Withdrawing and Refunding an Entrant

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Quick Steps: Go to Events > Click on Event > Entrants > Find Entrant > Withdraw > Withdrawn > Refund

1. Within the Management Console, select **Events** from the top menu, then click on the relevant event

2. Select **Entrants** from the expanded left menu, this will bring you to a list of your Accepted Entrants

3. Search and find the entrant that you wish to withdraw from the event

4. Click the **Withdraw** button next to the entrant

5. A confirmation message will appear, click **Withdraw Entrant** to confirm the withdrawal

6. This will move the entrant into the Withdrawn Listing, click on Withdrawn to view your Withdrawn Entrants

7. Click the **Refund** button next to the entrant that you wish to refund, then click **Issue Refund**

8. Complete the fields, including adjusting the Refund Amount to the required amount. This can be anything from $0.01 to the total amount of the original transaction

9. Click **Next**

7. Click **Process Refund** and the refund will be completed. The Entrant will then receive

a refund receipt via email

Additional Information

Though the refund is processed as soon as you click **Process Refund**, it can take time to reappear in the entrant's bank account. The time this takes depends on the entrant's bank, but generally takes 72 hours.

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