



Refunding a Booking Deposit

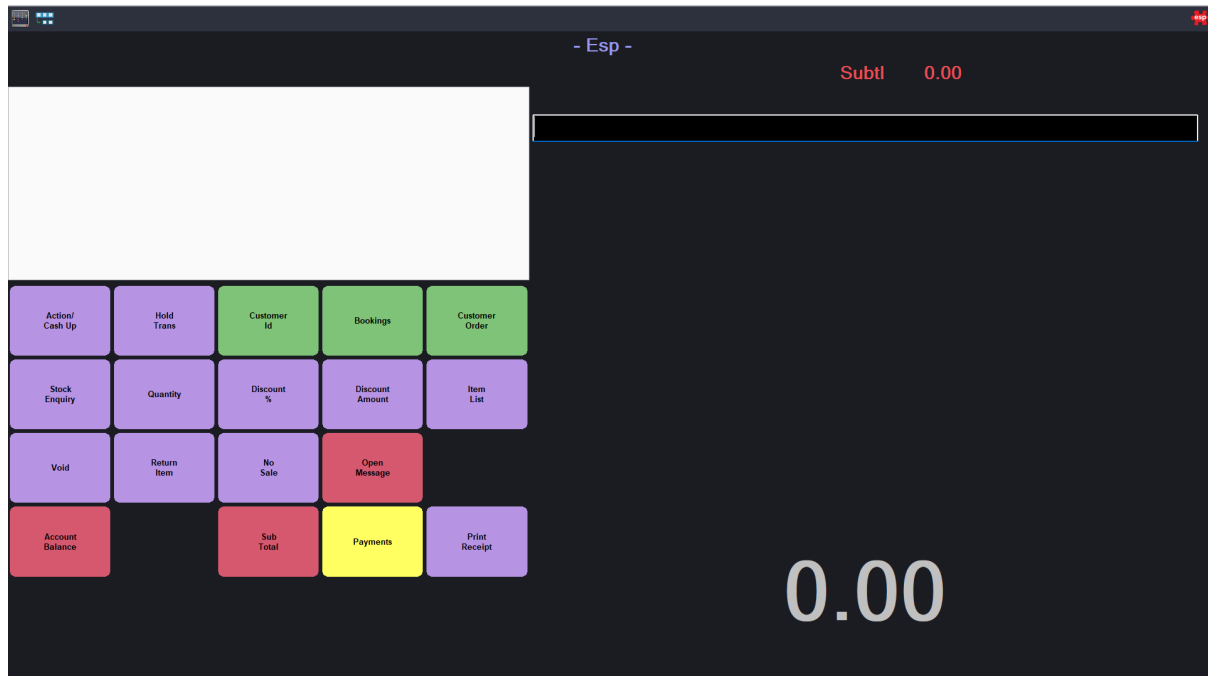
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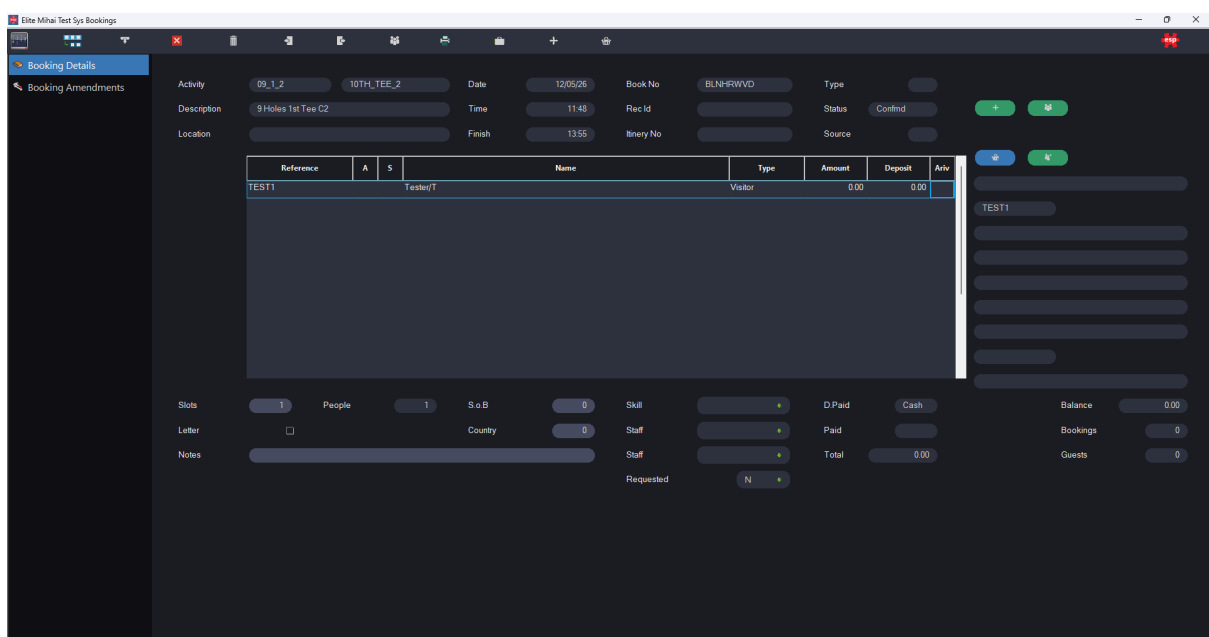


