

How do I enable refund protection on my event?

11/12/2025 3:36 pm AEDT

Overview

GameDay integrates with Teak allowing Event Organisers to offer refund protection to participants as part of the online purchase experience.

For Event Organisers, this helps to make your participants experience flexible to receive 100% of their ticket cost back if they are unable to attend due to several refundable reasons including:

- Personal or Family Illness
- Travel Interruptions and Delay
- Personal Injury
- Relocation / Termination
- Traffic Accident & Mechanical Breakdown
- Severe Weather

This article walks through the process of enabling Refund Protection on a specific event form.



Note: For more information on Teak Refund Protection, [click here](#)

Step-by-Step

Step 1: Navigate to the Events screen

In the left-hand menu, click **Events** > **MANAGE EVENTS**

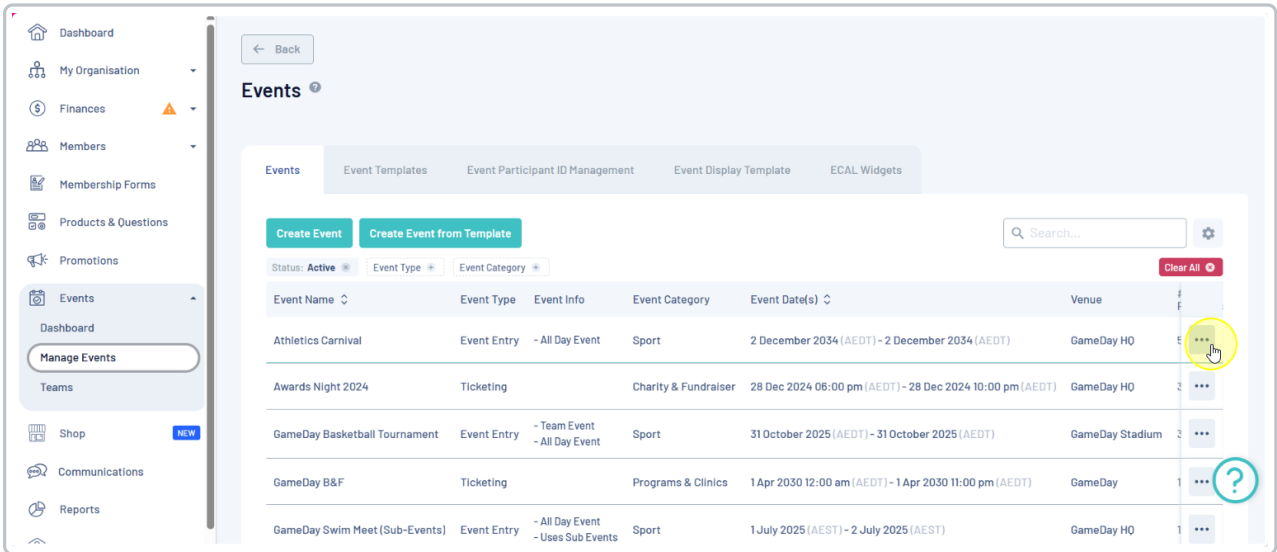
The screenshot shows the Teak dashboard interface. On the left-hand side, there is a vertical navigation menu with various options. The 'Events' option is expanded, and the 'Manage Events' sub-option is highlighted with a yellow circle and a mouse cursor. The main dashboard area displays several key metrics:

- Financial Stats:**
 - Current Year Products Sold: 126
 - Current Year Paid Orders: 21
 - Current Year Total Order Value: \$1.3K
- Member Stats:**
 - Total Active Members: 4
- Event Stats:**
 - Total Event Participants: 22

The dashboard also includes a header with the user's name 'Hi there Rory', a 'Get Started' button, and a '[Sport] Rollover Checklist' button. A 'My Widgets' dropdown menu is visible in the top right corner, and a 'last data refresh: 4hr/s ago' indicator is present below it. A question mark icon is located in the bottom right corner of the dashboard area.

