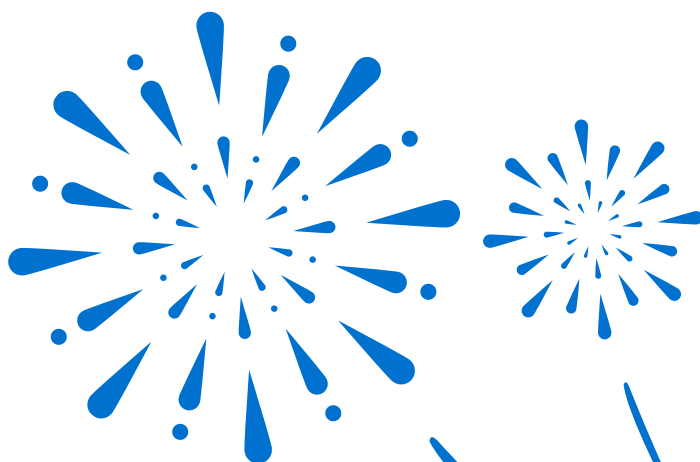
Giving days have proven highly successful throughout the country in raising funds and awareness of the nonprofit community. They have been proven to help build support for the operating needs of nonprofit organizations and help them grow their base of engaged donors – bringing in new donors while also helping to spotlight the charitable needs in the community.

## WHAT IS BONTERRA, FORMERLY KNOWN AS GIVEGAB?

Bonterra/GiveGab is the website manager for Delco Gives Day. The GiveGab team handles all online-based aspects of the giving day. From verifying that nonprofits are eligible to receive funds to providing online donor support, GiveGab can answer all questions having to do with the Delco Gives Day website. To reach the GiveGab team, simply go to [delcogives.org](https://delcogives.org) and click the little blue chat bubble in the bottom right corner.

## IS DELCO GIVES DAY A COMPETITION?

No - it sure isn't. While Delco Gives Day may feel like a competition because you can see how much one organization raises compared to another, that is by no means the intention. The Foundation team deeply believes that giving days should be a win-win for every organization involved. We approach this event with an abundance mindset and hope you will, too. There are so many resources, and there is ample generosity in this community. The goal is to connect people who care to your organization, and that in no way takes away from other organizations. The more nonprofits there are participating, the more the word gets out about the initiative and the greater number of donors we can engage and bring to your organizations. Every year, donors will have the chance to use this event to find new organizations to give to, and that in no way takes away from the previous organizations they love and will continue to support. We truly hope that each nonprofit will approach this event with the mindset that thriving nonprofits support a thriving community, and the more donors we invite to give and celebrate, the better off the community will be as a whole.





### **WILL MY ORGANIZATION RAISE MONEY?**

The Foundation cannot guarantee that every organization will raise money. The degree of success will largely depend on the effort put in by the nonprofits and whether they leverage tools such as matches and social media outreach. Registration fees are not refundable, regardless of an organization's performance.

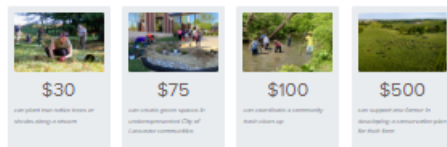
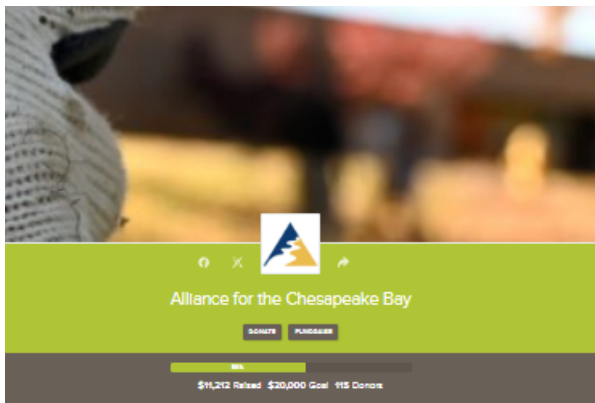
### **HOW CAN I MAKE SURE MY ORGANIZATION SUCCEEDS IN DELCO GIVES DAY?**

Over the next several months, the Delco Gives Day team will be offering a variety of training opportunities to teach you and your team about tools designed to help you succeed on Give Day. Please review the training page on page 5 to learn more about upcoming opportunities. We highly recommend utilizing tools such as matches and social media graphics to make the most of participating in Delco Gives Day.

