

MEMBER DOCUMENT

Member guide

Welcome to the SNY ONE network

SNY WORLDWIDE

SNY ONE · IOS AND ANDROID APP

EDITION OF 9 NOVEMBER 2026

FOREWORD

Welcome to the SNY ONE network

This guide describes what you can do in the app, tab by tab, and what happens when a deal goes well — or less well. Keep it close during your first days, then come back to it whenever a feature makes you curious.

THE RULE OF THE NETWORK, IN ONE SENTENCE.

Everyone can browse; only registered members exchange; only paying members publish; and nothing enters the catalogue or the magazine without being reviewed by the house.

WHAT IS NEW SINCE THE 3 NOVEMBER EDITION

- **The concierge on the phone**: pick up in the City Guide, ask for an evening idea or write a sealed letter.
- **A network of concierge companies** around the world, appointed by the house, that you choose — with their rating and their payment methods.
- **Priced offers**, paid directly to the concierge company, under its own rules: mobile money, card, QR, PIX, UPI, cash...
- **The confirmation voucher**: reference, QR, directions, calendar, sharing — kept on your phone, even offline.
- **Reminders** the day before and two hours before, then **your review**: stars and a thumb, once the service has been paid for and delivered.
- **Your preference sheet**, read by your concierge only with your consent.
- **Translation** of the messages you receive, into the language of the app.
- **WhatsApp and Call** lead to the concierge you have chosen.

TABLE OF CONTENTS

Contents

01 Before you start
02 Who can do what
03 The six tabs
04 Home — the shop and the brands
05 Exceptional assets, Invest and rentals
06 Your brand in the network
07 The City Guide
08 The concierge
09 Your SNY Score
10 Media and SNY Sound
11 Membership
12 What the house adds
13 Partner — talent or organisation
14 Publishing a listing
15 Sport and coaching
16 Events and SNY Pass
17 A deal, step by step
18 Paying, and getting paid
19 The pass
20 Getting known outside the app
21 Conversations, alerts and security
22 When something goes wrong
23 Frequently asked questions

CHAPTER 01

Before you start

You can browse everything without an account: the shop, the brands, the City Guide, the Media tab, talent profiles, the membership plans.

A free account becomes necessary as soon as you want to **send a request, write to a member, book a place, receive a pass, add a venue to the guide, publish in the Media tab or have an SNY Score**. You create it in the Partner tab: a name, an email address, a password.

- The app speaks **French, English, Spanish and German** and uses your phone's language by default.
- Reference prices are in euros, **converted into your country's currency**. A piece can be sold in its own currency (the CFA franc of a brand from Abidjan, for example): you see it and pay for it in yours.
- Language, country, light or dark theme, delivery address, alerts and security are set in the **Account** tab. The full in-app guide is there too, with its search.

CHAPTER 02

Who can do what

Find your column: it is all you need to know about your rights.

WHAT YOU CAN DO	VISITOR	FREE MEMBER	PRIVILEGE	BLACK
Shop, brands, City Guide, Media	✓	✓	✓	✓
Profiles of the network's talent	✓	✓	✓	✓
Send a request, book, exchange	—	✓	✓	✓
Receive a pass or an SNY Pass ticket	—	✓	✓	✓
Add a venue to the City Guide, have an SNY Score	—	✓	✓	✓
Publish a track, a film or an article in Media	—	✓	✓	✓
Referral code and tracking of your referrals	—	✓	✓	✓
Offers published by organisations	—	—	✓	✓
Reserved network offers ("Reserved" filter)	—	—	✓	✓
Publish as a talent	—	—	✓	✓
Get paid for your services in the app	—	—	✓	✓
Publish as an organisation	—	—	—	✓
Private evenings reserved for Black	—	—	—	✓
PROVIDED BY THE HOUSE, OUTSIDE THE APP				
Network newsletter	—	✓	✓	✓
Partner events open to paying members	—	—	✓	✓
Personal VIP invitations	—	—	—	✓
Unlimited referrals to the house	—	—	—	✓
Personal concierge	—	—	—	✓

Getting paid in the app first requires linking a payment account, from the Payments screen. The concierge is reserved for Black on a yearly commitment: it is a service rendered by people, and the commitment pays for it. All members, paying or not, can write to contact@snyworldwide.com.

> **Asking is free, publishing is paid.** Those who are looking come in at no cost; those who offer become paying members. That is what keeps the catalogue in good order.

