

GOFUNDMEAFRICA LTD. (FLUTTERGIVE)

DEVELOPMENT, OWNERSHIP, OPERATION
AND MANAGEMENT OF SOFTWARE
APPLICATIONS, WEBSITES, PLATFORM MANAGEMENT,
DATA MANAGEMENT
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Community Guidelines

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Introduction

These guidelines exist to keep FlutterGive safe, honest, and welcoming for everyone. They are the plain-English companion to our Terms of Service. If you follow them, you will never have a problem on our platform.

Be Honest

Every campaign on FlutterGive is a promise to real donors. Only create campaigns for real causes that you have the authority to raise funds for. Everything you write — the story, the goal, the beneficiary — must be true.

If we discover a campaign is fake, misrepresents who the funds go to, or uses doctored images or fabricated documents, we will remove it, freeze any withdrawals, and permanently ban the account.

What Makes a Good Campaign

Great campaigns have these things in common:

- A clear, specific cause — who benefits and why
- At least one real photo of the beneficiary or cause
- A detailed story of at least 120 characters
- A realistic funding goal aligned with the cause
- A verified creator identity (KYC required before withdrawal)
- Regular updates to donors as the campaign progresses

What's Not Allowed

The following types of campaigns and behavior are strictly prohibited. This list is not exhaustive — anything illegal, deceptive, or harmful to others is also prohibited.

- Illegal drugs, controlled substances, or prescription-only medication
- Weapons, firearms, or ammunition
- Financial fraud — money flipping, investment doubling, Ponzi schemes, fake lotteries
- Counterfeit currency, forged documents, or fake IDs
- Pornography, sexual services, or content involving minors
- Human trafficking, forced labor, or modern slavery
- Wildlife trafficking (ivory, rhino horn, protected species)
- Hate speech, harassment, or discrimination
- Impersonation of a real person, brand, or organization
- Buying, selling, or trading of any kind outside a legitimate campaign

For the full legal list, see Section 6 of our Terms of Service.

Creating Campaigns Responsibly

To keep the platform high-quality, we enforce a few simple rules on campaign creation:

- **3 campaigns per day** — a limit on how many campaigns you can create in a 24-hour window.
- **5 active campaigns maximum** — close or complete older campaigns before starting new ones.
- **No duplicates** — you cannot create a campaign that is more than 80% similar to one of your own active campaigns.
- **Minimum story length** — every campaign must have a real description, not just a placeholder.
- **Minimum goal per currency** — tiny goals that are clearly not serious attempts are rejected.
- **At least one image** — campaigns without any photo are not allowed.

Giving Responsibly

Before you donate to any campaign, take a moment to:

- Read the full campaign story.
- Check the organizer's verification badges — a shield icon means the organizer is a registered and verified organization.
- Look at recent updates and comments for signals of activity.
- Give what you can afford to lose. Donations are voluntary and generally non-refundable.
- Report anything that feels suspicious — even a single report helps us spot patterns.

Reporting a Campaign or User

Anyone — signed in or not — can submit a report. Each report is reviewed by our moderation team. When a campaign or user receives **three or more independent reports from different IP addresses within 24 hours**, the target is automatically escalated: the campaign is hidden from public listings and the account's withdrawals are frozen until a moderator reviews it. The escalation is reversible — if the reports are dismissed, everything is restored immediately.

Please don't abuse reports. We deduplicate reports per user and per email. Coordinated false reporting against a legitimate creator is itself a violation of these guidelines and may result in your own account being suspended.

What Happens If You Break the Rules

First: We may hide the campaign and freeze withdrawals. When a campaign is under review, it is removed from public listings and no withdrawals can be made.

Then: A moderator reviews. If the reports are dismissed, everything is restored. If a violation is confirmed, the campaign is permanently removed.

Serious cases: Account suspension or ban. Fraud, illegal activity, or repeated violations result in a permanent ban. We report serious cases to law enforcement.

Legal cooperation. We cooperate fully with law enforcement and regulators investigating misuse of the platform.

Appeals

If you believe your campaign was removed or your account was suspended in error, you can appeal. Send us an email with your account email, campaign link (if applicable), and a clear explanation of why you believe the action was a mistake. Include any supporting evidence.

Appeals are reviewed by a different moderator than the one who took the original action. We aim to respond within 3 business days.

Questions or Concerns

If you have any questions about these guidelines, or need help understanding what is and is not allowed, reach out to our Trust & Safety team at trust@fluttergive.com.