

Patreon Benefits Policy



This page documents Lunarys or wiki policy! The content below is enforceable within the community.

The **patreon benefits policy** encompasses the rules and procedures relating to the obtaining and processing of Patreon benefits.

General Disclaimer

Donating any amount of money to Lunarys, for any period of time, does not grant the user exemption to community policy or doctrine. Lunarys does not take responsibility for the inherent loss of benefits that comes from a user being banned, or otherwise removed, from the community. Lunarys may ban individuals from the community at their sole discretion at any time for any reason.

Benefit Assignment & Turnaround

Benefits are assigned manually by administrators and super administrators. Thus, patrons must explicitly request the assignment of specific benefits. The procedure that users must follow for this is to visit the #helpdesk channel in the Lunarys Discord (<https://discord.gg/DXEDyYD>) and create a **Patreon Benefits** ticket. This can be done by clicking on the react with the image of dollar bills. Benefits will not be assigned until this procedure is followed.

Verification of patronage, and thus available benefits, is done by reviewing if the Patreon bot assigned a user a role equivalent to the purchased tier. Management is incapable of assigning benefits without this verification. People needing assistance in doing this may visit the [official Patreon help page](https://support.patreon.com/hc/en-us/articles/212052266-Get-my-Discord-role) that goes over (<https://support.patreon.com/hc/en-us/articles/212052266-Get-my-Discord-role>) how to do so.

Once a helpdesk ticket is created Lunarys promises to assign all requested benefits within **3 business days** from the day of submission. If this turnaround time is violated Lunarys shall compensate the user with a free month of benefits. Contact a super administrator directly if this occurs.

Benefit Termination & Suspension

Lunarys reserves the right to edit, modify, change, or revoke purchased benefits at any time, for an indefinite length of time upto and including permanently, as a disciplinary action against the user. Users that violate community guidelines in any capacity are at risk of their benefits being terminated or suspended.

It is the responsibility of the user to cancel their Patreon subscription manually in the event their benefits have been manually revoked. Lunarys is physically incapable of doing this for the user and subsequently stopping an automated payment from being sent.

Custom Titles Policy

One of the benefits currently offered is a custom Discord role that at higher tiers can be mimicked in game servers.

All titles must meet the "Nintendo" standard; meaning the title should be something that Nintendo would be comfortable stating in one of their own IPs.

All titles are manually reviewed by administrators. Administrators may deny someone a title for any reason. Game server administrators may decline to bring a Discord role into their server for any reason. Game servers may or may not have functionality to assign titles, have titles be colored at all, or have the ability to define the color using HEX/RGB. Such restrictions will be explained to the user in their **Patreon Benefits** ticket.

Patrons may alter their custom title once every thirty (30) days starting from the day it was last changed or purchased.

If a user joins the Lunarys Staff Team their tag and it's color will be overridden by tags indicating they are staff. The Discord tag will still be available as an additional role but the color will be overridden.

Changes To This Policy & Benefits

Lunarys reserves the right to alter the benefits offered at any time for any reason. Users will always be informed via an @everyone announcement in the Lunarys Discord. If benefits are changed or removed from existing tiers people who purchased said tier prior to the change will be grandfathered into keeping the benefits as they were previously out of fairness. If this is not the case it will be explained at length in the aforementioned announcement as to why.

Lunarys reserves the right to alter this policy at any time for any reason. Users will always be informed via an @everyone announcement in the Lunarys Discord.

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