



How do I refund event entrants?

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Overview

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.

Step-by-Step

Step 1: Navigate to the Finances screen

In the left-hand menu, click **Finances > MANAGE FINANCES**

Step 2: Select the Order list and view the relevant order

On the **Orders** tab, click **VIEW** next to the order you wish to refund

Step 3: Refund the order

On the order details page, click the **REFUND ORDER** button.

A pop up box will appear, asking you to select the relevant product(s) you want to refund. Tick the **CHECKBOX** on the left-hand side under the **Refund** column to select one or more products to refund. You can also choose to **Void** the order, which will nullify the use of their QR Code for attendance tracking purposes

Note: The **Total Refund Order Balance** column will display the remaining funds you have available in your account to process this refund. If you are attempting to refund an amount exceeding your balance, you will receive an error message and will be

unable to proceed with the refund until additional funds are processed into your database through other paid orders.

You can issue a partial refund by manually updating the amount in the **Refund Amount** column

Click **Continue**

Confirm the refund details, then click **CONFIRM & ISSUE REFUND**

A confirmation message will then appear if your refund was processed successfully.

Note: Please allow 3-5 business days after processing the refund for the funds to be received by the member

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