### **WHAT DO I DO IF I NEED HELP?**

Both the Foundation team and the GiveGab team are here to help if needed. The Foundation team can answer questions about deadlines, local outreach, communications, in-person training opportunities, and in-person events. The GiveGab team can answer questions about approval to receive funds, creating your profile, setting up matches and challenges, and using the website. Please review the Need Help? information on page 13 to learn how to get in contact with these teams.





# SETTING UP YOUR PROFILE

Complete by May 1 at the latest

Your profile is your opportunity to share your mission with caring community members. This is an opportunity to take advantage of the high volume of traffic on [delcogives.org](http://delcogives.org) and many new potential donors.

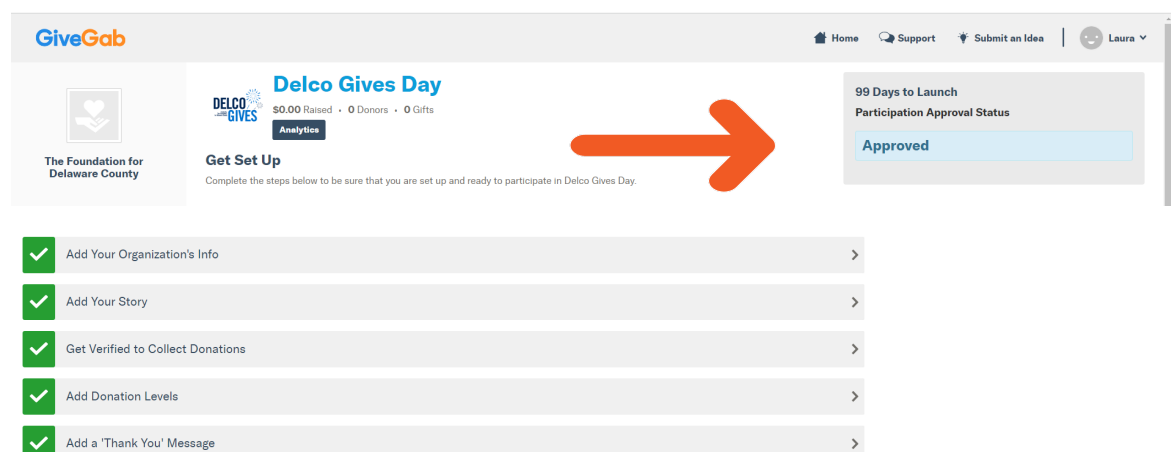
## Tips and tricks for making a strong profile

- Add information to your profile
- Include mission, photos, videos, etc.
- Consider adding donation levels
- Include a link to your website in case donors want to learn more
- If based outside Delaware County, include info on local services in your profile!
- Add thank you messages so it sends auto responses to donors on Delco Gives Day
- Try to complete it by mid-April so it is ready for donors who look early, but complete it no later than May 1

Want some more help setting up your profile?  
Drop in for office hours with Laura 10:30 AM - 11:30 AM,  
Wednesdays through May 1.  
[Click here](#) or visit the Training Page on [delcogives.org](http://delcogives.org)  
and scroll down for the ZOOM link.

## APPROVAL

You are approved when your dashboard says "Approved" in the upper right corner and there is a green check box next to "Get Verified to Collect Donations"





# TRAINING OPPORTUNITIES

The Foundation team has planned and coordinated multiple training opportunities for participating nonprofits. **The Final Training on April 2, 2024, is MANDATORY** in order to participate in Delco Gives Day. All other trainings are optional but strongly recommended.

## **Getting Ready for Delco Gives (Virtual) - January 23, 2024 (9:30 A.M.) (Recording available)**

Learn everything you need to know about Delco Gives, including how to register your organization for the big event and the features available to make your organization as successful as possible. We'll conclude by answering any of your Delco Gives questions and highlighting the resources available to make getting ready for Delco Gives a breeze!