CHAPTER 03

The six tabs

THE TAB	WHAT YOU DO THERE
Home	The network's brands and their shop; exceptional assets and the Invest area. Search for a piece, look at it, pay for it.
City Guide	Verified addresses, country by country and city by city, the map, directions. Your SNY Score.
Media	The house magazine: the front page, films, the faces of the house, SNY Sound, the press review. And your posts.
Membership	The three plans, their price in your currency, subscribing or requesting.
Partner	The heart of the network: publish, search, request, accept, host an event, check people in.
Account	Your profile, your alerts, security, referrals, My brand, your posts, rental management — and the in-app guide.

Three screens have no tab: **My conversations**, where your conversations live; **Payments**, where you follow what you have paid or received; and **Rental management**, opened from Account.

CHAPTER 04

Home — the shop and the brands

The network's brands appear at the top of Home. Their profile gives the sector, the city, a presentation and the website. Below comes the shop: filter by brand, search for a piece by name, scroll for more.

Each piece shows its price, its availability and, depending on the product, a size, a shoe size, a colour, a volume or a hat size. A piece that is out of stock stays visible, marked Sold out: the brand often restocks it.

THREE WAYS TO PAY FOR A PIECE

THE BUTTON	WHAT HAPPENS
Pay	You pay in the app, by card or Apple Pay. The amount goes straight to the brand's account.
Mobile money	Where it is offered — Wave, Orange Money, MTN or Moov Money. The app gives you the amount and the number; you copy in the reference of your transfer; the brand confirms it has received the money.
Buy	When the brand prefers its own online shop: you land there with your choice already applied. Payment, delivery and after-sales service are handled by the brand.

An order paid in the app carries your delivery address and goes through three stages: **being prepared, shipped, delivered**. You follow it from the Payments screen.

Customer reviews, of a piece or of a brand, all come from a purchase paid in the app and verified by the database: only a buyer can leave one. That is what sets them apart from the stars you find everywhere.

SNY takes no commission on these sales. What the brand displays is what the brand receives.

CHAPTER 05

Exceptional assets, Invest and rentals

Below the shop, two sections present what cannot be bought with a single tap: **Exceptional assets** — real estate, cars, yachts, aviation, estates and islands, thoroughbreds, fine wines, collectibles, experiences — followed by the **Invest** area, for new developments, buy-to-let properties and collectible pieces.

1. **Discover.** Each offer is presented by a house of the network: the location, the key figures, a full description, often a virtual tour or a brochure.
2. **Ask.** Any member with an account can request a viewing, a test drive or the file. The request opens a private conversation with the house.
3. **Close.** What happens next is decided with the house, and the sale is signed before a notary, a lawyer or an authorised professional.

None of this is paid for in the app. Do not pay any deposit before you have seen the asset and checked its title deeds. The income and yields shown are the house's estimates, without guarantee: SNY gives no advice and takes no part in the transaction.

RENTING AN ASSET, AND FOLLOWING THE RENTAL

A house of the network can offer an asset for rent: unfurnished or furnished flat, holiday let, car for short or long periods, car with driver, yacht with crew or bareboat, on-demand flight, exclusive estate, horse. Each formula comes with its mandatory notices, its required documents and its rules — in France or in Côte d'Ivoire, for example, the security deposit is capped by law.

Rental management (Account) brings both sides together on one screen: "I rent out" for the owner, "I am renting" for the other party. Each rental reads as a single card — the asset, the next thing to do, the money pending — and is followed from the **sealed contract** to the **key handover by QR**, from rent payments to the inventory and the return.

SNY never touches the money from a rental: payments go directly from the tenant to the owner. The one who pays declares it, the one who receives confirms it, and the app keeps a record of both. Your supporting documents go from you to the owner, outside the app: it only records that they were provided, then checked, and keeps no copy.

CHAPTER 06

Your brand in the network

At the end of the row of brands, one place is left open: **"Your brand here"**. You present your brand in a few lines and ask to join the network. The house studies every request and gets back to you.

1. **The house appoints you as a network brand.** Your account then finds **"My brand"** at the top of the Account tab, with a pre-filled profile.
2. **You present yourself.** Name, logo, description, online shop, country. As long as the profile is not filled in, the brand does not appear in the showcase: nobody ever sees an empty profile.
3. **You add your pieces** from the House space on Home: photos, price and currency, sizes and options, stock.
4. **You get paid directly.** Link your payment account so that "Pay" settles your pieces in the app; or offer mobile money, or your own shop.

- **As a team.** A brand can be run by several accounts, on an equal footing — the managing director and the marketing manager, for example. To add a colleague, write to the house, which appoints them to the same brand. An organisation's listings, however, are run from a single account: shared management exists today only for brands and the faces of the house.
- **The brand's monogram** is chosen once, during the presentation, and then fixed. The country is declared once.
- **Kept by the house**: the rank in the showcase, the continents where the brand is shown and its global presence.
- **Selling on WhatsApp or Instagram.** On a piece's page, choose the size, colour and options, then "Send the link": your customer pays by card, Apple Pay or Google Pay, without an account. The order lands in Payments, the money in your account.