Individual Booking

1. From the Retail POS, select 'Bookings'.

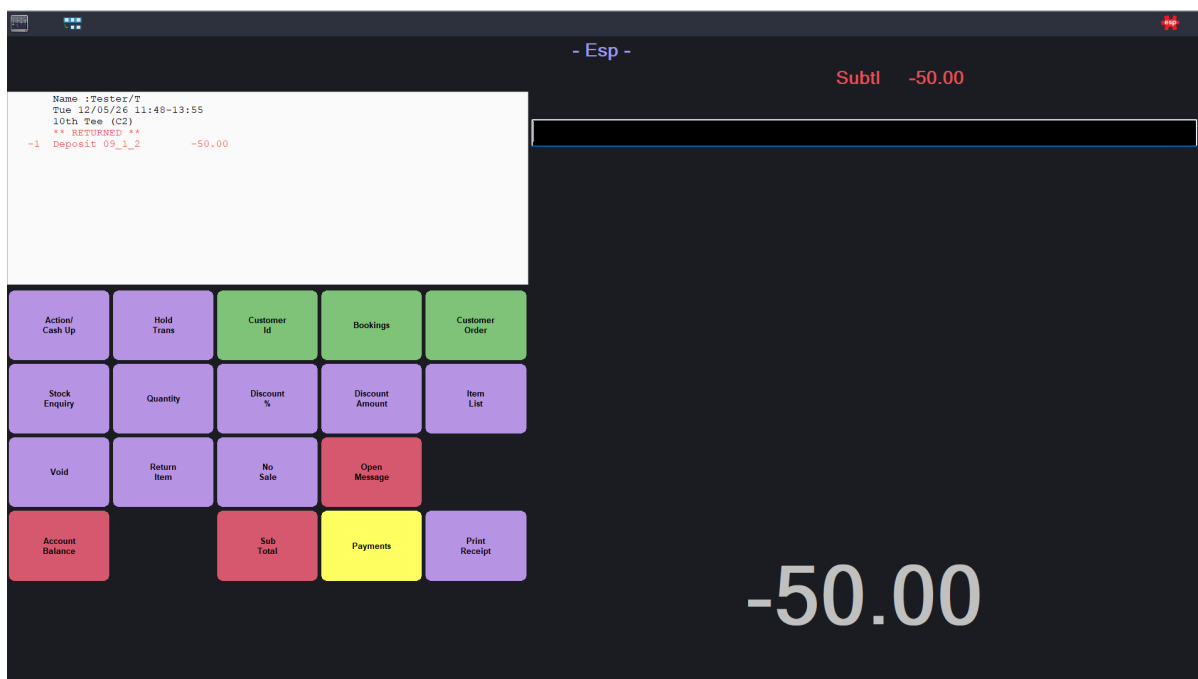


2. Find the individual booking you want to refund the deposit for and open it.
3. In the 'deposit' field enter the amount. If returning the whole deposit, this will be 0.00



