

MOONBALL/PHILANTHROPY AND COVID-19 FAQs

This document includes recommendations on what to do if a chapter's Moonball or secondary philanthropy event needs canceled/rescheduled.

First, be sure to check out GammaPhiBeta.org/COVID19 to see the Chapter Guidelines for COVID-19. This document has information on how your chapter should act in response to college/university decisions.

Second, the following FAQs are meant to help answer some questions directly related to chapter philanthropic efforts.

ATTENTION

In light of recent guidance from the Center for Disease Control (CDC) regarding COVID-19 and **mass gatherings**, Gamma Phi Beta has instructed collegiate chapters to cancel or postpone all in-person activities through at least April 15, 2020.

FAQs

Can our chapter host its spring Moonball/secondary philanthropy event if our college/university is operating as normal?

Yes, if your event is scheduled after April 15, 2020. Please continue to check GammaPhiBeta.org/COVID19 for updates. Should you have any concerns about this, please reach out to your Moonball specialist, philanthropy team leader, chapter advisor and collegiate chapter supervisor.

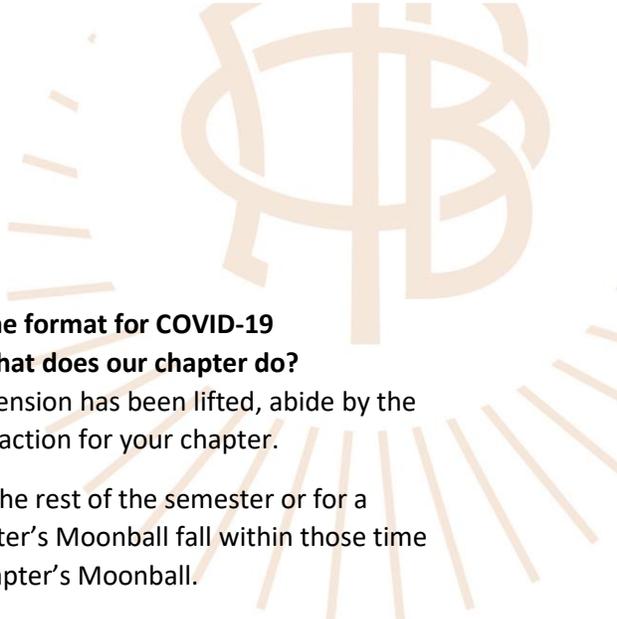
Can our chapter host its spring Moonball/secondary philanthropy event in-person if our college/university has limited meetings/activities or moved to an online format?

No. First, we have asked your chapter to cancel or postpone all in-person activities through at least April 15, 2020. Continue to check GammaPhiBeta.org/COVID19 for updates.

If Gamma Phi Beta has lifted its temporary suspension of in-person activities, chapter meetings and activities will follow the restrictions specified by the college/university. This means that if classes are moved online, your physical events must be canceled. If your university is closed for a time period, Moonball should not occur during that time period. We are okay with virtual fundraisers.

What happens if our chapter wants to cancel our Moonball/secondary philanthropy event before our university announces any decisions?

Remember to check Gamma Phi Beta's temporary suspension dates and work with your Moonball specialist. There are options to host virtual fundraisers instead of physical fundraisers for spring 2020. We'd love to continue to further our Building Strong Girls efforts. Should you have any concerns about this, please reach out to your Moonball specialist, philanthropy team leader, chapter advisor and collegiate chapter supervisor to create a case-by-case action plan.



If a chapter's university has canceled classes and moved to an online format for COVID-19 preparedness and safety, and this affects a scheduled Moonball, what does our chapter do?

Abide by Gamma Phi Beta's temporary suspension dates. If the suspension has been lifted, abide by the universities guidelines and see the Chapter Guidelines for COVID-19 action for your chapter.

Some universities have moved online for the unforeseeable future, the rest of the semester or for a designated time period (usually around spring break). Should a chapter's Moonball fall within those time periods/guidelines, it is appropriate to cancel or reschedule your chapter's Moonball.

What does our chapter do if we need to cancel Moonball or our secondary philanthropy event, but have already collected funds from donors and teams to participate (whether collected in person or via CrowdChange)?

While a canceled physical event is unfortunate, safety and preparedness always come first. There is an opportunity for your chapter to continue its fundraiser virtually (online) and still raise funds for Girls on the Run (GOTR), the Gamma Phi Beta Foundation and other girl-focused organizations.

Here are the steps to take:

1. Update your CrowdChange fundraiser (if applicable) and other marketing/PR channels to state that the physical tournament/event has been canceled. Include a link to your university's guidelines so they understand the why behind the physical event cancellation.
2. Email all participants/donors (who have paid through CrowdChange or to your chapter in-person) so that they know of this change. In the email, include a link to your university's guidelines so they understand the why behind the physical event cancellation.
 - Tip: You can email donors/participants who paid through CrowdChange directly through CrowdChange.
3. Proactively talk about virtual fundraising both on CrowdChange and your digital marketing/PR outlets by stating you still plan to donate funds collected from Moonball to GOTR. (Or if a secondary event to: GOTR, the Gamma Phi Beta Foundation or girl-focused organization.)
 - **Moonball Example Statement:** Our chapter cares deeply about our philanthropic partner, Girls on the Run. While the cancellation of our physical tournament is unfortunate, we truly have the safety of you – our community – in mind. And, our fundraiser isn't about the tournament, it's about Building Strong Girls. Therefore, we plan to donate funds we've collected to Girls on the Run so that their program is not affected by this. Our online fundraiser will remain open online until [date].
 - **Example Virtual Fundraising Statement:** We certainly understand that not everyone can give right now, but we do ask that you respect our chapter's decision, as some members, family and friends can and want to give at this time. Our goal is to ensure our philanthropic partner and Foundation are supported during this time of uncertainty.