Step 2: Edit the relevant event

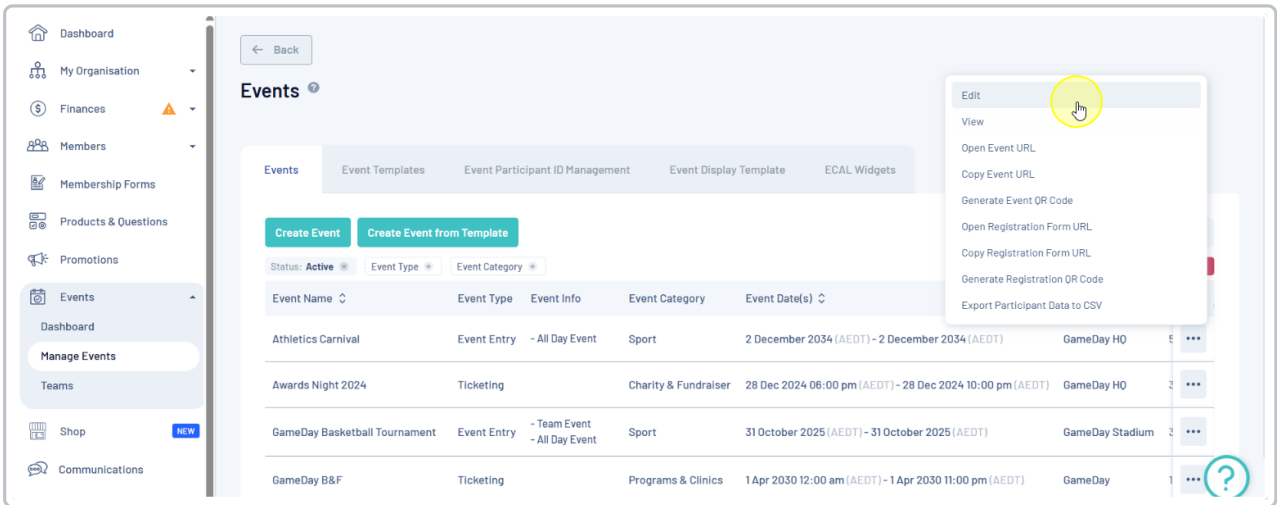
On the list of events, click the **actions menu** (three dots) next to the event you wish to edit



The screenshot shows the 'Events' management page. On the left is a navigation sidebar with 'Manage Events' selected. The main content area has a 'Back' button and a 'Events' title. Below the title are tabs for 'Event Templates', 'Event Participant ID Management', 'Event Display Template', and 'ECAL Widgets'. There are two buttons: 'Create Event' and 'Create Event from Template'. A search bar and a 'Clear All' button are also present. A table lists several events. The first row, 'Athletics Carnival', has its actions menu (three dots) highlighted with a yellow circle. Other rows include 'Awards Night 2024', 'GameDay Basketball Tournament', 'GameDay B&F', and 'GameDay Swim Meet (Sub-Events)'. A question mark icon is visible in the bottom right corner of the table area.

Event Name	Event Type	Event Info	Event Category	Event Date(s)	Venue	Actions
Athletics Carnival	Event Entry	- All Day Event	Sport	2 December 2034 (AEDT) - 2 December 2034 (AEDT)	GameDay H0	⋮
Awards Night 2024	Ticketing		Charity & Fundraiser	28 Dec 2024 06:00 pm (AEDT) - 28 Dec 2024 10:00 pm (AEDT)	GameDay H0	⋮
GameDay Basketball Tournament	Event Entry	- Team Event - All Day Event	Sport	31 October 2025 (AEDT) - 31 October 2025 (AEDT)	GameDay Stadium	⋮
GameDay B&F	Ticketing		Programs & Clinics	1 Apr 2030 12:00 am (AEDT) - 1 Apr 2030 11:00 pm (AEDT)	GameDay	⋮
GameDay Swim Meet (Sub-Events)	Event Entry	- All Day Event - Uses Sub Events	Sport	1 July 2025 (AEST) - 2 July 2025 (AEST)	GameDay H0	⋮

