How do I refund event entrants?

Last Modified on 01/11/2023 11:13 am AEDT

As an event manager running an event through GameDay in which entrants are required to make payment, you also have the ability to refund an event order after it has been paid.
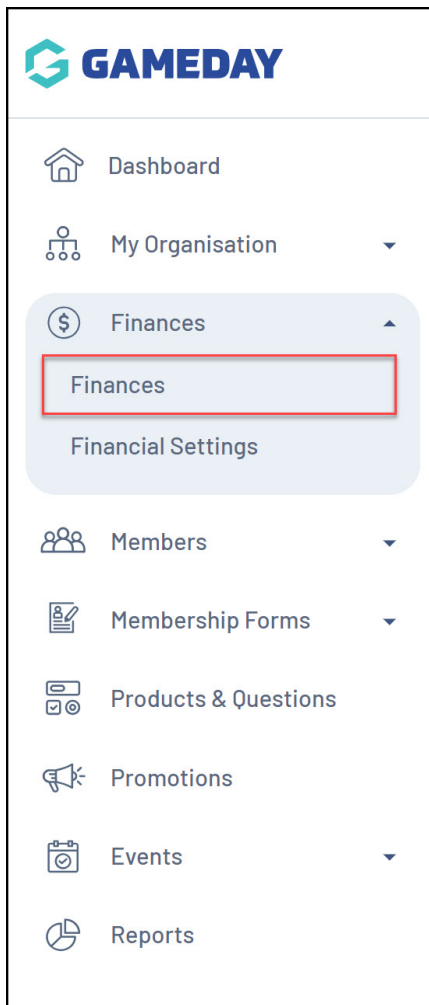
Refunding an order sends the specified amount back to the original payment method that the entrant used to register. Entrants can either be refunded their full order amount - therefore withdrawing them from the event - or a partial amount.

> **Note**: Please allow up to 5 business days for a refund to reach the original payment method, as bank processing times may vary.
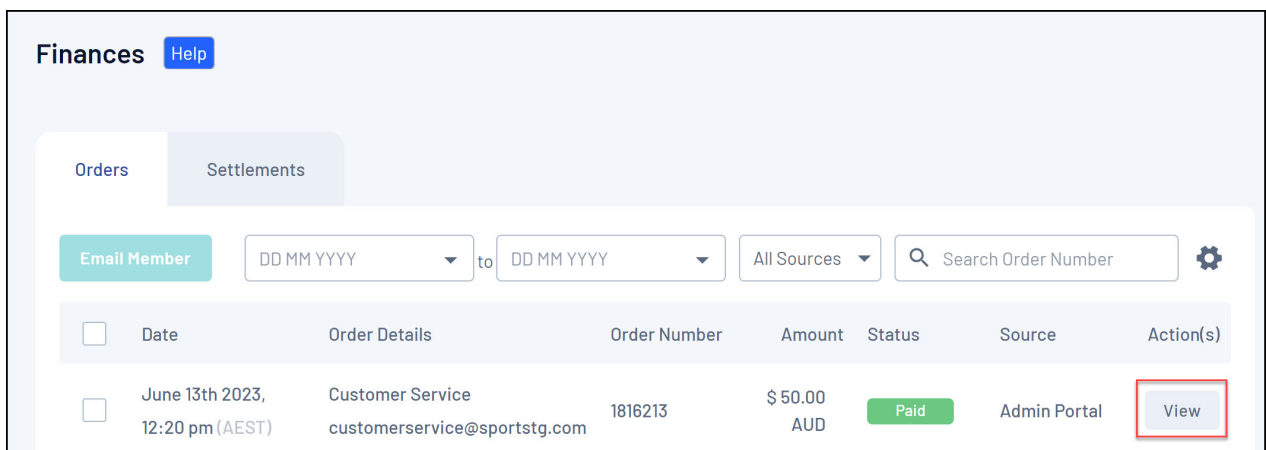
Full Refunds

To refund a full Order:

1. In the left-hand menu, select **Finances** > **FINANCES**

2. In the **Orders** tab, find the relevant paid order for the entrant you want to refund, then click **VIEW**

3. Click **REFUND OR VOID ORDER** at the top of the screen

4. Tick the **REFUND** and/or **VOID** checkboxes against all items within this order.

Ticking the **VOID** box against these product items will void the QR Codes attached to these products so they cannot be scanned on event day.

