

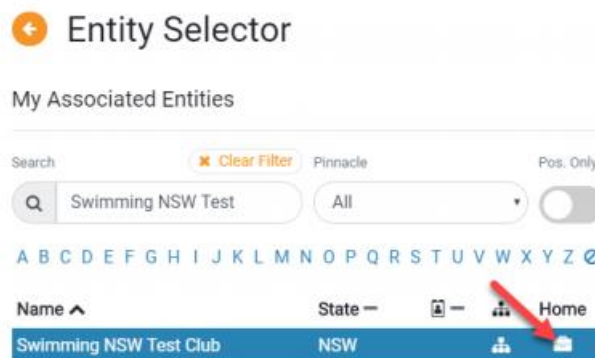
Refunding Membership Products to Members

If a member has requested a refund in Swim Central, clubs are able to approve the refund via the **Approvals** tab. Once approved, the club should notify Swimming NSW so that they are able to refund the remaining balance of Swimming NSW and regional fees to the purchaser.

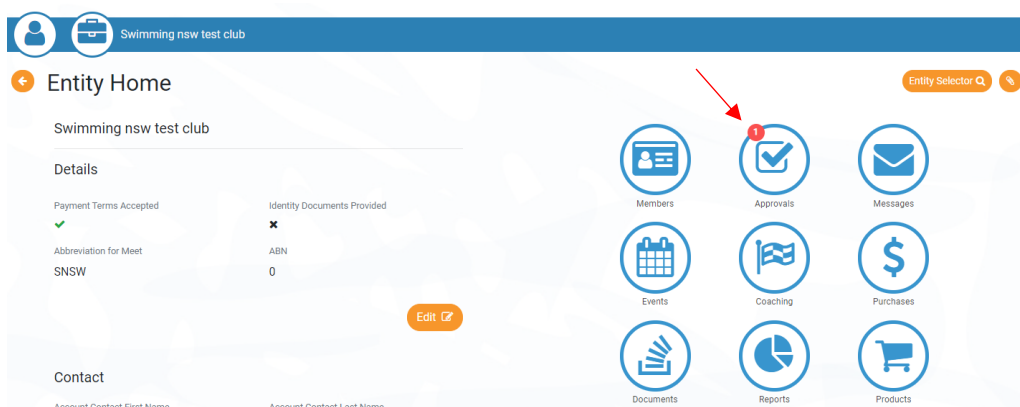
To approve the refund, log-in to Swim Central and access the *Entity Management* using your 4-digit Administrator Pin (usually '4567').