## **How to Effectively Engage Your Board in Fundraising (In-person) - February 15, 2024 (11:30 A.M.)**

Getting your board and supporters on board for Delco Gives Day can be a pivotal step in your overall success. In this training, you'll learn how to foster a culture within your board that prioritizes and values fundraising as a key component of their role and learn innovative ways to motivate and engage board members, turning their passion for the cause into effective fundraising action, particularly in support of Delco Gives. [Location: Delaware County Bar Association in Media, PA](#)

## **Turn Your Mission into an Online Movement (In-person) - March 6, 2024 (9:30 A.M.)**

Join us for a transformative event that will help you amplify your online voice and make a lasting impact. We'll walk you through digital marketing best practices and an online donor's journey you can activate for your cause that focuses on authentically educating, inspiring, and motivating your audience to be an advocate for your organization online.

[Location: Neumann University in Aston, PA](#)

## **Final Steps to Success for Delco Gives Day (Virtual) - April 2, 2024 (9:30 A.M.)**

With only a few weeks until Delco Gives Day, there's still plenty of time to make sure your Delco Gives Day campaign is ready to go. In this webinar, we'll go over last-minute tips and best practices to engage with your supporters and be successful on Delco Gives Day. The Delco Gives Day team will also be available to answer any and all of your last-minute questions!

## **Register for all training sessions and learn more at [delcogives.org/trainings](https://delcogives.org/trainings)**

Click "Register Here" under the training you are interested in.

### **Who can join:**

Trainings are open to any staff member, board member, or volunteer supporting your organization's Delco Gives Day plans.

### **What if you miss a training:**

If you cannot attend a training and would like to view it later, it will still be listed on the training page, and you can click "View Recording" and "View Slides" to watch the recording at any time.

### **Other training opportunities:**

In addition to the live training opportunities offered this year, there are also a number of pre-recorded webinars on all giving day-related topics. These pre-recorded videos can be found at the bottom of the Delco Gives Day training page.

# SOCIAL MEDIA GRAPHICS & DOWNLOADS

To support nonprofits in promoting your participation in Delco Gives Day, our team has put together a variety of social media graphics and downloads for you to use. These can be found on the downloads page at [DelcoGives.org/info/downloads](https://DelcoGives.org/info/downloads). Using social media graphics and downloads is **OPTIONAL**.

## What kind of graphics are available?

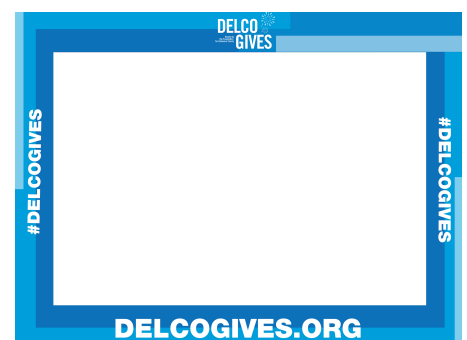
- Social Media: Multiple social media graphics are available, including profile and event cover photos, donor graphics, and more!
- Signage: Graphics are available for printing signs and selfie frames.
- Zoom Backgrounds
- Postcard
- Email Signature Banner

## How do I download the graphics?

1. Visit [DelcoGives.org/info/downloads](https://DelcoGives.org/info/downloads).
2. You can either download all at the top of the page or download them individually by clicking the download link below each graphic.

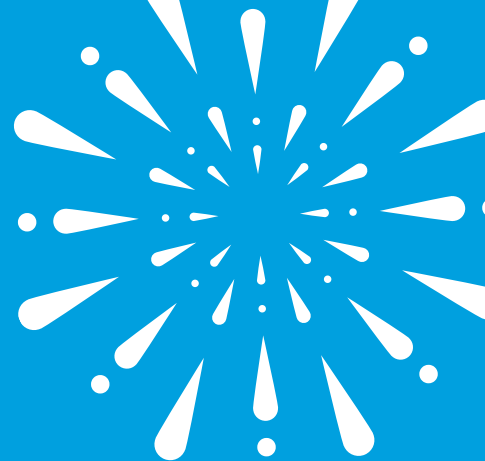
## How can the graphics be used?

