

Refund / Move a Booking with a Voucher

Step 1. Go to My Bookings and click on the booking you want to move.

Example below: Move booking from 21st July to 26th July. Click on Refund and a box will appear with the message “This booking will be deleted and you will be given a voucher to use on another booking. Do you wish to proceed?”

Click OK.

The screenshot shows the Pay2Play user interface. On the left is a navigation menu with 'My Bookings' highlighted. The main content area displays a table of bookings. A modal dialog box is overlaid on top, with the text: "test.pay2play.co.nz says This booking will be deleted and you will be given a voucher to use on another booking. Do you wish to proceed?". The 'OK' button in the dialog is circled in red. In the background table, the 'Refund' button for the first booking on Thursday 21st July is also circled in red.

VENUE	FACILITY	TIME SLOT	OPPONENT	ACTION
Thursday 21st July				
Badminton Canterbury	Court 1	6:30am - 7:00am	N/A	Refund
Badminton Canterbury	Court 1	7:00am - 7:30am	N/A	Refund
Monday 1st August				
Badminton Canterbury	Court 1	9:00pm - 9:30pm	N/A	Refund
Badminton Canterbury	Court 1	9:30pm - 10:00pm	N/A	Refund

Step 2. A Refund Voucher is created.

You can either note down the voucher number and you have up to 6 months to use it or click on Book Now and the voucher will be used in your new booking.

The screenshot shows the 'Booking Refund Voucher' page. A message at the top states "The booking has been deleted." Below this, the voucher details are listed. The 'Code' field shows 'J9Y2B0E9', which is circled in red. A 'Book Now' button is also circled in red. Blue arrows point from the text above to the 'Book Now' button and the voucher code.

Booking Refund Voucher

Note Please note down this voucher code. You can use it to make another booking. You can also use the "Book Now" button to make the booking now.

Name: Booking Refund Dino Dean Dino Dean

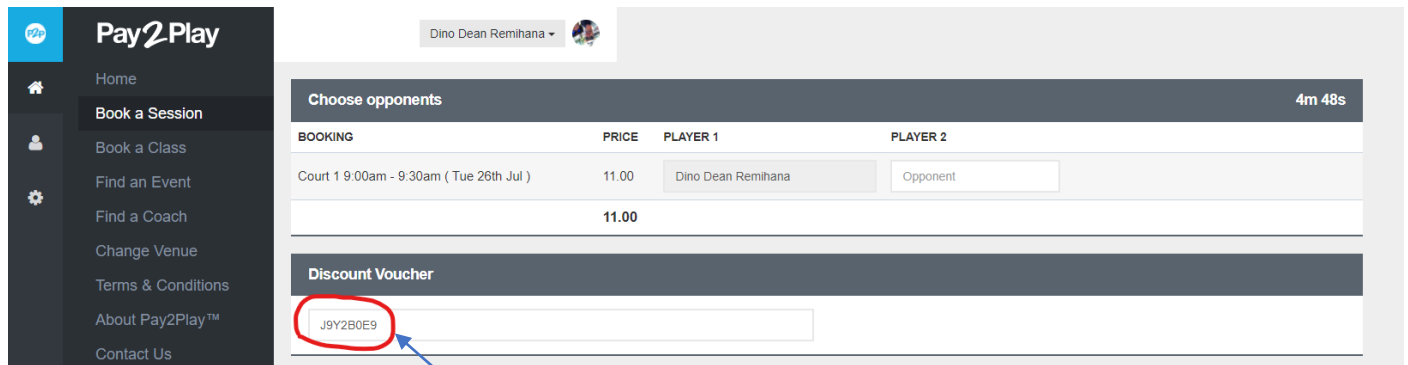
Code: J9Y2B0E9

Expires: 19/01/2023

Amount: \$11.00

Step 3. After you have clicked on Book Now you will return to the booking screen.

Find a new time slot that you are sure you will be able to use. **Please note once moved you cannot move the booking again.**



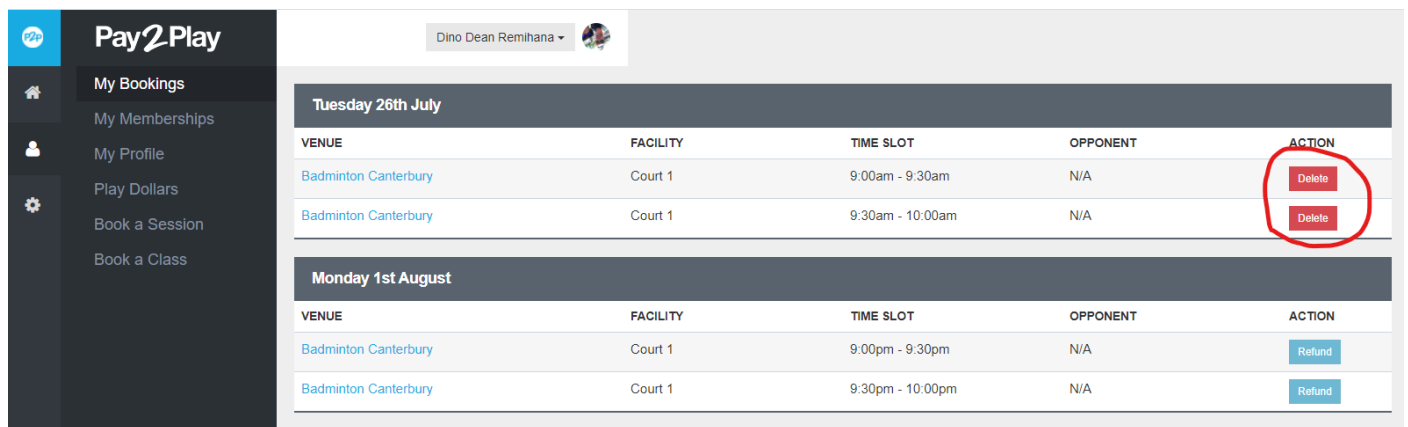
Note the voucher number will automatically populate in the Discount Voucher field

Step 4. Repeat if you have two or more time slots to move.

In the example below both bookings from 21st July have been moved to the 26th July.

Note that you can only move a booking once. The booking moved to 26th July cannot be refunded or moved again.

If you have a genuine acceptable reason to move the booking again you will need to contact the Venue to arrange another voucher.



We suggest that if you are not sure when you plan to play next, that you write the voucher number down and only use it when you are 100% certain that you will be available to play.