CHAPTER 07

The City Guide

Verified venues, sorted **by country, then by city**, in alphabetical order. Every country and every city has its own street sign, in the style of its continent. One search covers the whole guide; one country and one city open at a time, with their filters — the type of venue, "open now".

Each address tells you whether the venue is **open now, in local time**, and what it reserves for members. Tapping it opens its page: opening hours, contact, services, payment methods, languages spoken, the house's review — and **directions**. Every venue appears on the map.

REVIEWS

The house's rating and review remain the house's: whoever added a venue cannot award them. Each page also carries **members' reviews**: a rating and a few lines, one review per member and per venue. The establishment cannot rate itself, but it replies under each review.

LISTING AN ADDRESS

A member can enrich the guide, and an establishment can list its own address: "+ Address", then six steps — the address, what you find there, opening hours, contact, services, the member benefit — with a gauge showing what is missing and a preview of the card. **"My addresses"** then shows their views, their rating and what is left to complete. A venue you added, you can edit or remove — its points go with it.

CHAPTER 08

The concierge

In the City Guide, the telephone with the seal opens the concierge — reserved for Black on a yearly commitment. A choice greets you, in the manner of a grand hotel or of a game (the two alternate every five requests), then one of two pages: **evening ideas**, moments suggested by the concierges and by the house, to request with a single tap; or **the sealed letter**, where you write what you would like, sealed with wax.

CHOOSING YOUR CONCIERGE

YOUR CHOICE	WHO TAKES CARE OF IT
Your country's concierges	The first one available takes your request; from then on it is theirs alone.
An appointed concierge company	A house of the network, a verified business, appointed by SNY for your country or your continent. You see its average rating, the number of reviews, the share of satisfied members and the payment methods it accepts.
The SNY house	The house's own team.

The **WhatsApp** and **Call** buttons always lead to the concierge you have chosen; with no choice made, to the house.

If nobody has taken your request after 45 minutes — or the time the concierge service has set for itself —, the house is alerted and can take it over.

FROM THE OFFER TO THE VOUCHER

1. **The offer.** The concierge company sends it to "My requests": the service, its price in its currency, the deposit, the place, the date, the dress code, the cancellation terms and an SNY reference. You accept or decline it.
2. **Payment, made to them.** You pay the concierge company directly, by the method it accepts — mobile money (Wave, Orange Money, MTN, M-Pesa...), card or payment link, bank transfer, QR (WeChat Pay, Alipay, UPI, PIX...), or on site. Put the SNY reference in the payment note, then tap "I have paid".
3. **The voucher.** Once payment is received, the company confirms and your confirmation voucher appears: reference, QR, date, address with directions, dress code, contact on site, any balance still due. Add it to your calendar, share it by WhatsApp or text message: it stays on your phone, even offline.
4. **Reminders.** The day before, then two hours before.
5. **Your review.** After the service, stars for the concierge and a thumb for the service.

> **SNY takes nothing from your services.** You pay the concierge company under its own rules; the SNY reference links your payment to your request. A booking stands once your voucher is issued.

REVIEWS

Only once the service has been paid for and delivered — the database checks it. Other members see the average and the thumbs, never your review itself; the concierge company can reply to you, and you can revise yours.

YOUR PREFERENCE SHEET

Allergies, diet, drinks, table, transport, important dates, language: say it once, in "My requests". Nothing leaves without your consent: only the concierge handling your request reads it, and every first reading is logged.

IN YOUR LANGUAGE

In the conversation, "Translate" puts a message you have received into the language of the app; a switch does it for all of them. Your concierge may be in Tokyo and you in Abidjan: each of you reads the other in your own language.

CHAPTER 09

Your SNY Score

At the top of the City Guide, a score out of **3,000 points** and a level, presented as in a game: a progress bar in the colours of your level, which starts again from zero at each threshold. The score is built mainly on what you do; membership only gives you a head start.

