

# Refunds

You can quickly and easily process refunds on Playz.

- ✓ Provide a total refund of an order to a customer. No associated fees will be charged by Playz
- ✓ Automatic cancelling of order and corresponding booking/reservation on Playz
- ✓ Record of order cancellation stored in your Orders
- ✓ Automatic communication with the refunded customer

## To Process a refund:

- Find the order you wish to refund
  - Dashboard>Orders
  - You can search via the customer (not participant) first or last name or the s activity they have booked into
- Click on the **Detail** button of the selected order to view the order
- Click the blue **Refund Order** button at the end of the order (right hand side)
  - A confirmation “pop up” will pop up confirming your choice
  - Refunding your order will remove any participants in the order from their activities. Once refunded, you cannot reverse this action.
  - Click **Yes** to continue
- The following will now occur automatically:
  - The order will show in your Orders log as refunded.
  - The participant will be removed from booked activity
  - The refunded amount will move out of your Stripe account back through Playz and to the customer.
  - All associated fees will be refunded with the refund – the customer will receive the full refund.
  - The customer will receive a notification that the refund has been processed.
  - The order will show as refunded in your Stripe Dashboard.

## Partial Refunds

- At this stage Playz is unable to offer partial refunds. However, if you wish to give money back to the customer using the Playz platform, you can create a coupon with a dollar value attached which will be discounted from their next order through you.
- See the Playz Fact Sheet on Discounts & Coupons.

## Using your Stripe Dashboard to generate Refunds

- Playz do not recommend you initiating refunds from your Stripe Dashboard as the refund may not be processed correctly and generate the corresponding cancellation of participant booking within the Playz system.