



# Membership & Registration

**DATE APPROVED: May 2020**

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Canada





**Requesting a Manual Refund  
(Over 15 Days from Date of Registration)**

**Revision 1.3: May 2020**

**SportLoMo Ltd.**

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If it has been more than 15 days since you have registered and you would like a refund, you can request a manual refund through your SportLoMo account.

Once you have put your refund request through, it then needs to be approved by each party involved in the refund. If your club, province or Canada Rugby approve you, they are then obliged to manually send a cheque out by post or to manually refund online back to you credit card for the amount owed.

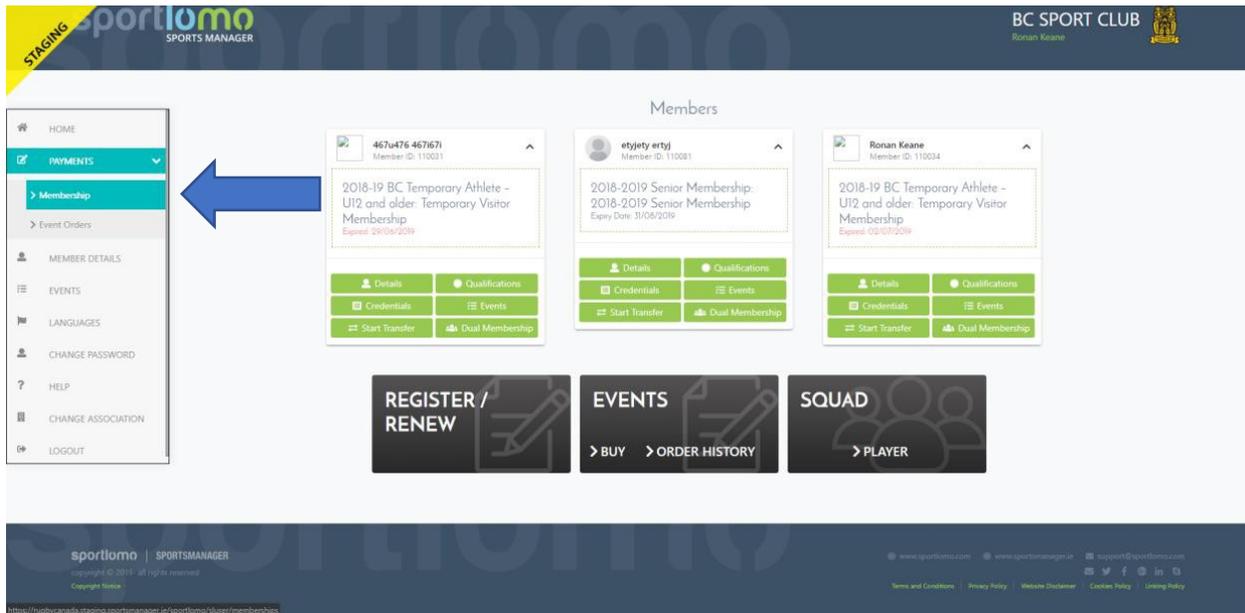
There is no exact time estimate of when your refund will be approved/declined. Sportlomo are not allowed to interfere and accept/decline refunds on behalf of a club, province or Rugby Canada.

To request a manual refund please follow the steps below:

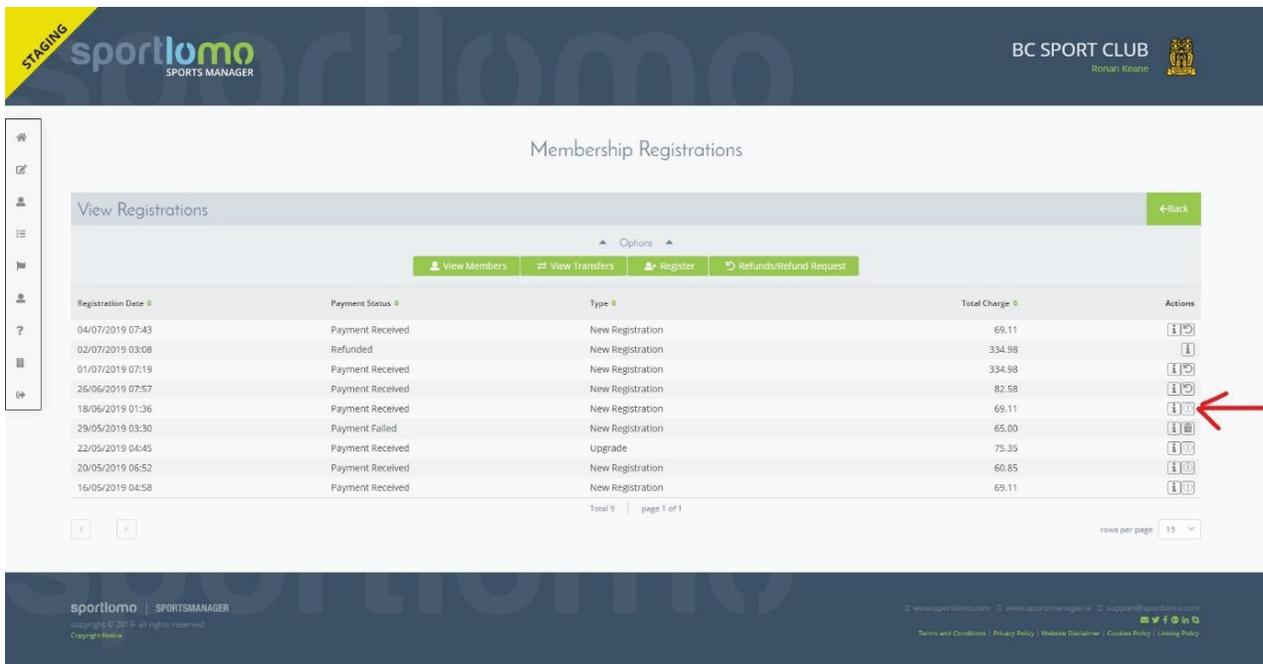
**Step 1:** Log into your SportLoMo account and move your cursor over to the left-hand side of your screen. Here, you will see a vertical menu bar.

