# HOW DO I SEE AND APPROVE REFUND REQUESTS?

When members request refunds on purchases made from your entity, the request will come into your Club for approval or rejection. ***Please note, you are not obligated to always provide a refund.***

This help guide is for **Club Administrators** to action refund requests initiated by Swim Central members who have completed transactions on purchases from the Club.
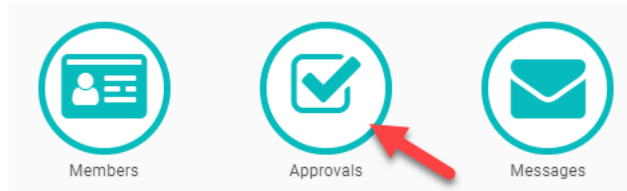
From your home screen, select **Entity Management**
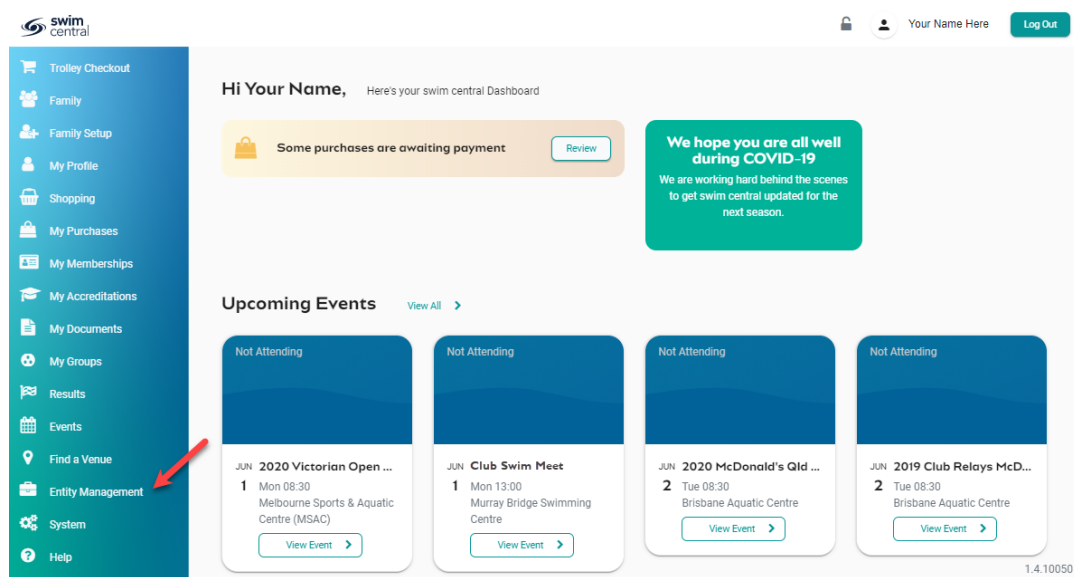
Enter your entity PIN and select **Confirm**, highlight/select your Club, and then select **Entity Home** from near the top right-hand side of the screen.
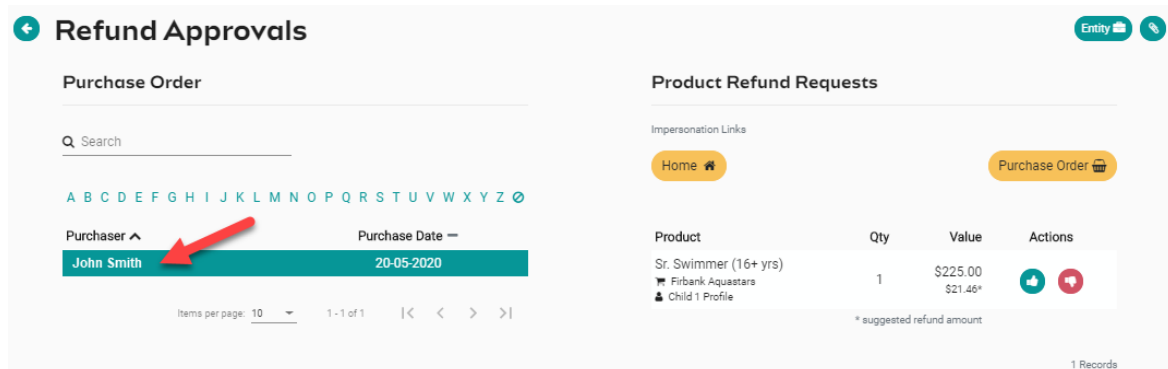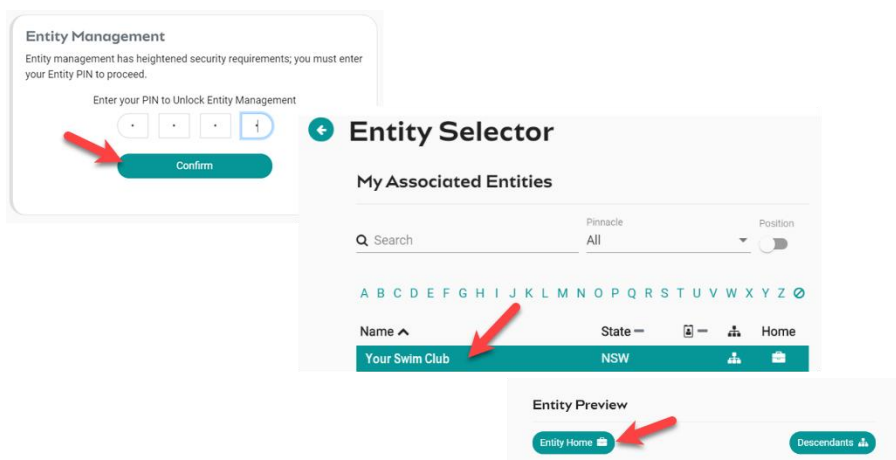
To evaluate refund requests, select the **Approvals** icon from the top of your *Entity Home*.

Select the **Refunds** icon (the number on the badge indicates the number of requests you have to approve).
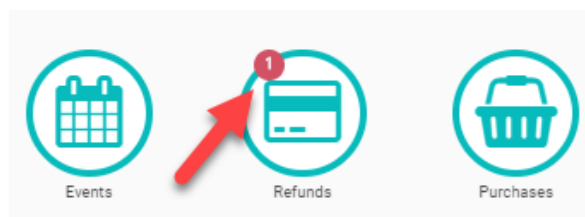
The requested refunds will show in the list on the left-hand side. Click on a member name to bring up the details of the refund.

Selecting will approve the refund request.   Selecting will decline the refund request.

To approve the refund, click the button and choose the amount you are refunding.

  a. For events, you can either refund the full event entry amount plus the transaction fee (we suggest this in the case of a system glitch) or just the event entry fee (we suggest this in the case of a member changing their mind).

  b. For memberships, you can choose to refund the whole membership amount or a partial amount. The partial amount is calculated based on how many months of the membership have already been used (eg. If 6 months of the membership has been used, the system will suggest a 50% refund. If 9 months of the membership has been used, the system will suggest a 25% refund.)