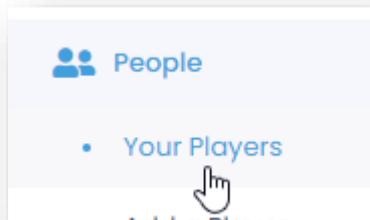


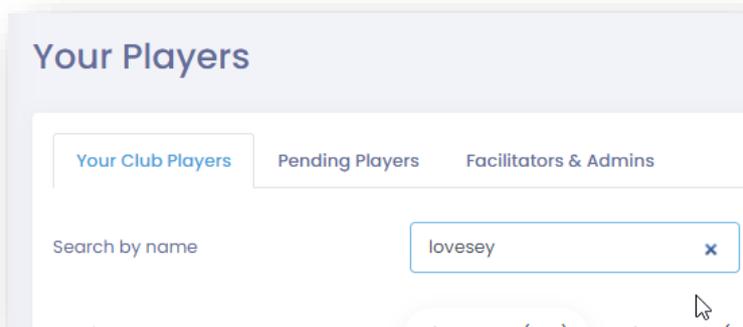
How to request a refund for a player for pre-paid sessions

Login with your Admin access

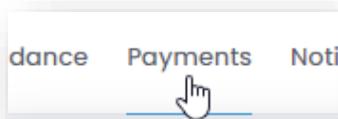
Click on **People > Your Players**



Search for the player to be refunded and click **View Profile**



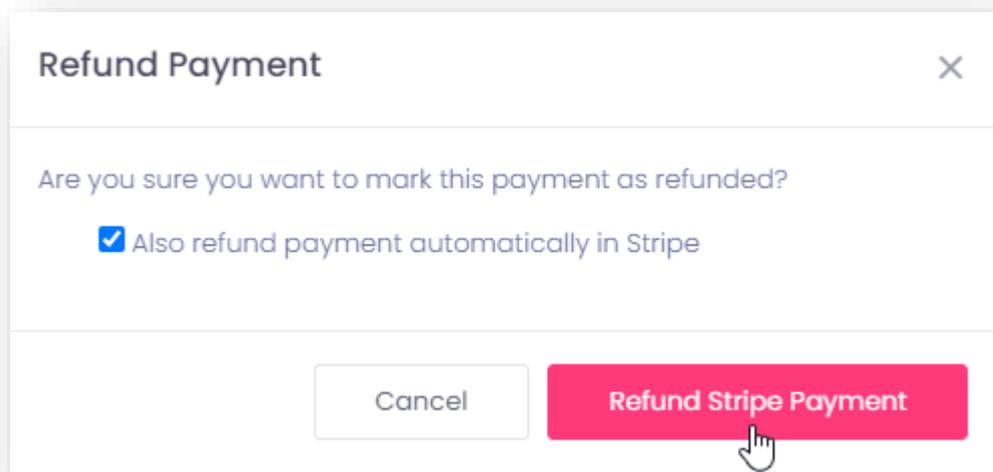
Click on Payments



Locate the payment to be refunded and click on **Refund**

Session Elsea Park Thursday on 2022-03-31	£4.00	View History	Refund
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Click on Refund Stripe Payment and ensure the 'Also refund payment in stripe' is ticked

A dialog box titled "Refund Payment" with a close button (X) in the top right corner. The main text asks, "Are you sure you want to mark this payment as refunded?". Below this is a checked checkbox labeled "Also refund payment automatically in Stripe". At the bottom, there are two buttons: a white "Cancel" button and a red "Refund Stripe Payment" button. A mouse cursor is pointing at the red button.

Refund Payment

Are you sure you want to mark this payment as refunded?

Also refund payment automatically in Stripe

Cancel Refund Stripe Payment

Coacha will now update the Coacha record to show the session refunded and will send a refund request to Stripe.

The refunded payment will be returned to the players payment card within 5 bank days.