The Face2Face guide

Last updated: October 29, 2026. This guide explains how Face2Face works and every rule that applies to you. The Terms of use and Privacy policy are the official legal documents; if anything here ever disagrees with them, they win.

1. What Face2Face is

Face2Face is a campus app for Concordia students to find and host in-person events: **study groups, sports, board games and outings**. Students host for students. Events happen on campus or in public places, **never at someone's home**.

The app has four tabs:

- **Leisure**: Sports, Board games and Outings happening soon.
- **Study**: study groups, searchable by course code (for example COMP 248).
- **My events**: what you're **Going** to, what you're **Hosting**, and what you **Saved**.
- **Me**: your profile, your standing (strikes), and the menu (≡) with Settings, Event preferences, Help and Legal.

2. Your account

Who can join

- Concordia students with a **@live.concordia.ca** email address.
- You must be **17 or older**. Some events are **18+** (see section 8).
- **One account per student.**

Signing in

- There are no passwords. Enter your Concordia email, and we email you a **6-digit code**.
- A code works for **5 minutes**. You can ask for a new one after **1 minute**.
- When you sign up, you enter your name and birthdate, and you can pick your year of study and what you're into (see section 7). You must accept the Terms and Privacy policy.
- **Your birthdate is never shown to anyone.** We only use it to check your age.

Your profile

- Photo, cover photo, bio, program and year, and optional Instagram and LinkedIn links.

- **Badges** you earn from real activity (see section 9).
- **History**: the events you've been to. You can hide it from others.
- On other people's profiles, you see the events you've been to together.
- **Name changes:** at most **2 in 30 days**. Past names stay visible to the Face2Face team, so nobody can pretend to be someone else.

3. Finding and joining events

Browsing

- **Leisure** shows Sports, Board games and Outings; **Study** shows study groups.
- **Filters** narrow the list by level, group size, date, cost and course code.
- Each event shows its time, place, cost, level (sports), spots left, the host, and who's going.

Joining

- Tap **Join**. If the event is full, you join the **waitlist**.
- When a spot opens, the first person on the waitlist gets it **automatically** and is notified.
- **Sports levels** go from **A** (very advanced) to **D** (beginner). Hosts can set a level or leave it open to all levels. You decide whether it fits you: the app asks once, and nothing blocks you.
- You get a **confirmation email** with the event details.

Leaving

- More than **24 hours** before the start: leave anytime, **no strike**.
- Less than 24 hours before the start, if you hold a spot: leaving is a **late cancel**, which is a **strike** (see section 6).
- Leaving the **waitlist** never gives a strike.
- If you got a spot from the waitlist **within the last 24 hours**, you can give it back without a strike.

Limits that keep things fair

- Joining and leaving: at most **20 times an hour**.
- Joining the same event again: at most **3 times a day**.

4. At the event: check-in and payment

Check-in

- The host shows a **QR code** on their phone. It changes every 30 seconds, so a photo of it won't work later.
- **Scan it** from the event page. Check-in opens **15 minutes before the start** and stays open until the end.
- The host (or an organizer) can also check you in by hand.

Arriving late

- Scanning after the start time marks you **late**.
- **Grace period:** the host can give **15 or 30 minutes** of grace. Scans within it count as on time.
- After the event, the host either **gives a pass** or **reports** each late arrival.
- **3 late reports in a semester = 1 strike.**

Not showing up

- If you never check in, you're a **no-show**, which is a **strike**.

Paying (when an event has a cost)

- The cost is the **receipt total divided by the number of spots**, so **nobody profits**. Hosts can't type a price; it comes from the receipt.
- Pay your share to the host by **Interac e-Transfer**, in your own banking app. **No money goes through Face2Face.**
- The host marks your payment as received.

5. After the event

Reviews (attendees)

- If you checked in, you can **review the event** (1 to 5 stars and an optional comment) for **14 days** after it ends.
- Reviews are **anonymous** to other students. The Face2Face team can see who wrote them, to handle abuse.
- An event shows only its **average** until it has **3 reviews**. After that, the comments appear too.

Wrap-up (hosts)

- After the event, the host:
  - confirms each **e-Transfer** received,
  - **passes or reports** late arrivals,
  - rates each person who came as **Good** or **Not good**. “Not good” needs a reason, which only the Face2Face team reads. The person never sees it.

6. Strikes

Strikes keep events reliable: when people say they’ll come, they come.

What gives a strike

Situation	Strike
Not showing up (no check-in)	1 strike
Leaving less than 24 h before the start (with a spot)	1 strike
Cancelling your own event less than 24 h before the start	1 strike
3 late reports in the same semester	1 strike

What a strike does: a pause in that category

Strikes count **separately** for each kind of event: **Sports**, **Study groups**, **Board games**, and **Outings**. A pause stops you from **joining or hosting** in that category only. Everything else works as usual.

Category	1st strike	2nd strike	3rd strike and after
Sports	1-week pause	1-month pause	paused for the rest of the semester
Study groups, Board games, Outings	24-hour pause	48-hour pause	doubles each time (4 days, 8 days…)

- **Strikes reset every semester.**
- You can see your strikes and any pause under **Me → Standing**.

- Deleting your account doesn't erase a pause or a suspension: it still applies if you come back.

Suspensions

For serious problems (harassment, threats, unsafe behavior), the Face2Face team can **suspend** an account, for a set time or until lifted. A suspended account can't join, host, comment or review, but can still leave events and look around. Serious misconduct can also be reported to Concordia's student conduct office, and to the police when someone's safety is at risk.