WHAT EARNS POINTS	POINTS
Creating your account	100
Completing your profile	150
Having your identity verified	200
Privilege · or Black membership	200 · 350
Approved listing (10 at most)	60 each
Venue added to the guide (15 at most)	40 each
Deal closed (10 at most)	50 each
Views of your listings and venues (200 at most, across the whole account)	25 per 10 views

LEVEL	FROM
Guest	0
Member	150
Active	350
Contributor	600
Established	900
Reference	1,300
Ambassador	1,750
Circle	2,300
Gold Circle	2,800

- **The flame.** Points earned in the last 24 hours light a flame: "On a roll" from 60, "On fire" from 150, "Unstoppable" from 300.
- The eight lines together add up to exactly 3,000 points: every level can be reached, including the last one.
- Having your identity verified earns as much as a Privilege membership. It is the least known line, and the most rewarding.
- A closed deal counts for both members: the one who issued the pass as well as the one who received it.
- Only your current plan counts: 350 points with Black, never 200 and 350 at once.

- The score can go down: membership points only count while the membership is active, and a listing or a venue that is removed takes its points back.

> **Levels are honorary.** They measure your contribution and unlock no rights: your rights depend only on your plan. A very active free member outranks a Black member who does nothing.

CHAPTER 10

Media and SNY Sound

The Media tab reads like a magazine, in your country's edition: the front page, the house's films, the faces of the house, SNY Sound, the press review, social networks. A table of contents leads to each section. An article written in the app is read in the app; an uploaded film or track plays on its own page.

THE FACES OF THE HOUSE

The network's artists and talent, each on their own card — a poster for members, a magazine cover for Privilege, a holographic photocard for Black. Tapping a card opens the **portrait**: the photo in large format, the profession, the organisation that represents the talent, their story, **their news**, and "Book" — the request goes out on WhatsApp, addressed to SNY Worldwide, naming their organisation if they have one. Below the cards, "Their latest news" shows the three most recent updates.

> **Are you a face of the house, or the organisation behind one?** The house can appoint your account to your profile. You then find it at the top of the Media tab, "Your profile · face of the house": you change your portrait, your profession, your country, your tagline, your story and your link, and you publish your news — a release, a concert, a campaign — online straight away. An organisation finds there all the faces it represents. Representation and continents are settled with the house.

SNY SOUND

The network's music catalogue: new releases, the most played, genres, then the whole catalogue with its search (title, artist, genre) and three ways to sort. Plays are counted by the database, one per playback of a published track; the charts follow from that. Every track has its own listening page to share — artwork, playback, up-next tracks, lock-screen controls.

PUBLISHING IN MEDIA

Any signed-in member can publish **a track, a video or an article**, in four steps: the format, the content (uploaded file or link), the details, then the preview. A track is uploaded from Files, iCloud or Drive (MP3, WAV, M4A, AAC, FLAC, OGG); a video is picked from the gallery; an article is written in the app, with its cover photo. 50 MB at most per file.

WHERE YOUR POST STANDS	WHAT IT MEANS
On your account	It lives in "My posts" (Account, and at the top of Media) and **can be shared right away**: link, story, code for a website. Its page carries the SNY ONE name and yours. The editorial team reviews it for SNY Média.

WHERE YOUR POST STANDS	WHAT IT MEANS
In SNY Média	The editorial team has selected it: it appears in the magazine that all members see, under the SNY Média or SNY Sound name.
Not selected	It does not enter the magazine and its public page closes. It stays on your account, with a note from the editorial team. You can remove it.

Publishing means declaring that you hold the distribution rights to the sound, the image and the text, or the written consent of their rights holders. Films, articles and faces can be reserved for certain continents; tracks can be played from anywhere.

CHAPTER 11

Membership

Three plans: **Member**, free, to come in, look around and ask; **Privilege**, to be hired; **Black**, to hire. First choose the rhythm — monthly or yearly — then compare the three plans on the same rhythm. The detailed table unfolds below the cards.

PLAN	FOR WHOM	REFERENCE PRICE
Member	To come in, look around and ask	Free
Privilege	To be hired: publish as a talent, get paid in the app, organisations' offers	€50 / month · €600 / year
Black	To hire: publish as an organisation, private evenings, concierge	€180 / month · €2,100 / year

Reference prices in euros, converted into your currency. Through the App Store or Google Play, the store rounds to its own price tiers and caps some yearly subscriptions: the amount shown in the Membership tab is always the one that applies.

TWO WAYS TO SUBSCRIBE

THE WAY	HOW IT WORKS
Through the store	You confirm in the App Store or Google Play; your access opens at once, and the subscription renews automatically until cancelled.
By contract	You request the plan from its card. The concierge sends you the terms, issues the invoice, then activates your access. No payment takes place in the app.

The app shows the way that applies to your phone: you do not have to choose.

> A membership by contract does not renew by itself: the due date passes, and publishing stops. The app warns you during the seven days before, and "Renew my membership" writes to the house.

