

HOW DO I REQUEST/PROCESS A REFUND?

The full refund process will occur within the Stripe Payment Gateway, which means that funds will be drawn from any relevant entities providing a refund and returned to any relevant participants. Refunds are subject to approval ([refer refund policy](#)) and each relevant entity will need to complete an approval for their component of the requested refund.

When creating a product an entity must select 'Refund Allowed' to gain the ability to grant refunds (this field is not editable after creation). If this has not been selected no refunds will be possible.

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Refund Process (Member Initiated)

1. Members will only be able to initiate a refund request on products that have been setup to allow refunds (i.e. the 'Refund Allowed' toggle has been used).
2. Members can initiate a refund request via the purchaser's (i.e. Parent/Guardian) 'My Purchases' tile using the anticlockwise arrow.
3. The club then needs to approve or reject the refund via your entity's 'Approvals' tile.
4. If the product contains higher entity components, (e.g. is a membership not a meet nomination) it will also require the higher entity to consider the refund request independently, and complete the approval process if granted ([refer refund policy](#)).

Refund Process (Club Initiated)

1. Clubs can initiate a refund request on behalf of a member through their 'Purchases' tile (not Entity Purchases).
2. Clubs will only be able to initiate a refund request on products that have been setup to allow refunds (i.e. the 'Refund Allowed' toggle has been used).
3. A Club can initiate the refund by searching for the purchaser from 'Purchases' and using the anticlockwise arrow.
4. The club will then need to approve the refund via the 'Approvals' tile.
5. If the product contains higher entity components, (e.g. is a membership not a meet nomination) it will also require the higher entity to consider the refund request independently, and complete the approval process if granted ([refer refund policy](#)).

Please note, members are expected to contact their club in the first instance to discuss a refund request.

[Need further help? You can find other help files on our website here.](#)