Feel free to use the graphics in whatever way you like. We ask that you not edit any of the official Delco Gives Day logos provided (i.e. Changing colors or adding or removing elements). For customizable graphics, please add your photos.





# IMPORTANT DATES



January 3, 2024: Nonprofit registration opens at [delcogives.org](https://delcogives.org)

April 17, 2024: Nonprofit registration closes

May 1, 2024: Deadline to complete your [delcogives.org](https://delcogives.org) profile

May 8, 2024: Delco Gives Day starts at 7:00 p.m.

May 9, 2024: Delco Gives Day ends at 7:00 p.m.



# EVENTS



## Kickoff at Dining Out Under the Stars in Media

- Where: State St. in Media
- When: Wednesday, May 8 at 6:00 p.m.
- Who: The Delco Gives Day Team will be putting together a kickoff under the stars. All nonprofit staff, board members, volunteers, donors, business partners, and supporters are invited to join us.

## In-Person Finale

- Where: Rose Tree Park
- When: Thursday, May 9, from 4:00-7:00 p.m., with the final countdown at 6:59 p.m.
- What: Join us for live music and fun as we celebrate the nonprofits and donors and announce our final numbers.
- Who: All nonprofit staff, board members, volunteers, donors, business partners, supporters, and community members are invited to join us.

More details for both of the above events will be available soon.

## Events Hosted by Your Organization

If your organization would like to, you may plan an event in support of Delco Gives Day. Any money raised from an event from April 1 - May 9 designated for Delco Gives will count towards your Delco Gives Day totals. Events do not have to be large-scale but can be an opportunity to invite supporters, volunteers, board members, the community at large, other nonprofits, neighbors, etc., to celebrate Delco Gives with you.

## Event ideas

- An open house at your space
- Partnering with a local business, restaurant, or brewery to spread the word about your work and possibly receive part of the proceeds from the day
- A collaborative event with another nonprofit or a group of nonprofits, for example, a collaborative block party
- Live music, performances, fun run, bar crawl, art exhibitions, sports tournaments, exercise classes, or a book reading
- Virtual info sessions and updates for your donors, board, and volunteers

## How will events be promoted:

- Events run by nonprofits will be added through the Delco Gives site. Events submitted will be listed on the events page on [DelcoGives.org](https://DelcoGives.org). This is often how we find out about your cool events happening and may send news media there.
- Promote them through the Foundation's media, as well as your newsletters, social media channels, emails, etc.

**Attending and/or hosting events is OPTIONAL.**

# WAYS DONORS CAN GIVE

	HOW	WHEN	FEES*	RECEIPT	HELP
<b>ONLINE</b>	Credit card or mobile at delcogives.org	<b>May 8–9, 2024</b> 7 P.M. - 7 P.M.	+2.5% + \$.30 Credit Card Fee  + 3.5% GiveGab Platform Fee	Email from Delco Gives	Blue Chat Bubble
	ACH at delcogives.org		+\$3 Stripe Fee  + 3.5% GiveGab Platform Fee		
<b>CHECK</b>	Check to participating nonprofit org.	<b>Received 7 pm April 1 through 7pm May 9</b>	1% Fee taken from Bonus Pool allotment	Email/ mail	Your Nonprofit Org.
<b>DAF, IRA, OR STOCK</b>	DAF	<b>Received 7 pm April 1 through 7pm May 9</b>	None	N/A	Isindoni@ delcofoundation. org
	IRA and Stock			mail	

\*Additional information regarding fees

Platform: GiveGab retains a 3.5% campaign management fee from all online donations.

Credit Card: Processing fees are an additional 2.5% + \$0.30 for MasterCard, Visa, Discover, and American Express.

ACH Transfer: Donors can also make a gift using their ACH checking account. Donations of \$100 or more are eligible for ACH transfer and will incur a \$3 flat fee in addition to the 3.5% platform fee.

Offline Gifts: A 1% Fee will be collected on all offline donations. The funds raised by this fee will go directly into marketing and event production to make Delco Gives possible. This 1% will be deducted from the organization's Bonus Pool payout.