- **Changing plan**: an upgrade takes effect immediately, a downgrade at the next renewal.
- **Cancelling a store subscription**: on iPhone, Settings → your name → Subscriptions → SNY ONE; on Android, Google Play → your profile → Payments & subscriptions → Subscriptions → SNY ONE. Your access stays open until the end of the period paid for.
- **Deleting the app or your account does not cancel** the subscription: only the store can stop it.

- **A refund** is requested from the store, which decides under its own rules. SNY does not refund a period already started on a pro-rata basis.
- **New phone**: "I already have a subscription" restores your plan. If it was activated by the concierge, "Refresh my membership" brings it back.
- When access ends, your listings leave the catalogue but stay in "My listings", ready to be republished. Your conversations and your passes are not affected.

CHAPTER 12

What the house adds

A membership does not only open screens. Six things come from the house itself; three have their place in the app, the others reach you by email or through a conversation.

THE SERVICE	EXACTLY WHAT IT COVERS
Newsletter	From the free account onwards: news from the house, the brands that join, the dates to remember. You unsubscribe from the email itself.
Reserved offers	Privilege and Black. Benefits negotiated with partners, in the app: Partner, "Reserved" filter. Those who are not entitled to them do not see them. Your plan gives you access to them throughout your membership; how many there are depends on partners, and no volume is guaranteed.
Partner events	Privilege and Black, within the limit of the places offered. An invitation is not a booking until you have your ticket.
Evenings and VIP invitations	Black. Most private evenings are published as reserved for Black ("Reserved" filter) and are booked like any event. Personal invitations are sent by email. Their number follows the calendar and is not guaranteed.
Referrals	Every member has a code, in Account. Your referral enters it in their account and appears among your referrals, with the date. A referral is recorded once and currently opens no automatic benefit. As a Black member, recommend whoever you like directly to the house, with no limit.
Personal concierge	Black on a yearly commitment. In the City Guide: evening ideas or sealed letter, and the concierge you choose. Services are paid directly to the concierge company, under its rules — SNY takes nothing. A booking stands once your voucher is issued. The house does not settle disputes, but reads every review (chapter 08).

CHAPTER 13

Partner — talent or organisation

This is the heart of the network. At the top of the tab, you choose your side, then your profession: that choice decides what is shown, the questions you are asked and the document issued at the end of the deal.

YOUR SIDE	WHO YOU ARE, AND WHAT YOU DO THERE
Talent	Artist, athlete, coach, model, influencer, creator. You publish what you offer, and you browse the calls from organisations.
Organisation	Brand, club, academy or gym, promoter, agency, federation. You publish your calls, and you look for talent in the catalogue.

- **Propose a date.** An organisation can approach a talent directly from their profile, without publishing anything: a free account is enough.
- **The roster.** An agency, a label or an organisation keeps as many talent profiles as it represents — with no limit. Requests go to the organisation.
- **Talent cards** take the shape of their profession: an athlete's trading card, a model's comp card, a coach's accreditation, an influencer's card.

BEFORE PUBLISHING: THREE CONDITIONS

1. **Be signed in to your account.**
2. **Have the right plan**: Privilege for a talent, Black for an organisation.
3. **Have filled in your legal identity.** It is the step people forget, and the one that blocks everything: without it, you cannot publish, even with a paid membership.

YOU ARE	WHAT YOU PROVIDE	WHAT IS SHOWN
Business	Company name, registration number, tax number depending on the country, address, representative.	Your legal notice, with your listings: European regulations require it.
Individual	Surname, first name, address.	Your display name and the mention "Individual"; your contact details are not shown.

An individual publishes as a talent only. Publishing as an organisation is reserved for businesses. If you sell services on a regular basis, register as a business — as a micro-entrepreneur in France or an entreprenant in the OHADA area, for example: it protects you as much as your clients.

THE "SNY VERIFIED" BADGE

The app knows the registration number format of 67 countries, and the document that serves as proof (the Kbis in France, the RCCM extract in the OHADA area...). In **France, Brazil and Norway**, your number is checked against the official register as soon as you save it: once confirmed, it sets the badge. Elsewhere, the house itself checks the representative's identity document and the proof of registration.

> What the badge tells you: you know who you are dealing with. What it does not tell you: whether the member is solvent, whether their service will be good, whether they will pay. Stay as alert as you would with any partner.

CHAPTER 14

Publishing a listing

1. **The title and the description.** What you offer, spelled out: it is what people read before anything else.
2. **The period and the amount.** A figure and a currency rather than a sentence: that is what allows you to be paid in the app. A range or "depending on profile" is still possible; payment will then go through your own link.
3. **The country.** It places your listing in the filters and sets the currency displayed.
4. **Up to four visuals.** Photos or videos: they are what makes people open your listing rather than another.

