

Making a Cancellation

In the event of a cancellation find out whether the Operator and/or the Visitor Centre will apply a cancellation fee. To find out Operator Cancellation fee click on View Itinerary you will find the cancellation policy in red.

1. Go to **MAIN MENU**
2. Go to **RESERVATIONS**
3. Search for the booking – i.e. with itinerary number or customer name. Press **SEARCH**
4. Once you have located the booking under reservations click on **EDIT** (the yellow folder) on far left.
5. The booking details will appear. Click on **MAKE OTHER PAYMENT/REFUND** at the bottom of the screen.
6. Select Payment Type **OPERATOR CANCELLATION FEE** and enter negative amount. I.e. -50. Press **SAVE**
7. Select Payment Type **VISITOR CENTRE CANCELLATION FEE** and enter negative amount. I.e. -20. Press **SAVE**
8. The amount that is left in the Total Paid section is what you will return to the Client. You normally remit the money the same way they paid BUT the shire/accounts may have to issue a cheque.
9. Select Payment Type i.e. Cheque and enter negative amount. I.e. -100. Press **SAVE**.
10. The Total paid on the booking should now read 0.
11. Click the **CANCEL** button which appears on the far right of the booking, under the word Action.
12. The system will now cancel this booking. Please double check

For an Online Gateway Refund

If the client has paid using the GATEWAY you must refund their portion of the booking (full amount minus the cancellation fee) by logging into the Gateway Login. You will need to search for the payment using the credit card number and expiry date and date the payment was made. Click on the transaction once it has been found and click on refund. Refund the amount by and print out a receipt for your records. Once you have done this you can follow the steps above. Please note that when you are recording the Payment Type by which you are returning the money to the client – you must select **GATEWAY** (to indicate the money was refunded through the secure payment gateway).