5. Once all checkboxes have been checked, click **CONTINUE**.
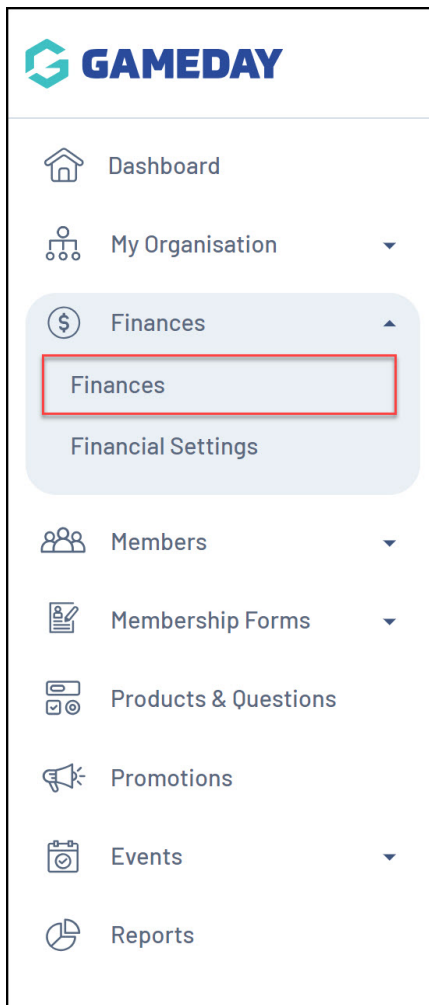

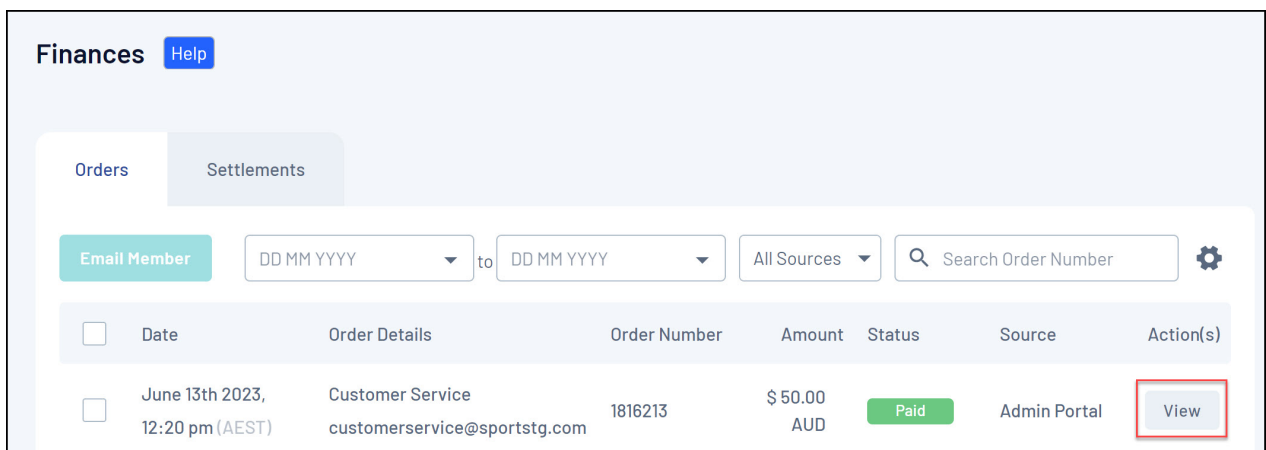6. Click **CONFIRM AND ISSUE REFUND & VOID ORDER**.

Partial Refunds

To partially refund an order:

1. In the left-hand menu, select **Finances** > **FINANCES**

2. In the **Orders** tab, find the relevant paid order for the entrant you want to refund, then click **VIEW**

3. Click **REFUND OR VOID ORDER** at the top of the screen

4. To partially refund the order, check the **REFUND** and **VOID** checkboxes against the relevant item(s) in this order. For example, in the image below, we want to refund the *GameDay Cap* product, but leave the *Season Package* intact.

Alternatively, you can specify an amount to refund using the **REFUND AMOUNT** text field:

5. Click CONTINUE once you've defined your refund amount

6. Click **CONFIRM AND ISSUE REFUND**

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