> Your listing goes for review and is visible to nobody until the house has approved it. **Allow 24 working hours.** Any change sends it back for review: that is the price of a catalogue that holds up.

- Its status is in "My listings". Once online, it shows its views and the number of requests received. You can publish several listings.
- You can attach your payment link — Stripe, PayPal, whichever you already use. It is used when the listing does not carry a set amount.
- The house can reserve a listing for paying members, or for Black members only: it then exists only for them, in the "Reserved" filter.

CHAPTER 15

Sport and coaching

THE ATHLETE'S PERFORMANCE RECORD

An athlete's profile carries their record: position, measurements, statistics, seasons, contract status. Its **reliability** can be read at a glance — declared, documented or solid — according to the evidence provided: licence, link to official statistics, video, two seasons filled in, recent measurements taken by a third party, up-to-date status, line attested by a club. It is never a rating of the player: it is the degree of proof behind what they declare.

- **Attestations.** A club or a verified organisation can attest a line of the record — a season, a measurement, an honour. The attestation carries its name.
- **The training log.** Load, perceived effort, recovery, with the indicators that strength and conditioning coaches track. It is health data: **it stays on your phone**. It is never sent to SNY's servers, and nobody but you reads it in the app — not even the agency that manages your profile. Only you can export it, as a CSV file, to share it with your staff. Like the rest of your apps' data, it may be included in your phone's backup (iCloud, Google) if you have turned it on.
- **Scouting**, on the organisation side: filter athletes by reliability, attestation, availability or contract ending within six months, keep them in a shortlist, compare them side by side. Comparisons are made between athletes of the network, never against invented standards.

THE COACH

The coaching profession has its own accreditation card: speciality, discipline, ticked qualifications (UEFA, CAF, BEF, BPJEPS, DEJEPS, STAPS, ICF...), professional card, experience, clubs, languages, terms. An academy or a gym publishes its needs as an organisation.

> In France, supervising a physical or sporting activity for payment requires a qualification listed in the Sports Code and a professional sports instructor card, issued after a declaration to the prefecture, which checks the applicant's good character.

CHAPTER 16

Events and SNY Pass

An organisation, like a talent, can host an event from the Partner tab: "I am hosting an event". The type is chosen first — **sports tournament, fashion show, pop-up and private sale, dinner or tasting, concert or party, trade fair or conference, charity gala, workshop or group class** — and it decides the questions that follow: the sport and category of a tournament, the house and collection of a show, the chef and menu of a dinner. The poster preview takes shape before your eyes.

THE AUDIENCE

Book a place

A number of places, a price, and an SNY Pass ticket in each person's name — issued on acceptance, once payment is confirmed in the app, or instantly with automatic ticketing.

THE PARTICIPANTS

Sign up

A team for a tournament, a brand for a pop-up, a model for a show casting. The organiser accepts or declines each registration; each accepted participant receives their ticket.

Each door has its limit, enforced by the database: once the places or the registrations are full, the app refuses any more.

YOUR TICKET

- It is waiting for you in **"My tickets"**, one per person.
- Its **QR is live**: it changes every fifteen seconds and is valid only on your phone. A screenshot is worthless after one minute: always show the ticket from the app.
- On an up-to-date phone, it opens with your face or your fingerprint: nobody else can present your ticket.

ON THE NIGHT, FOR THE ORGANISER

- **"My doors"**: every phone in the team becomes a scanner. You aim; the screen turns green, red or orange in under half a second, the phone vibrates, you move on to the next guest.
- **Even offline.** The phone decides using the downloaded list and uploads its check-ins as soon as the network is back. A ticket gets in only once; if two doors without network each accepted it, the duplicate is flagged as an alert as soon as they reconnect.
- **The command post**: how many people are in the venue, zone by zone, the pace of arrivals, the doors that are overloaded, duplicates — and the tools for the team, the doors, the ticket types and the guest list.

CHAPTER 17

A deal, step by step

The order is fixed: request, agreement, payment, acceptance, document.

1. **The request.** You send it from the listing or from the talent's profile: date, place, budget. At this stage, nothing is paid.
2. **The conversation.** It opens straight away, with the summary of your request already written in it. Agree in writing: what is provided, the amount, and how it is paid — in full, as a deposit or on delivery.
3. **The payment.** You pay what was agreed, directly to the partner: in the app when the listing carries a set amount, otherwise by the method they indicate.
4. **The acceptance.** The partner accepts your request in the app. Accepting means confirming the agreement: your document is issued instantly, in "My passes" and by email.
5. **On the day.** You present your code, or you quote its reference on your deliverables and your invoice.

