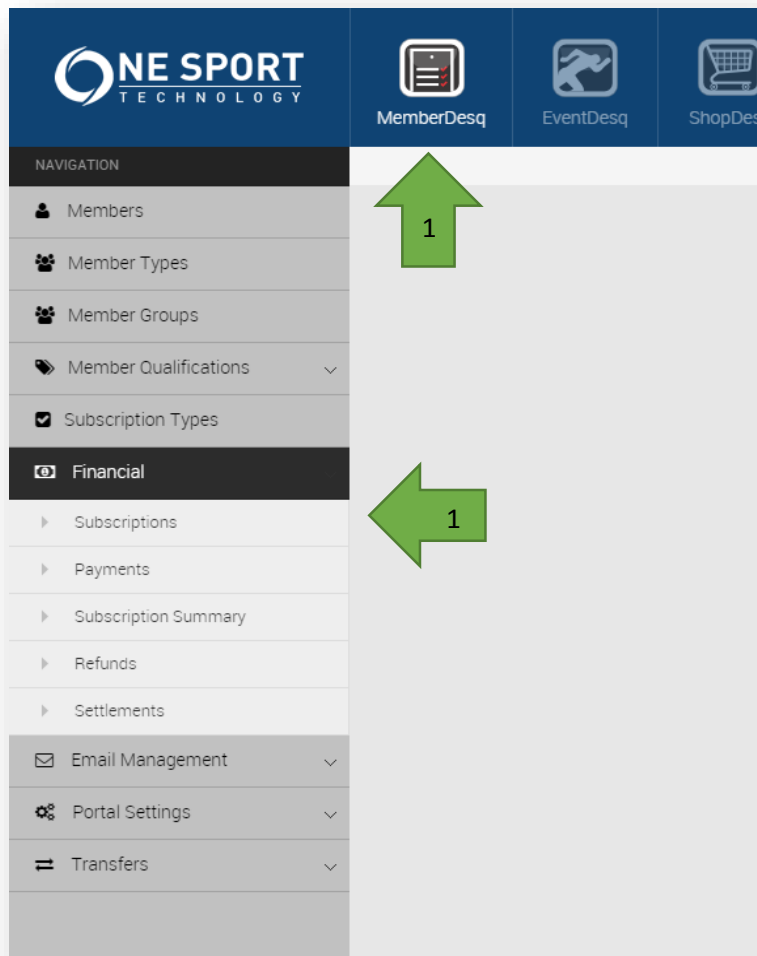# Cancel and Refund a Subscription

On occasion, the necessity will arise to cancel and refund a subscription for a member. Below are steps used to process a cancellation and refund.

Step 1: In the OST administration console, click on **MemberDesq** and select the **Financial** tab on the sidebar, then click on the **Subscriptions** dropdown.

Step 2: You can search for the subscription by looking for the member, the subscription itself or the payment reference in the search bar.
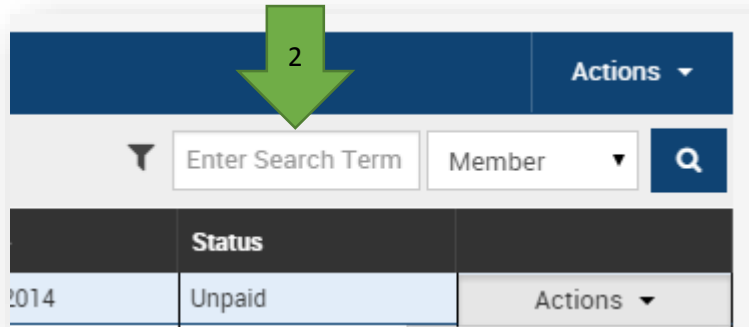
Step 3: Click on the **Actions** dropdown adjacent to the relevant member.
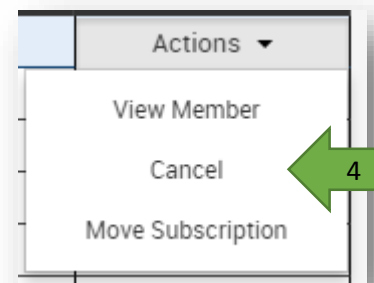

Step 4: Select **Cancel** from the **Actions** drop down menu.

Step 5: Confirm the amount of the refund (if applicable) and click **Refund & Cancel.** If the subscription is to be cancelled but does not require a refund click **Skip Refund.**

Step 6: This will cancel the subscription and allocate the refund in the **Refund** listing if applied.

Note:

- Subscriptions that are recorded manually or have a zero dollar value can be cancelled via the **Cancel Without Refund** button.
- Refunds cannot be processed through the administration console after a subscription has been cancelled. The refund must be processed at the time of cancellation.

Tiered Organisations - Split Refunds

When a refund is provided to a member, those funds are automatically refunded back to the member's account by Sports Technology Group (STG) as part of the administrative process. STG will then deduct the value of that refund from your next settlement.

If the original payment has been split between multiple entities, that refund will be deducted in full at club level and not split as per the original payment. This protocol has been implemented as a protection against *No Refund* policies that may be in place at the State level, leaving it at the full discretion of the club if they wish to wear the shortfall of producing a full refund.

Where required, clubs will need to invoice their State bodies to recoup refunds.

Note: Although the individual will be refunded the entire amount (or as otherwise nominated), STG do not refund to your organisation the transactions fees applied to the original transaction.