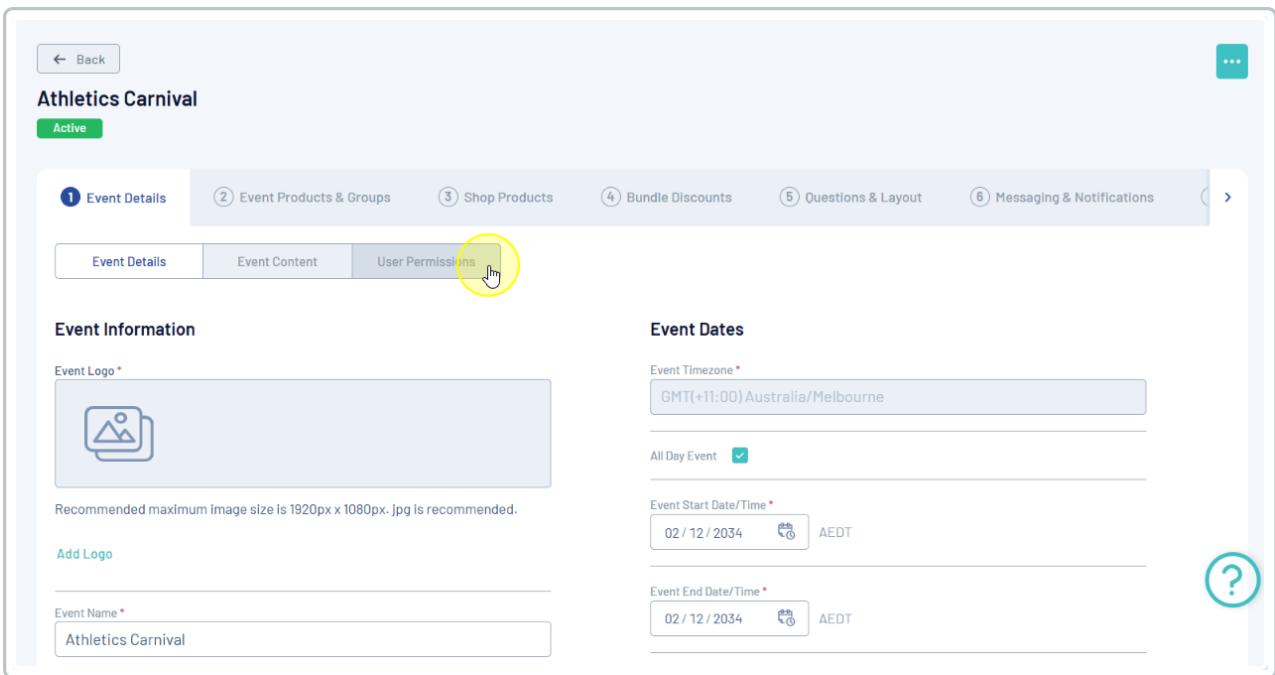
Click **EDIT**



This screenshot shows the same 'Events' page as above, but with the actions menu for the 'Athletics Carnival' event open. The 'Edit' option is highlighted with a yellow circle. The menu also includes 'View', 'Open Event URL', 'Copy Event URL', 'Generate Event QR Code', 'Open Registration Form URL', 'Copy Registration Form URL', 'Generate Registration QR Code', and 'Export Participant Data to CSV'. A question mark icon is visible in the bottom right corner of the table area.