> **Two rules that protect both sides.** Never pay before you have the partner's agreement in writing in the conversation. And a partner who has received a payment does not decline the request: they accept it, or they refund in full. A breach gets their account suspended. Until they accept, your request stays pending and no document is issued: if they do not reply, claim in writing in the conversation, then report — the house reviews within 24 working hours.

CHAPTER 18

Paying, and getting paid

Money never goes through SNY. Depending on the listing, it takes one of three routes — all of them end with the partner.

THE ROUTE	WHEN IT APPLIES
In the app	The listing carries a set amount and its author has linked a payment account. Card or Apple Pay; the amount goes straight to them.
Their link	The listing shows a range or "depending on profile". You pay on their payment page.
Outside the app	Whatever you have agreed together, in writing, in the conversation.

> **SNY takes no commission.** A payment made in the app goes through Stripe, which credits the partner's account directly: the house does not hold the funds and is not an escrow agent.

To get paid, link your payment account from the Payments screen and provide what Stripe asks for. Until this verification is done, nobody can pay you in the app. The same screen shows what you have received, currency by

currency; that is where you refund, in full or in part. The customer gets the money back on their card within 5 to 10 working days; Stripe's fees on the original payment are not returned to you.

> For an event, paying in the app is enough: your tickets arrive in "My tickets" as soon as payment is confirmed. For a service, send your request as well: it is its acceptance that issues your pass.

CHAPTER 19

The pass

It is given to the person who sent the request, as soon as it is accepted — except an event ticket, which follows the ticketing chosen by the organiser (chapter 16). Its name changes with the profession; it works the same way.

TYPE OF LISTING	DOCUMENT ISSUED	WHAT IT IS FOR
Party, concert, event	one SNY Pass ticket per person	show the live QR at the entrance
Sports trial or scouting day	a call-up	show the QR at the club on the day of the trial
Influencer campaign	an assignment order	quote its reference on your deliverables and your invoice
Creation, workshop, commission	a purchase order	quote its reference on the delivery note and the invoice

What it is worth. The record, in SNY ONE, that an agreement was made between two members — who, what, when, where, for what amount. It serves as an entry pass with the partner who issued it, and as evidence of your agreement. It is not a contract drafted by SNY, and SNY is not a party to your agreement: for a significant commitment, sign your own contract as well.

- **Single use**: a code that has already been presented is refused. Never show it in a story or a screenshot.
- **Broken or dead phone**: the person welcoming you types the code in by hand; they find it on their side. You have nothing to print.
- **Deal cancelled**: the partner informs the house, which deactivates the code. The refund is settled between you, according to what was agreed.

CHAPTER 20

Getting known outside the app

Every talent profile, organisation page, event, piece, film, track, article and face has its **public page** on snyworldwide.com/one. Shared in a story, on WhatsApp, Facebook or a website, the link appears with the app's card: photo, profession, name.

WHAT YOU SHARE	WHERE THE BUTTON IS
Your talent profile	Partner, "Share my profile". An organisation can also share each profile in its roster.

WHAT YOU SHARE	WHERE THE BUTTON IS
Your organisation page	"Share my page": your roster and your events together.
An event, a listing	Open it, then "Promote your event".
A piece	The share button at the top of its page — or "Send the link" for a payment.
A track, a film, an article, a face	The share badge on its card, or the Share · Story · Website row in the portrait and in your posts.

> **Whoever clicks can write to you from the page, without an account** — a question, a date, a number of places — and pay for a piece through its payment link. Their request arrives in Partner, "Requests from your links", with their email and phone number: you reply to them directly. To receive an SNY Pass ticket or a pass in their own name, they need an account, which is free.

- **Instagram**: "Image for a story" gives you the card in vertical format. Post it, then add the "Link" sticker with the address.
- **Your website**: "Code for your website" gives you the frame to paste; the content appears and can be read right there.
- A talent profile can be shared but does not appear in search engines. Pieces, events, organisation pages and the magazine do — but not a post the editorial team has not yet selected.

CHAPTER 21

Conversations, alerts and security

All your conversations are in **"My conversations"**, from the Partner tab. A gold dot marks the ones waiting for you. They are kept: they are the record of what you agreed.

Translate. Under each message you receive, "Translate" puts it into the language of the app; the switch at the top of the conversation does it for all of them.

Two channels let you know about a request, a reply or a message: **email, always, and alerts on your phone** if you turn them on in Account. Neither the alert nor the email repeats the content of a message: it stays in the app. If you tap "Translate", it is sent to our machine translation service, for that translation only. Our emails are sent from contact@snyworldwide.com: add this address to your contacts.