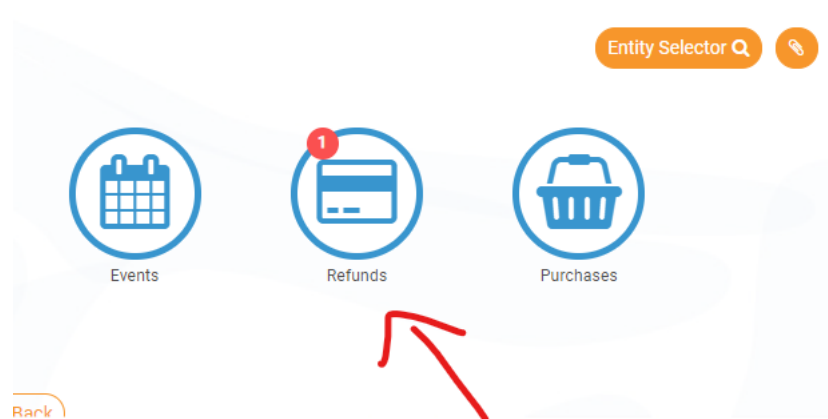
Access your entity home



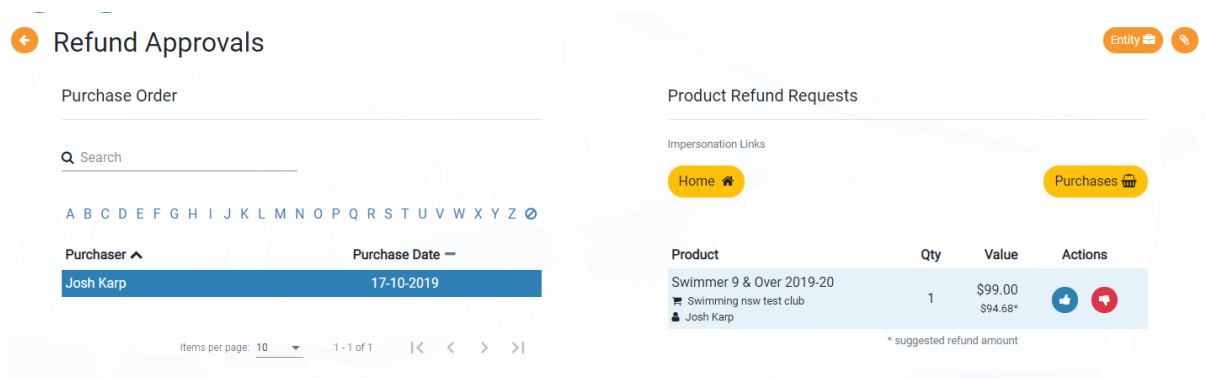
Click on the *Approvals* icon



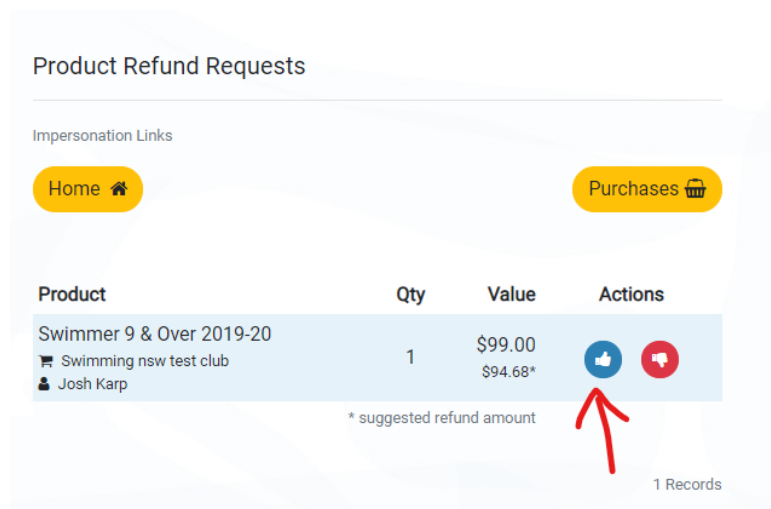
Click on the *Refunds* icon



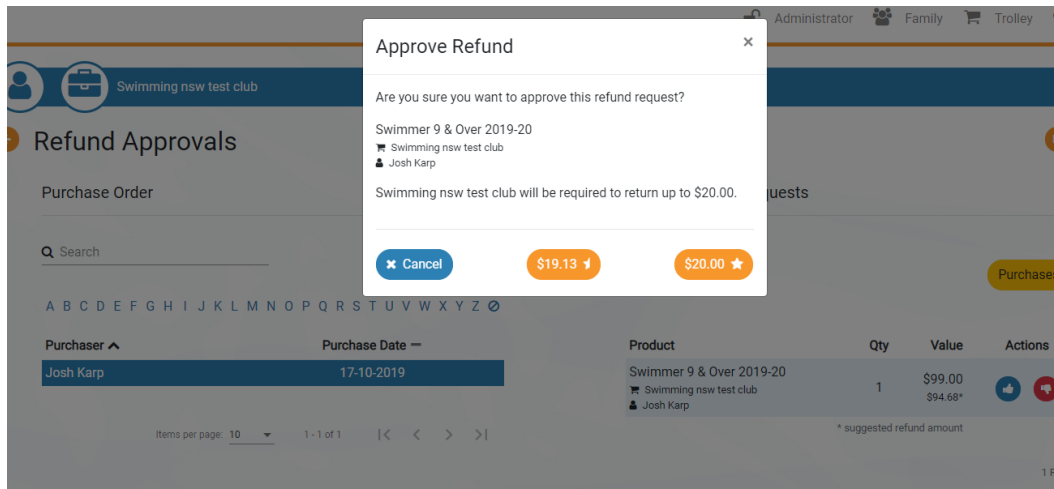
Click on the Purchaser, and then the product that is requesting a refund will appear on your right-hand side



