

Withdrawing from an Activity for Refund

- Refunds for activity withdrawals are only available if made 30 or more days in advance of the first day of the activity, unless it is an emergency.
- If requesting a refund, less than 30 days before the first day of the event due to an emergency, you must email info@gsnorcal.org and be prepared to provide proof within 7 days of making your request.
- You must **Log In** to the **ACTIVENet system** to withdraw a participant that you enrolled in an activity.
- If qualified for a refund, you will have an option to keep the funds paid for the activity “on account” to be used for a future registration or reservation or to be refunded to the credit card you used to enroll the participant.

1. Go to:

<https://anc.apm.activecommunities.com/gsnorcal/signin>

Log In to ACTIVENet to view your account information.

1

Sign in

Login name (Required)
longcynthia@yahoo.com

Password (Required)
xxxxxx

[Forgot your password / login name ?](#)

Sign in

2. From the Account Options screen, select the **Transaction and Payment History** option.

2

Account Options for Cynthia Long

Cynthia Long Edit

Birth date: Oct 20, 1960
1001 Carlson Dr. Oakland, CA 94610

[Password And Security Info](#)

Payment and Order Management

Change Auto-Charge Payments

Credit Cards

Transaction and Payment History

Account Payment Details

Account Deposits List Scholarships List

3. Locate the enrollment and click the **Withdraw** button.

4. A pop-up window will display. **Click on the word, Account** to view and select refund option.

Account: This option places funds on account in your ACTIVENet account to be used towards future purchases. Funds on account are always applied first to any future purchase.

xxxx####: Choose this option if the refund should go back to the credit card used to pay for the enrollment.

3

Home Activities Reservations My Cart

Home > My account > Transaction and payment history

Transaction and Payment History

Search criteria v

Found 23 matching result(s)

Registrations

Enroll

No. 1000027001

Activity: All the World's a Stage

\$30.00

Withdraw

Withdraw Detail: All the World's a Stage

Refund to original payer To Amount

Cynthia Long Account - \$30.00

Account

xxxx264

Your refund \$30.00

Final refund to you \$30.00

Withdraw

4

After selecting the refund method, click on the **Withdraw** button to complete the transaction.

5. Complete the refund by clicking on the **Finish** button. Note: Credit card refunds may take up to 7 business days to process back to your credit card.

5

Shopping Cart

Victoria Garcia VG 1 item, \$30.00 in total

All the World's a Stage - 5014

ACTIVITY WITHDRAWAL

Order Summary

Subtotal \$30.00

Total Refund \$30.00

Finish