What happens if a donor/participant wants a refund even though we encouraged them to them to donate in the previous steps?

There are two potential solutions here.

1. Communicate to the donor when will your next Moonball/secondary event will occur (e.g., later in the semester, fall 2020, spring 2021). Instead of refunding, you can offer the credit for your next event. This requires your chapter to record keep and honor those credits to the donor/participants who requested them. We recommend only offering this if a refund is requested. That way, it doesn't affect your chapter's future fundraising efforts.
2. If a credit for your next event does not solve the refund request, then you need to work with your finance advisor to issue a refund via Billhighway to the donor/participant who made the request. (Note: When a donor gives through CrowdChange, the funds go into the Billhighway chart of account: Philanthropy Online Donations (Revenue) 4510. This occurs at the transaction level. You can also export a report from CrowdChange to compare amounts less fees.) Do not contact CrowdChange for refunds, as they do not have access to your Billhighway account.

I need support in communicating cancellations/changes to my chapter's Moonball/secondary event.

What do I do?

Reach out to your Moonball specialist. They can help provide you with email/communication templates.

If my chapter's Moonball is canceled due to COVID-19 and we are unable to reschedule it for this academic year, will our Order of the Crescent status be affected due to once per academic year Moonball requirement?

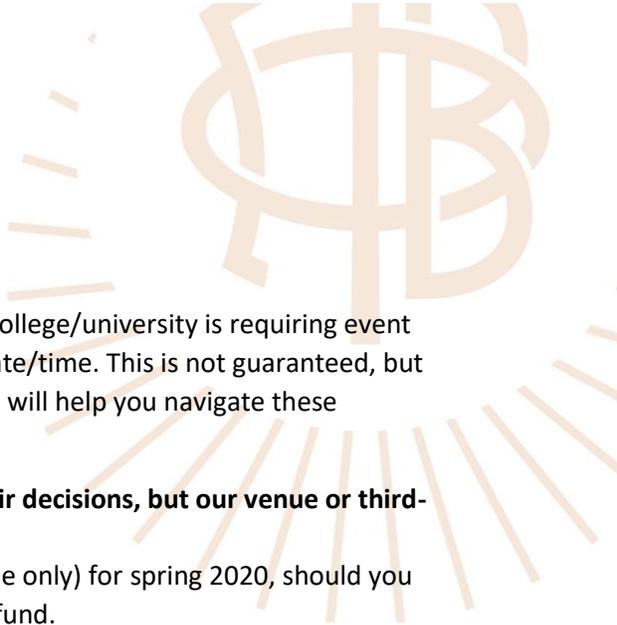
No. We understand that the cancellation of your Moonball is for the safety of your community. If plans are underway and you have already collected funds, we recommend switching to a virtual fundraiser (online only) and follow the communications steps previously outline in this document.

If we collected funds online through CrowdChange for Moonball, but our physical tournament is canceled, does that fulfill our once per academic year Moonball requirement during spring 2020?

Yes. Again, we understand the cancellation of your Moonball is out of your control. Remember, funds still must be remitted and to follow the communication steps previously outlined in this document.

What happens if the venue where our Moonball/secondary philanthropy event is taking place will not refund our rental fee after we canceled the physical event?

The answer to this may vary based on college/university, venue location and contract information. We recommend to first check your contract and view the event cancellation policy. Share that with your Moonball specialist, philanthropy team leader, chapter advisor and collegiate chapter supervisor. Your chapter's volunteers will help guide you, but answers will be case-by-case depending on your contract and/or college/university/venue guidelines.



Example: If the event was scheduled to be held on campus and the college/university is requiring event cancellation, they may refund your fee or offer you a rescheduled date/time. This is not guaranteed, but since the cancellation was out of your control, know your volunteers will help you navigate these situations.

What if my university has not made any announcements about their decisions, but our venue or third-party referee service has canceled?

We recommend moving your fundraiser to a virtual fundraiser (online only) for spring 2020, should you have the time to do so. If you have paid for any services, ask for a refund.

If we plan to reschedule our Moonball/secondary philanthropy event for next academic year, do we still need to turn in funds we have collected this academic year?

Yes. Next academic year is in a new fiscal year. From a fiscal perspective, we need to ensure funds collected between August 1, 2019, and July 31, 2020, are turned in per normal. We remit funds to beneficiaries (e.g., GOTR, the Gamma Phi Beta Foundation and local girl-focused organizations) at the end of each fiscal year. It's important that you ethically turn in funds on time so we can continue to support our Building Strong Girls efforts.

While our regular guidelines state that funds must be submitted within 30 days of the event, if you're experiencing a delay due to your college/university guidelines and COVID-19, please let your Moonball specialists know to create a case-by-case action plan.

If our physical Moonball event is canceled, and we choose to do a virtual fundraiser, do we need to re-register it in Beta Base as a secondary event and update our CrowdChange to something new?

No. The way you started to collect funds was for Moonball. For donor intent reasons, the event name and beneficiaries must stay the same. Your Moonball simply became a virtual tournament/virtual fundraiser. There is no need to re-register a virtual version of this in Beta Base. For secondary philanthropy events, the answer is the same – don't switch the event name, beneficiary or re-register anything in Beta Base. For both, should the date of your event switch, you can update that in our existing Beta Base event. You may also update your existing event in Beta Base and change the venue to virtual.