**GiveGab data shows that the majority of donors cover the fees associated with their online donations.**



## DO YOU HAVE A GENEROUS DONOR OR BOARD MEMBER? CONSIDER ASKING THEM TO SPONSOR A MATCH OR A CHALLENGE

### **What are matches and challenges?**

A match and a challenge are both funds donated with the intention of multiplying donations and making gifts go further.

**Matches:** A match doubles your donation dollar for dollar. For example, John Smith provided a match of \$1,000. Donor #1 gives \$100. John's matching fund adds another \$100. Donor #2 gives \$250. John's matching fund adds another \$250. This continues until the \$1,000 has been spent.

**Challenge:** A challenge is a reward that gets funded in full when a goal is met. For example, Jane Smith will give your nonprofit \$500 when your organization hits \$1,000 in gifts. When that goal is met, the \$500 automatically gets added to your total.

### **Why utilize matches and challenges?**

Matches and challenges are an incredible tools to encourage donors to give. Donors want their donations to go as far as possible, and many see matches and challenges as a way to make the biggest impact.

### **Who should you ask to provide a match or challenge?**

You can ask anyone to provide a match or challenge. Some organizations have just one, and some have many. You can ask your board to pool their funds together for a match. You can ask a business. You can ask a donor who gives to your organization annually, and you know they believe in your work. If you are uncomfortable asking for a second gift from someone who typically gives during a different time of the year, you can even ask them if they consider giving in May instead of in December. While this moves their gift to May, it will encourage others to give during Delco Gives Day and grow the impact of the matching donor.

Match and challenge funds should be received by the organization BEFORE the giving day begins.

**[Click here to learn more about how to enter matches and challenges in GiveGab](#)**

**Utilizing matches and/or challenges is OPTIONAL.**



# PAYMENTS & RECEIPTS

As seen in the Ways Donors Can Give chart on the previous page, there are many ways for donors to give to your organization.

## Offline gifts made to your organization:

Gifts made directly to your organization can be deposited when you receive them. You are responsible for receipting these donors, including match and challenge donors. Matches and challenges can be added to your Delco Gives Day total using the “Manage Matches and Challenges” button on your dashboard. Checks and other gifts given directly to your organization can be added using the “Add Offline Donation” button.

### Donation Tools

A screenshot of the 'For Delco Gives Day' donation form. It includes fields for 'Donor's First Name', 'Donor's Last Name', 'Amount' (with a dollar sign), and 'Custom Display Name (optional)'. There is a checkbox for 'Add donor address' and a dropdown for 'Attribute to Fundraiser' (set to 'None'). A note states: 'Please note: There is no need to select both a fundraiser and a team. Donations attributed to a fundraiser will also count towards the fundraiser's team, if they belong to one.' Below this is a 'Donor's Message' text area and a 'Fallback Message' text area. Under 'Privacy Options', there are checkboxes for 'Do not display the donor's name publicly' and 'Do not display the donation amount publicly'. The 'Receipt Email' section has a checkbox 'Email a receipt to' and a text field containing 'email@example.com'. At the bottom right are 'Cancel' and 'Create Donation' buttons.

## Gifts made offline and directly to the nonprofit:

An offline gift is any donation not made through the delcogives.org portal. Offline gifts can be gifts made through cash, check, or other online sites (your organization's website, Facebook, Venmo, PayPal). An offline gift **MUST BE A DONATION**. No goods or services are received by the donor for the donation. If there is a good/service received, e.g. an event ticket, there must be an amount over and above the value of the ticket to count. Your organization may not save previous donations and enter them as offline gifts. If you are hosting an event, donations can be received before April 1, as long as the event is being held during the April 1 – May 9 window and the donation is clearly intended for Delco Gives.

Your organization will manually input each gift individually into the delcogives.org platform as an offline donation. This function will be available from April 1 – May 10 (gifts must still be received by 7:00 pm on May 9). All offline donations incur a 1% fee that will be deducted from your bonus pool money. Offline donations can be receipted via the Delco Gives Day website IF you include the donor's email address AND check the box that says, “Email a receipt to...”. Otherwise, your organization is responsible for mailing a receipt to offline donors.

All offline gifts uploaded through the delcogives.org dashboard are subject to verification by the Foundation.

