

Waiver signatures

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PRO ⓘ Waiver collection requires a Heylo Pro subscription. [Learn more here.](#)

Streamline liability management by collecting, storing, and tracking every member's compliance.

Waivers, or liability releases, can provide members with context on the group's activities and risks associated with them. Furthermore, when legally sound, they can help serve as a release of liability for the leaders of the group.

Upload your waiver once, and Heylo automatically prompts members to sign during onboarding or event registration—access is blocked until the waiver is accepted. Each signature is time-stamped, logged in the member's profile, visible to all admins through Member Insights, and exportable with your other membership data. This creates an auditable record that cuts paperwork, reduces risk, and keeps your group compliant with confidence.

By uploading the waiver language to Heylo, members must sign the waiver in order to participate in the group's activities by digitally confirming with a check mark: "I have read, understand, and agree to..." on the waiver. If the member does not sign, they are not allowed to join the group. Members only need to sign the waiver once, not for every single event.

Launch waiver signatures

To launch your waiver:

1. Head to the admin settings under the group tab and select "Waiver Collection"
2. Copy and paste your waiver language into the text section on Heylo. Note, rich text is not supported
3. Save and select who should sign. The selected recipients must sign the waiver in order to continue to participate in the group. Note, a waiver IS NOT required to [request to join](#) a group

Update waiver

Admins can add new text to the form and select save. Admins can select who should sign the new waiver - all members or just new members.

View waiver status

An admin can view waiver status anytime:

1. [Member insights](#)
2. During [event attendance](#), admins can see who has not yet signed a waiver
3. [Member CSV export](#)

When a waiver is signed, a timestamp and version of the document are marked in Heylo's databases and recoverable if ever required by either party. To recover a signed waiver document, [contact the Heylo team](#).

Pro subscription cancellation and reinstatement

If [Pro](#) is canceled and a new member joins, they will not be required to sign the waiver. If Pro is reinstated, the new member will be required to sign the waiver after Pro reinstatement. This is because they joined during a period when waiver features were unavailable and never completed the signing process. Existing signatures: Member waiver signatures are preserved during subscription changes and only require re-signing when waiver document versions are updated.

Best practices

Group leaders should give members adequate time to read and accept the waiver. While seemingly complex, waivers can help members understand the potential risks associated with joining the group and attending events. Heylo handles the friction by collecting waiver confirmation and providing sufficient time for members to read and accept the terms of the group before joining.