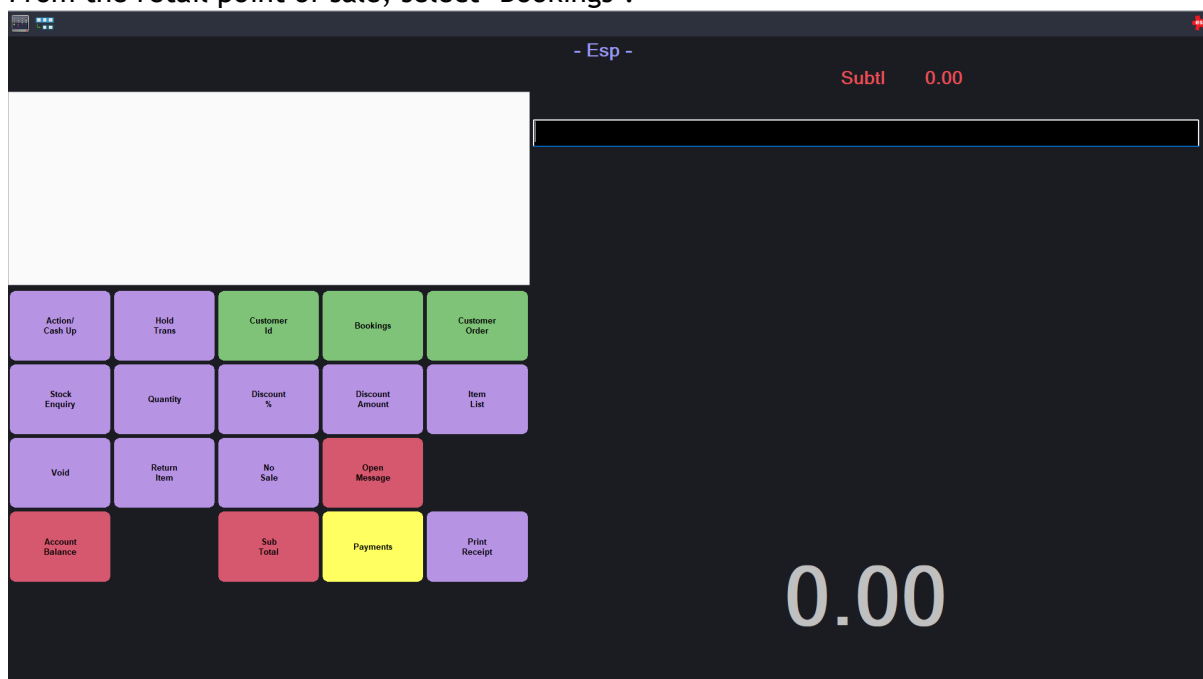


4. At the retail point of sale, process the refund. Select Subtotal, then Payments, enter the value to be refunded and then the payment method required.



Group Booking

1. From the retail point of sale, select 'Bookings'.





2. Find the group booking you wish to refund the deposit for, and open it.

The screenshot shows the 'Customer Orders' form with the following details:

- Event Date: 12/05/26
- Order Date: 12/05/26
- Addr Code: TEST1
- Event To Date: 12/05/26
- Order No: [empty]
- Tester/T: [empty]
- Invoice Type: [empty]
- Order Status: [empty]
- Deposit: 400.00 (highlighted in red)
- Total: 0.00

Activity	Resource	Date	Time	People	Slots	Staff	Reqd	Price	S	Code	Description	Qty	Amount	Total	Vat
09_1_2	10TH_TEE_2	12/05/26	11:48	4	1		N	0.00							

3. Select in the deposit field. If refunding the whole deposit, type 0.00. (If refunding part of the deposit enter the amount of deposit paid after the refund).