## Gifts made online through DelcoGives.org:

Gifts made online will be directly deposited into your organization's bank account within 7 days of receiving them. Please double-check that your banking information is entered correctly, as this is how you will receive the funds. Please note that you will likely receive multiple fund deposits, adding up to your total online gifts.

If a donor would like to give a gift via a stock, IRA, or Donor Advised Fund transfer, the Foundation must receive it by May 9 to be processed. In order for this to happen, we suggest donors request these fund transfers by April 21. The donor will be responsible for requesting these transfers from their financial institution in time to ensure meeting that deadline.

When donors give online through DelcoGives.org or by stock or IRA, they will be receipted via email. Your organization may choose to send a thank you note or some sort of recognition to donors, but you should not send receipts to donors who give online.



# BONUS POOL & PRIZES

## **Bonus Pool Funds:**

The Bonus Pool is a bonus pool of funds that has been raised by the Foundation from community partners. This bonus allows donor dollars to go even further and gets even more money for participating nonprofits.

Bonus Pool funds will be shared by all participating nonprofits receiving donations during Delco Gives. The amount received will be proportional to each organization's percentage of the total donors during the event. For example, if an organization receives 2% of the total donors during Delco Gives Day, they will receive 2% of the available bonus funds.

## **Prizes:**

**Delco Gives Day also includes cash prizes provided by local businesses.**

Why does Delco Gives Day have prizes?

- It is one more way to get more funding for nonprofit participants.
- Donating cash prizes is a great way for businesses to get involved.
- Possibly the most important reason of the three: prizes encourage donors to give! Many donors get very excited about the gamification of Delco Gives Day and will give in an effort to help the nonprofit that they love to win a prize.

## **Do the prizes make Delco Gives Day a competition?**

While nonprofits are technically competing for prizes, the intention is not to set nonprofits against one another. The true goal of the prizes is for nonprofits to use them as a tool to encourage giving. We hope that your organization will leverage its existence to excite donors into giving. While multiple nonprofits may be competing for a single prize, we hope that each nonprofit (regardless of whether or not they win it) benefits from the existence of the prize. It allows nonprofits to say, "Give for the next hour and help us win the \_\_\_\_\_ prize!" The hope is that whether or not a nonprofit wins a prize, they are able to use them in their marketing to encourage and incentivize donors to give and, ultimately, gain more donors and funds.

## **What types of prizes will be available?**

In an effort to make prizes as equitable as possible, there are a wide variety of eligibility parameters for each prize. Some prizes are split by nonprofit size, others by nonprofit cause area. Many other prizes are simply random selections.

Prizes and prize rules will be announced at [DelcoGives.org/prizes](https://DelcoGives.org/prizes).

## **Prizes and Bonus Pool Dollars**

All prizes and stretch pool dollars will be consolidated into one check and mailed by the end of June 2024.

Promoting and trying to win prizes is **OPTIONAL**.

# COMMUNICATIONS

Please follow along with our Delco Gives Day communications. The Foundation team will use email and social media posts to remind registered organizations about deadlines and training opportunities, as well as any potential updates or changes that may arise.

## Emails

- Regular emails starting in February going to those marked as admins on your account.
- If you have not been receiving emails, contact Laura at [lsindoni@delcofoundation.org](mailto:lsindoni@delcofoundation.org).
- You can also subscribe to our nonprofit e-news at [delcofoundation.org/newsletter](http://delcofoundation.org/newsletter).

## Social Media

- Instagram: Follow @delcofdn
- Facebook: Follow The Foundation for Delaware County
- LinkedIn: Follow The Foundation for Delaware County @delcofdn
- Use #DelcoGives when posting on social media



## NEED HELP?

There is an abundance of resources to provide guidance through your Delco Gives Day planning process! If you have questions or need help, please refer to the following:

- **This document**
- **[delcogives.org](http://delcogives.org)**
- **Blue chat bubble!**



This is the easiest and fastest way to get ahold of the GiveGab team. If you have questions about anything related to the website (setting up your profile, getting verified to accept donations, downloading your donation reports, setting up matches, etc.) please reach out to GiveGab first!

