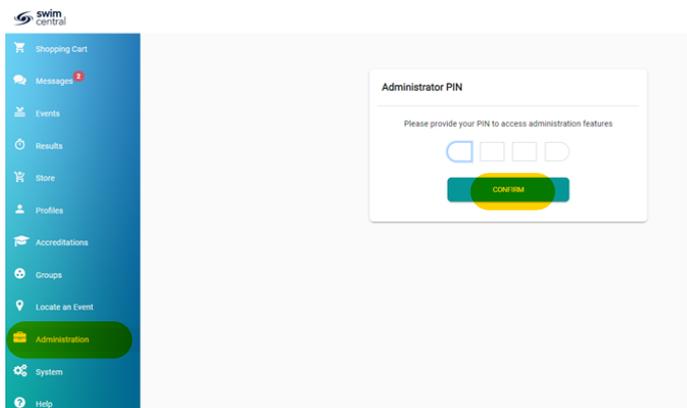


HOW DO I SEE AND APPROVE REFUND REQUESTS?

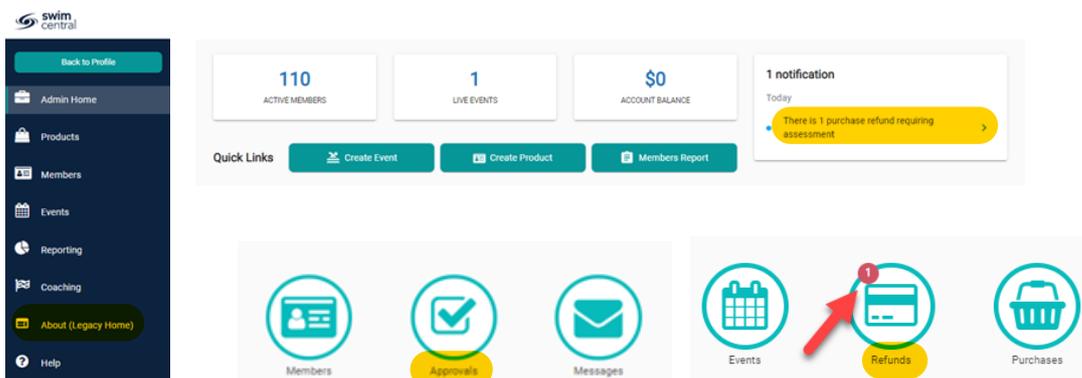
When members request refunds on purchases made from your entity, the request will come to your Club for approval or rejection. **Please note, you are not obligated to always provide a refund.**

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.

Login to Swim Central, select '**Administration**'
Enter your Administrator PIN and select '**Confirm**'



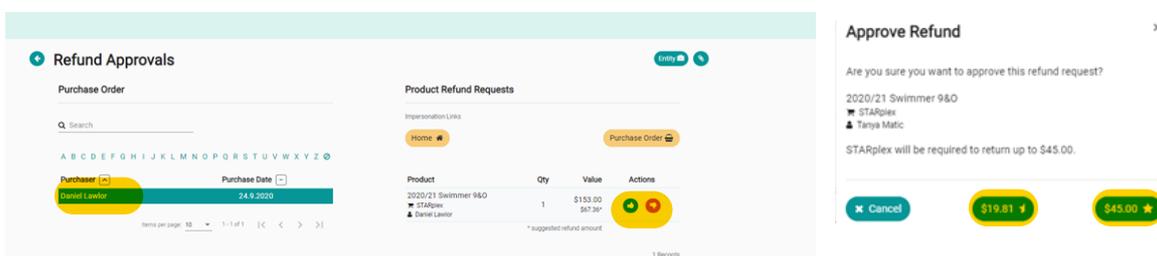
Club Admin Dashboard select '**Notification**' Refund requiring assessment
Or to view all Refund Requests
Select '**About**', select '**Approvals**' select '**Refunds**'



Select '**Member Name**' to bring up the details of the refund request.

Select  to approve the refund request or  to decline the refund request.

To approve the refund, select the  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.)