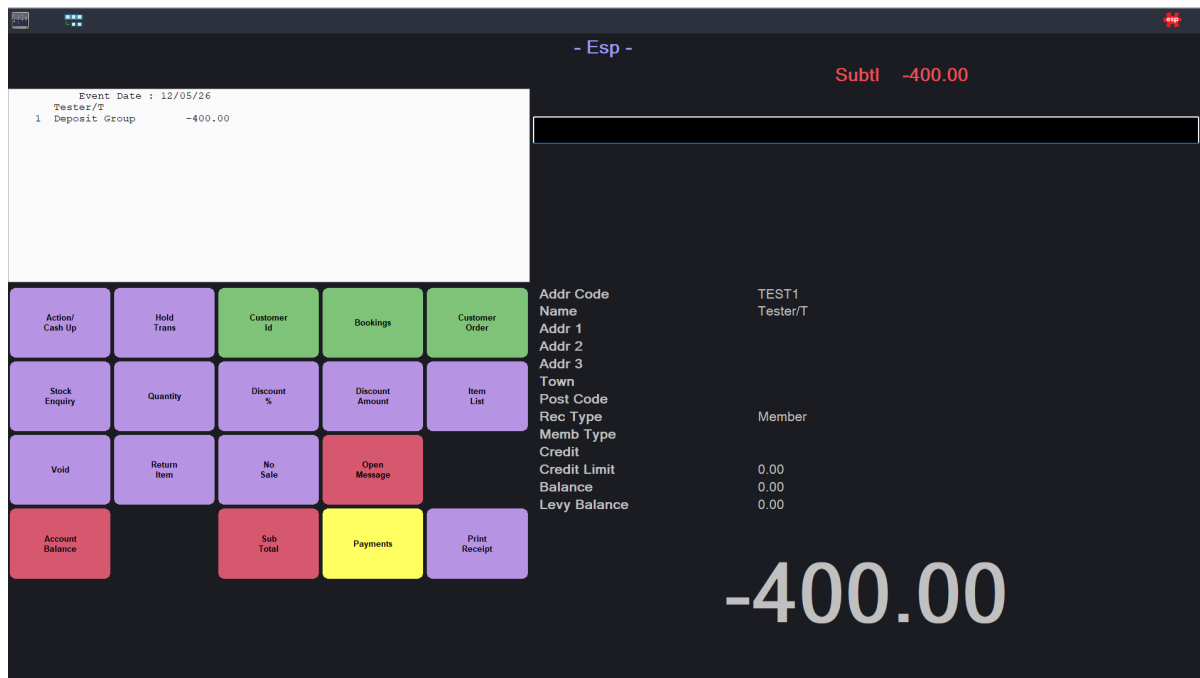
The screenshot shows the 'Customer Orders' form with the following details:

- Event Date: 12/05/26
- Order Date: 12/05/26
- Addr Code: TEST1
- Event To Date: 12/05/26
- Order No: [empty]
- Tester/T: [empty]
- Invoice Type: [empty]
- Order Status: [empty]
- Deposit: 0.00 (highlighted in red)
- Total: 0.00

Activity	Resource	Date	Time	People	Slots	Staff	Reqd	Price	S	Code	Description	Qty	Amount	Total	Vat
09_1_2	10TH_TEE_2	12/05/26	11:48	4	1		N	0.00							



4. When selecting exit, you will see the refund at the point of sale.



5. Select, payments, subtotal and enter the amount and method of payment. You have now refunded the deposit.