PROTECTING YOUR ACCOUNT

- **Two-factor authentication** (Account, Security): you add SNY ONE to your authenticator app, then enter the first code. Nothing is active before that code: an account cannot lock itself out through a half-finished activation. Once active, the database requires it for sensitive actions, such as editing your pieces or your brand.
- **The app lock**: Face ID or Touch ID on iPhone, fingerprint or face on Android, with the phone's passcode as a fallback. It locks when the app opens and when you come back to it after more than a minute elsewhere. You choose it; it is never imposed.

WHAT OTHERS SEE OF YOU

Your display name, and nothing else. Your email address is never shown to another member: our notifications always come from the house. If you publish as a business, your legal notice appears with your listings — an obligation, not a choice. Your delivery address is used only for your orders.

> Clearing the data on this device does not affect your account. Deleting the account is permanent — and does not cancel a running subscription: cancel it first from the store.

CHAPTER 22

When something goes wrong

SNY does not hold the funds and therefore cannot refund in a member's place. The house does, however, act on what depends on it: accounts and listings.

THE SITUATION	WHAT YOU DO	WHAT THE HOUSE DOES
I have paid, and the partner refuses or no longer replies	Claim the refund in writing in the conversation, then report.	Chases the partner within 24 working hours; suspends their account if they do not refund. A suspension is not a refund: keep the conversation and the receipt.
The service did not take place, or does not match	Write to the partner in the conversation; report if nothing is resolved.	Examines the report; may contact both parties to reach an amicable solution.
I am not being paid	Follow up in writing in the conversation, then report.	May remove the listings and suspend the account concerned.
Fraud, false identity, counterfeit	Report immediately; file a complaint with the police if you have lost money.	Removes the content, excludes the member, cooperates with the authorities on request.

> What the house does not do: rule on the substance of a disagreement, impose a refund, pay compensation. If no amicable solution is reached, the usual routes remain open: formal written notice, then, depending on the country, a conciliator (France), mediation or an order for payment (OHADA area), the courts. The partner's legal notice and your conversation give you what you need to act.

- **Report**: the button is on every listing and every profile. Every report is examined within 24 working hours, and you are told what happens next.
- **Block**: from their profile or their listing. Blocking is total — their listings, their messages and their requests no longer reach you, and they can no longer write to you.

CHAPTER 23

Frequently asked questions

My listing does not appear in the catalogue.

It is under review: allow 24 working hours; its status is in “My listings”. If you have just edited it, it has gone back for review.

I cannot publish.

Check in this order: are you signed in, does your plan cover your side, is your legal identity complete? It is almost always the third.

Nobody can pay me in the app.

Your payment account is not linked, or not yet verified by Stripe: Payments screen. And your listing must carry a set amount.

I cannot find my pass.

An event ticket is in “My tickets”. Any other document is in “My passes”, once your request has been accepted: for a service, paying does not issue it.

My ticket is refused at the entrance.

Show it from the app, not as a screenshot: the QR changes every fifteen seconds. A ticket that has already been scanned is refused; the welcome desk finds your name on the list.

I do not receive the emails, or the alerts.

Check your spam folder and add contact@snyworldwide.com to your contacts. Turn on alerts in Account; if your phone has blocked them, a link takes you to its settings.

I see no price in the Membership tab.

Check your connection, update the app, then close it completely and open it again. If nothing changes, write to us: it is a fault, and we will fix it.

My post in Media is not in the magazine.

It is on your account and can already be shared; the editorial team chooses what enters SNY Média. Its status is in “My posts”.

I changed phones and no longer see my membership.

It follows your account: sign in, then “I already have a subscription”. If it was activated by the concierge: “Refresh my membership”.

I have just updated the app and see nothing new.

Close it completely, then open it again, with a connection: the new version downloads and applies at launch.

A question this guide does not cover?

Write to the house: contact@snyworldwide.com. A person replies within 24 working hours. If the screen shows an error message, copy it exactly as it is: it gives the cause in brackets.

I cannot find a “Pay” button for my concierge.

That is intentional: you pay the concierge company directly, by the method stated in its offer, with the SNY reference in the payment note, then “I have paid”. Your voucher appears when the company confirms.

I cannot review my concierge.

Reviews open once the service has been delivered and paid for — reported by you, or confirmed by the concierge company. After the service, “Yes, it’s done” in My requests.

SNY WORLDWIDE SAS · 60, RUE FRANÇOIS IER — 75008 PARIS
CONTACT@SNYWORLDWIDE.COM · SNY ONE, THE HOUSE’S APP