7. Notifications and following

What you get told about

- **Events you're going to:** a reminder the day before (while you can still leave without a strike), 1 hour before, when check-in opens, and every change or cancellation.
- **Your events:** when someone joins, and new questions or messages.
- **Threads:** when someone replies to you or @mentions you.
- **New events** in what you follow.

Following (new-event alerts)

- Tap the ☆ **button** on Leisure or Study, or go to **Me → ≡ → Event preferences**.
- **Sports and Outings:** follow everything ("All sports", "All outings") or single activities like Basketball, Karaoke or Café. "Something else" covers everything not on the list.
- **Board games:** follow types like Strategy, Card games or Chess.
- **Courses:** follow a whole subject (COMP) or one course (COMP 248). On Study, searching a full course code also shows a **Follow** button.
- Nothing is followed until you choose. You can pick a few things when you sign up.

Turning alerts off

Go to **Settings → Notifications**. You can switch off reminders, check-in alerts, "someone joined", comments and new-event alerts. **Changes, cancellations, waitlist spots, strikes and suspensions always come through**, because you need to know about them. Anything you switch off still appears in your in-app inbox (the bell).

8. 17+ and 18+ events

- Students can join Face2Face from **17**.
- Hosts can mark an event **18+**. It's **on by default for Outings**, which can be at bars, and the host can switch it off (for example for a coffee).
- If you're under 18, you still **see** 18+ events, marked **18+**, but you **can't join, host, ask questions on, or get alerts for** them.
- An event can't be switched to 18+ while someone under 18 is going.
- On your **18th birthday**, everything unlocks automatically.

9. Badges

Badges are earned from real activity and shown on your profile.

Badge	How to earn it
Early bird	Joined the waitlist before the app launched
First meetup	Checked in to your first event
Regular	Checked in to 5 events
Familiar face	Checked in to 10 events
Campus legend	Checked in to 25 events
Host	Hosted an event that people came to
Seasoned host	Hosted 5 events that people came to
Study buddy	Came to 10 study sessions
Team player	Came to 10 sports games
Game night	Came to 10 board game nights

10. Hosting an event

Creating one

- Go to **My events → Hosting**, pick what you're hosting (**Study group, Sports, Board games or Outing**), and fill it in.
- **Title** (3 to 100 characters) and **details** (at least 10 characters: what to bring, the plan).
- **Study groups** need a real Concordia **course code**.
- **Sports and Outings:** tap a quick idea (Basketball, Karaoke…) to fill in the title. It also tells followers of that activity.
- **Place:** a **campus room or a public spot**, with a real address and a map pin. **Never a private home.**
- **Time:** the event must start **at least 5 hours from now**, at most **180 days ahead**, and last **at most 24 hours**.
- **Spots:** 2 to **100**. Events with **more than 20 spots** are **reviewed by the Face2Face team** before they go live. You're told when it's approved, or why it isn't.
- **Cover:** pick an illustration or **upload your own photo**.
- **Cost:** free, or split a cost with a **receipt photo** (up to **$2,000**). The app works out each person's share.
- **Grace period** (optional): 15 or 30 minutes.
- **18+ only** (see section 8).
- You can create at most **2 events every 24 hours**.

Editing and cancelling

- You can edit until **24 hours before the start**. Every change notifies the people going.
- Within 24 hours, you can only cancel. **Cancelling within 24 hours gives you a strike.**

Running it

- Open the event at the start and tap **Show check-in QR** (see section 4).
- Afterwards, complete the **wrap-up** (see section 5).

11. Threads: questions and chat

Every event has two threads:

- **Questions:** public, for anyone to ask the host something.
- **Attendees chat:** only for the host and people going.

You can **reply** to a message, and **@mention** the host, people going, or anyone who wrote in that thread (type @ and pick a name). The person you reply to or mention gets notified. You

can delete your own messages. To keep threads friendly, you can post at most **20 messages in 10 minutes**.

12. Safety, reporting and blocking

- **Report** anything wrong from the ··· menu on any event, profile, comment or review. Pick a reason and add details if you want. **The person is never told who reported them.** Every report alerts the Face2Face team right away, and **reports are handled within 24 hours**.
- **Block** someone from the same menu. You disappear from each other's events, attendee lists and threads immediately. The person isn't told. Unblock anytime under **Settings → Blocked people**.
- The team can remove content (including event photos), cancel events, and suspend accounts.
- **Meet safely:** events are only on campus or in public places. If you feel unsafe, leave, and contact Concordia campus security or **911** in an emergency.
- Inappropriate words aren't allowed in names, bios, events, comments or reviews.
- Face2Face has **no tolerance for objectionable content or abusive users**, and **zero tolerance for child sexual abuse and exploitation** (see Child safety).

13. Fair-use limits

These limits stop spam and abuse. Normal use never comes close.

Action	Limit
Creating events	2 every 24 hours
Joining or leaving events	20 an hour
Joining the same event again	3 times a day
Thread messages	20 every 10 minutes
Reports	20 a day, one open report per thing
Profile photos	10 uploads a day
Event photos	10 uploads a day
Receipts	20 uploads a day
Name changes	2 in 30 days

14. Your data and your account

- **What we keep and why** is explained in the Privacy policy. Your email and birthdate are never shown to other students.
- **Delete your account** anytime: **Me → ≡ → Settings → Delete my account**, or from the website. Your profile and content are removed. Upcoming events you host are cancelled, and attendees are told.

15. Help

- In the app: **Me → ≡ → Help**, where you can also **report a bug**.
- Email: **help@joinface2face.com**