- **Nonprofit Toolkit**
  - This resource library has links and templates for every step of Delco Gives Day planning.
- **FAQ page**
- **Trainings Page**
  - Register here for all live trainings and pre-recorded webinars.
- **GiveGab Support Page**
  - This support page has articles and videos on all website-related topics. Use the search bar to search for any topic and find an article that gives you step-by-step instructions with visual aids.
- **Contact the Delco Gives Day team.**
  - For local questions or questions that cannot be resolved with the above resources, please feel free to [reach out to Laura](mailto:lsindoni@delcofoundation.org) at [lsindoni@delcofoundation.org](mailto:lsindoni@delcofoundation.org)

## Weekly Office Hours

Starting in February, the Foundation team will be offering weekly Office Hours on Wednesdays from 10:30 AM - 11:30 AM, where you can sign up to visit our office in Media or meet with us over Zoom during that time. We can help you brainstorm fundraising ideas, ways to engage your supporters, and more. Stay tuned for an email about when those start and how to sign up. [CLICK FOR ZOOM LINK](#) or visit [delcogives.org/trainings](http://delcogives.org/trainings)

# TERMS OF AGREEMENT

Below please find the Terms of Agreement between participating organizations and Delco Gives Day host The Foundation for Delaware County (the "Foundation"). Please carefully read this Agreement in its entirety. As part of the 2024 online registration form on DelcoGives.org your organization will digitally submit your acceptance of the terms of this Agreement. The term of this agreement is from execution until December 31, 2024.

## **Delco Gives Day 2024 Terms of Agreement Requirements**

Your organization is eligible to participate in Delco Gives Day as defined by the terms listed below. As an organization participating in Delco Gives Day, the Foundation asks that you certify the following information:

The Incorporation Status of the Organization

- 501(c)3 Public Charity, including Section 509(a)(1), 509(a)(2), 509(a)(3) Type I & Type II
- Operates under the fiscal sponsorship of an organization type listed above
- War Veterans' Organization under 501(c)19 & 501(c)23 with a 90% war veteran membership rating

## **Proof of EIN & 501(c)3 Determination:**

- A copy of your 501(c)3 determination letter from the IRS, which includes your EIN Number OR
- A copy of your fiscal sponsor's 501(c)3 determination letter from the IRS, which includes the EIN Number and if requested, a letter documenting the relationship with a fiscal sponsor, signed by your fiscal sponsor.

## **To participate in Delco Gives Day, all organizations must comply with the following:**

- Certify that all information provided on the registration form is accurate. Once registered, information cannot be changed by the organization or the Foundation. Any organization that falsely reports its information will be determined ineligible to participate.
- Agree to notify the Foundation within 30 days should the nonprofit organization cease or substantially reduce its operations or should the Internal Revenue Service propose to revoke its Section 501(c)(3) status.
- Agree that the registration fee is non-refundable and that organizations are responsible for registering for Delco Gives Day during the designated registration period. Set up an organizational Stripe account on DelcoGives.org in order to receive online donations made to the organization directly within 5-7 business days of the transaction.
- Maintain an atmosphere free of conduct that is discriminatory, harassing, coercive, or disruptive, including sexual harassment, in all interactions with the Foundation staff and representatives and all others associated with Delco Gives Day. Prohibited harassment includes unwelcome actions, words, jokes, or comments based on any legally protected characteristic, such as an individual's sex, race, color, national origin, age, religion, mental or physical disability, sexual orientation, gender identity, or expression, pregnancy, military, or veteran status. If a participating organization is found to engage in any of the aforementioned practices, the Foundation reserves the right to revoke the organization's participation in Delco Gives Day.
- Agree that the Foundation has the right to deny or revoke participation to any organization whose mission or operations the Foundation deems to be inconsistent with the Foundation's values and/or may reflect negatively on Delco Gives Day and/or the Foundation.

## **Gifts/Donors**

- Agree that each gift processed through DelcoGives.org is 100% tax-deductible. No goods or services are exchanged for gifts or as payment for 'quid pro quo' items.
- Agree that gifts received on DelcoGives.org will NOT be used for the following purposes and that the organization, its representatives, or its agents will NOT solicit donations through DelcoGives.org for such purposes:
  1. To support a political campaign.
  2. To purchase event or raffle tickets.
  3. To pay for a membership, dinner, or any other activity that provides benefit to the donor.
  4. To pay for personal expenses, including tuition incurred by a director, officer, or employee of your organization or any of their relatives.