The screenshot displays the SportLoMo Sports Manager interface. At the top left, there is a 'STAGING' banner and the 'sportlomo SPORTSMANAGER' logo. At the top right, it says 'BC SPORT CLUB' with the name 'Ronan Keane' and a crest. The main content area is titled 'Members' and shows three member profiles. Each profile includes a name, member ID, and membership details. Below each profile are buttons for 'Details', 'Qualifications', 'Credentials', 'Events', 'Start Transfer', and 'Dual Membership'. On the left side, there is a vertical menu bar with various icons. A red arrow points to the top icon in this menu bar. At the bottom of the main content area, there are three large buttons: 'REGISTER / RENEW', 'EVENTS' (with sub-links for 'BUY' and 'ORDER HISTORY'), and 'SQUAD' (with a sub-link for 'PLAYER'). The footer contains the 'sportlomo | SPORTSMANAGER' logo, copyright information, and social media links.

**Step 2:** Click 'payments' in the menu bar and then click 'membership'



**Step 3:** Click the refund button to the right hand-side of the registration you wish to request a refund for. The button will flash with an explanation mark if only a manual refund is available to you (refund button shown by red arrow in image below).



**Step 4:** Enter your reason for requesting a refund in the 'reason for refund' box. Tick the box beside the sentence 'request refund for this membership'. Click 'save'.

STAGING sportlomo SPORTS MANAGER BC SPORT CLUB Ronan Keane

### Request Refund

← Back

Options  
All Refunds

#### Create Refund Request

Your refund request will be sent to each association funds were paid to and will be processed individually by each

Email: ronan.keane@sportlomo.com  
Address: [Redacted]  
Registration Date: 18/06/2019 01:36  
Registration: 69.11  
Service Fees: 4.11

RONAN KEANE  
Full Name: Ronan Keane  
Id: 110034  
Available To Refund: 65.00  
Refund Request Amount: 65.00

Reason for Refund:  Request Refund for this membership  
Too physical

Save

#### Member Details

After refund these members may no longer be active

Name	Membership Package	Membership Category
Ronan Keane	Temporary Visitor Membership	2018-19 BC Temporary Athlete - U12 and older

#### Payment Details

A refund will be requested from each of the below associations individually

Name	Amount Paid
Rugby NGB	50.00
BC Sport	15.00
Bc sport club	0.00

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**Step 5:** Click 'continue'.

STAGING sportlomo SPORTSMANAGER BC SPORT CLUB Ronan Keane

### Confirm Refund

Are you sure you want to complete this refund request?

Continue Cancel

Request Refund  
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Options  
All Refunds

#### Create Refund Request

#### Member Details

**Step 6:** After clicking continue, you will be brought to your refund page. This page will show a list of refund you have requested. On this page, to see the status of your manual refund, click the 'i' icon to the right of the registration you requested your manual refund for.

**Refunds**

Membership Refunds

Options

Memberships

Search/filter options

Association	Description	Registration Type	Member Registrations	Registration Date	Refund Status	Refund Date	Refund Amount	VAT	Refund Amount Total	Actions
Comox	Broken leg	Transfer	22/05/2019 04:41		Automatically Refunded	5/30/19, 4:12 PM	103.00	0.00	108.35	
Bc sport club	too physical	New Registration	18/06/2019 01:36		Awaiting Approval	7/8/19, 9:05 AM	0.00	0.00	0.00	
Bc sport club	Too physical	New Registration	02/07/2019 03:08		Automatically Refunded	7/5/19, 1:37 PM	322.50	0.00	334.98	

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**Step 7:** Under the heading 'Refunded payments', you will see the status of your refund for each club/organisation involved.

**Refunds**

Refund Details

Options

Registrations

Reason	Status	Refunded By	Refunded On	Transaction Code	Refunded Amount
too physical	Awaiting Approval	Public	7/8/19, 9:05 AM		0.00

**Refunded Payments**

Association	Status	Requested Amount	Amount
Rugby NGB	Awaiting Approval	50.00	0.00
BC Sport	Awaiting Approval	15.00	0.00
Bc sport club	Awaiting Approval	0.00	0.00

If you are unsure about anything in the above manual or would like some technical support, please contact us on [support@sportlomo.com](mailto:support@sportlomo.com).

