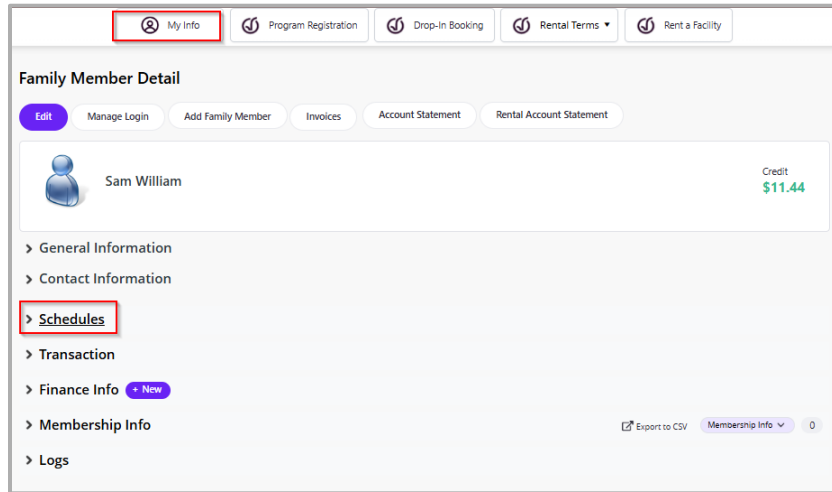


Withdraw From a Drop-in Online

1

Login and View Your Programs

Login to your account and on the **My Info** tab click on “Schedules” to display all programs and drop-ins you are registered in.



The screenshot shows a user interface with a top navigation bar containing tabs: My Info (selected), Program Registration, Drop-In Booking, Rental Terms, and Rent a Facility. Below this is a 'Family Member Detail' section for 'Sam William' with a credit of \$11.44. A left-hand menu lists various options: General Information, Contact Information, Schedules (highlighted with a red box), Transaction, Finance Info (with a '+ New' button), Membership Info, and Logs. At the bottom right of the menu, there are links for 'Export to CSV' and 'Membership Info'.

2

Begin Withdrawal

Under Drop-in programs the **Withdraw** option is listed. For the program you wish to withdraw from click on **Withdraw**.

13	14	15	16	17	18	19
				07:00 PM-08:00 PM Sam William Yoga Meditation / Gymnasium		
20	21	22	23	24	25	26
	07:30 PM-09:00 PM Sam William Drop-in Yoga / Multipurpose Room Withdraw			07:30 PM-09:00 PM Sam William Drop-in Yoga / Multipurpose Room Withdraw		
27	28	29	30	01	02	03
07:30 PM-09:00 PM Sam William Drop-in Yoga / Multipurpose Room Withdraw						
04	05	06	07	08	09	10

3

Select Refund Method

Select either “**Account Credit**” or “**Original Payment Method**”. Selecting Account Credit will apply a credit to your account for the value of the program, selecting Original Payment Method will refund the value of the program directly to your payment card.

Note: If you are withdrawing from an event the same day it was booked and that event was part of a purchase/transaction that included multiple registrations/items, the system will not allow for a partial refund as the payment has not settled in our system. In this scenario, select Account Credit to have the credit placed on your account for future use.

Withdraw Sam William from this session

Withdrawal sessions Thursday 24-Apr-2025 07:30 PM - 09:00 PM

\$11.44

Refund Method: Account Credit Original Payment Method

CreditCard (*****1111) \$11.44

Total Refund: \$11.44

Cancel Withdraw

4

Withdraw Completion

Click on **Withdraw**

Your withdrawal from the drop-in is now complete. A receipt and Withdrawal Confirmation are available for you to print and/or email to yourself.

Withdraw Sam William from this session

Attendee has been successfully withdrawn

Print Receipt Email Receipt Withdrawal Confirmation Done