## Prizes

- Agree that offline gifts will count towards the Bonus Pool but are not eligible for prizes.
- Acknowledge that awarded prizes are subject to audit and will be finalized up to seven business days following the giving day.
- Agree that prizes may be revoked or withheld if donations or matches can't be validated or if donations do not qualify as "Unique Donations," including falsifying donor email addresses or matches.
- Acknowledge that a "Unique Donation" is defined as one gift of \$10 or more to one organization from one donor. Anyone who attempts to game the system risks being caught in our audit.
- Agree that in the event of ties, prizes will be split evenly.
- Agree that organizations can win only one competitive "unique donor"/hourly prize (etc.) but are eligible for additional challenge, "random," and match prizes.

## Offline gifts

- Agree that any offline gifts uploaded through the organization's administrative dashboard are subject to verification by the Foundation. If an organization cannot provide proof of the offline gift (i.e., a scanned copy of the check, email from the donor, etc.), the organization will be required to remove it from its profile.

## Giving Day Registration Fees

Registration fees cover your participation in Delco Gives Day by giving access to all training and support materials, resource toolkit, access to additional funding from the bonus and Prize Pools, increased visibility through local media platforms, as well as exposure to potential donors on Give Day. The fee is based on your organization's annual operating budget.

- Annual operating budget under \$500k = \$100 registration fee
- Annual operating budget \$500k – 1mil = \$150 registration fee
- Annual operating budget over \$1 mil = \$200 registration fee

## Marketing/Media/PR

- Agree to publicize participation in Delco Gives Day in all appropriate outlets, such as the organization's website, newsletters, and email communications, and to use the official 2024 Delco Gives Day logos and trademarks when doing so. The Foundation grants you a revocable, royalty-free, and non-exclusive license to use its logos and trademarks solely for such purposes.
- Agree that if the organization engages in social media (such as Facebook, Twitter, Instagram, and/or LinkedIn, etc.), usage will be in a reasonable and appropriate way to support Delco Gives Day using the hashtag #DelcoGives and DelcoGives.org.
- Agree that the Foundation will be the primary contact for all major media outlets, including TV, radio, print, and online, and will coordinate all campaign coverage, promotion, and interviews.
- Acknowledge that the Foundation has the right to use images uploaded to profiles and photos posted on social media with the hashtag #DelcoGives for Delco Gives Day marketing purposes. The organization will be credited.
- Acknowledge that the Foundation selects organizations to be featured in media and marketing campaigns based on several things, such as organization size (i.e., annual budget), service location, cause, story, media preference, and availability. Some are also offered up by randomization.

## The Foundation provides the following:

Visibility to potential donors - Training Opportunities - Donation Platform - Donor Data – Branding Assets & Materials - Promotion and Media - Customer Service - Delco Gives Day Prize Incentives

The Foundation will not share or sell donor information to any other organization or entity but does reserve the right to communicate with donors for the purpose of user surveys and general information about Delco Gives Day.

While the Foundation strives to provide Delco Gives Day participants with the best possible experience, we rely on third parties to administer and facilitate the online giving platform and, therefore, disclaim any implied or expressed warranties related to the functionality of that platform.

By entering into the Agreement, you understand and agree that the Foundation is in no way responsible for malfunctions in the Delco Gives/GiveGab/Bonterra platform, including, but not limited to, service interruptions, lost data, donation accounting errors, or software malfunctions, and, therefore, you agree to assume these risks and hold the Foundation harmless for any such incident.

The Foundation reserves the right to amend, modify, or waive any of the previous terms and conditions without your consent and interpret and construe these terms and conditions at its sole discretion. Participation in Delco Gives Day does not constitute an endorsement by the Foundation or any partner of our organization or mission.

You agree to attempt to resolve any claim relating to this Terms of Agreement, relating to any services provided by the Foundation, or in any way arising from the relationship with the Foundation, its officers, directors, employees, agents, or service providers through mediation before initiating any formal legal proceeding. This Term of Agreement shall be construed under the laws of the state of Pennsylvania.