Click on the 'thumbs up' icon to approve the refund

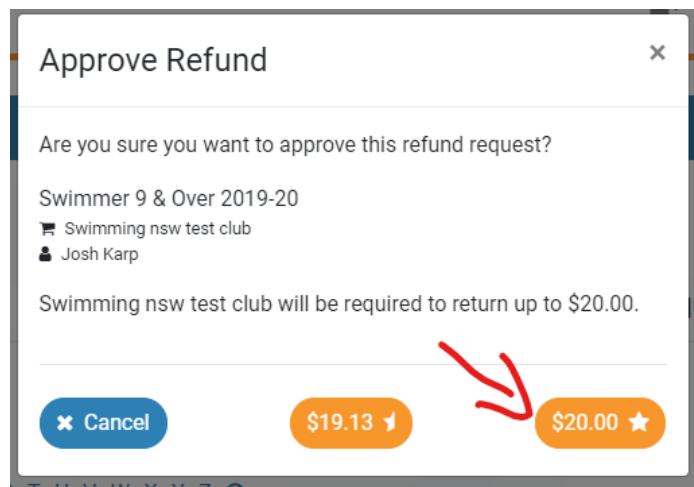


This message will then appear on your screen

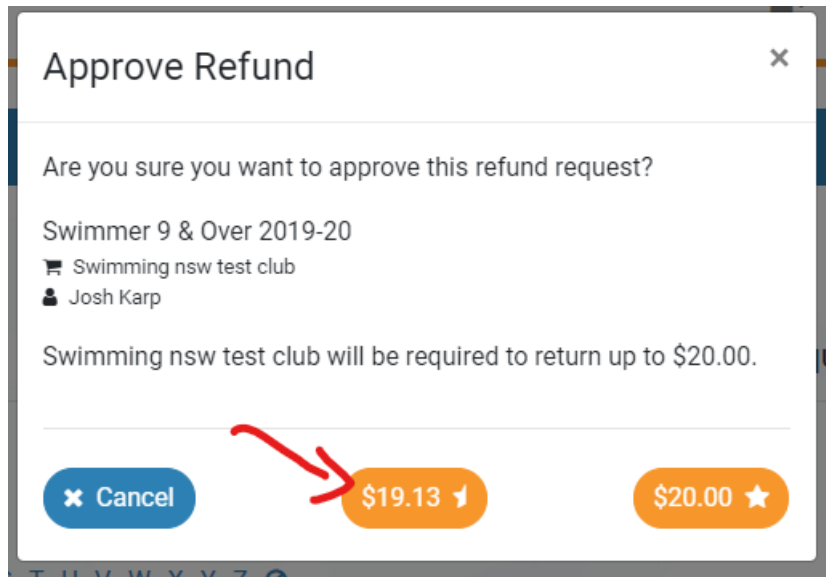


These amounts include the full amount of the club component of fees, and the pro-rata amount of the club component of fees- this pro-rata amount will decrease as the year goes on, so clubs may choose this option if they don't want to refund the full amount to the purchaser.

To refund the full purchase, click on the right-hand icon



To refund the pro-rata amount, click on the middle icon



The member will now be refunded the club component of their fees.

Once approved, the club should notify Swimming NSW so that they can approve the refunding of the remaining components of the fees.