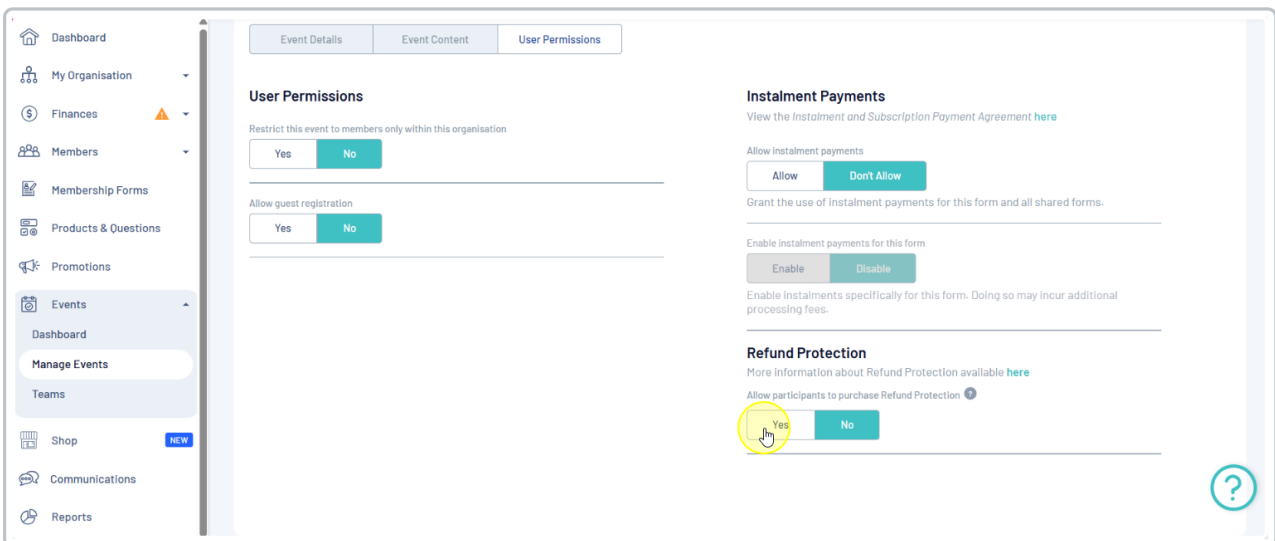
Step 3: Access User Permissions

Within the event settings, click the **USER PERMISSIONS** tab



Step 4: Enable Refund Protection

Scroll to the **Refund Protection** section, then under the **Allow participants to purchase Refund Protection** field, select **YES**



Step 5: Save Changes

Click **SAVE** to confirm and apply the changes.

Event Details | Event Content | **User Permissions**

User Permissions

Restrict this event to members only within this organisation

Yes No

Allow guest registration

Yes No

Instalment Payments

View the *Instalment and Subscription Payment Agreement* [here](#)

Allow instalment payments

Allow Don't Allow

Grant the use of instalment payments for this form and all shared forms.

Enable instalment payments for this form

Enable Disable


Enable instalments specifically for this form. Doing so may incur additional processing fees.

Refund Protection

More information about Refund Protection available [here](#)

Allow participants to purchase Refund Protection [?]

Yes No



Registrants will then see the option to add Refund Protection to their registration on the payment page of the form:

Summary

Aaron Adamson [Edit](#) [Remove](#)

Products

General Ticket	Qty: 2
	\$ 180.00 AUD
	remove item

[Register Another Person](#)

Have a promo code?

Promo Code

[Apply](#)

Benefits of a flexible experience (Selection Required)

Make your experience flexible and receive **100%** of your ticket cost back if you are unable to attend due to several refundable reasons, including:

-  Personal or Family Illness
-  Travel Interruptions and Delay
-  Personal Injury
-  Relocation / Termination
-  Traffic Accident & Mechanical Breakdown
-  Severe Weather



Yes, I want my experience to be flexible and refundable

Highly Recommended

\$18.00
Protection Fee



No, I prefer no refunds or no exchanges for any reason

By adding Refund Protection, you agree to the terms below and consent to processing of your personal information in accordance with the [Privacy Policy](#).

Subtotal	\$ 180.00 AUD
Refund Protection	\$ 18.00 AUD
Total	\$ 198.00 AUD