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FAREHARBOR
webinars



Turn Refunds Into Opportunities

Keep your Money Flowing

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Today's Agenda

**Refund
Basics**

**Refund
FAQs**

**Establish &
Share**



How to Issue a Refund



Basics

Issuing a Refund

- Find and open the customer's booking
- Select **Refund** under the **Booking Actions**
- Select the **Full** or **Partial Refund** option
- (Optional) Check the **Send refunded email box** to send a notification to the customer
- **Complete the refund!**



Example



1

Booking actions Advanced ▾

- Add or remove customers ▾
- Rebook ▾
- Cancel booking
- Set check-in for all customers
- Save or hold card
- Refund
- Send email or text ⚙️ ▾
- Print

2

Refund payments ✕

Select [all](#), [none](#)

Visa 4242 8/10/23 by Naiche Washburn	\$130.00 Details	
<input type="checkbox"/> Don't refund	<input type="checkbox"/> Partial refund	<input checked="" type="checkbox"/> Full refund

3

Send refunded email

test@test.com

You have been refunded

Message (optional)

▾ 👁️ Preview email ↗️

4

Refund \$130.00

Options

Alternative Refund Features

Issue a Gift Card

- Select **Cancel Booking**
- Set the amount to award
- (Optional) Check Send refunded email to include the code
- [Help Doc - Giving credit using gift cards](#)

Custom Refunds

- Under **Advanced** in Booking Actions
- Used to log cash, check, or other payment type refunds processed outside of FareHarbor
- [Help Doc - Issuing Custom Refunds](#)



Refund FAQs



FAQ

Most Common Questions

- How long will it take for the refund to process?
 - ◆ 3-5 or 6-10 Business Days*
- Can I issue a refund to a different card?
 - ◆ The issuer will route the refund for a new or cancelled card. Otherwise a custom refund or gift card will be the only option.



Cool Features

Related Topics

Refund Reserve

- Located under **Settings > Bank & Payments**
- Used to cover refunds with options for one-time or recurring transfers

Online Rebooking & Cancellations

- Allow your customers to rebook or cancel their own bookings based on your policies
- Can issue gift cards in place of refunds and more!



How to Establish Policy



Cancellation Policy vs. Notes

Cancellation Policy

- Allows you to control how refunds and cancellations are handled by users and customers (if applicable)
- Think duration
 - ◆ 48 hours
 - ◆ No refunds
- Where it is seen:
 - ◆ Backend

Cancellation Notes

- Communicates your cancellation policy to your customers. Written out verbiage
- Think explanation
 - ◆ Sentences
 - ◆ Paragraphs
- Where it is seen:
 - ◆ Online bookings
 - ◆ Confirmation and follow up emails

Recommendations

Check
Cancellation
Notes

Online Refund
to Gift Card

Shorten as
Much as
Possible



+ New cancellation rule

⋮ Click and drag to reorder rules. For bookings using this cancellation policy, the first matching rule in the list will be enforced.

When: earlier than 48 hours before availability start time
Refund: 100% of company payments and 100% of affiliate payments

Edit

Bookings can always be cancelled during the grace period immediately after creation.

Item cancellation policy

Default



This policy will apply to all bookings on this item (unless a booking is made by an affiliate that has a custom cancellation policy). [Learn more](#)

Item cancellation notes



Dashboard

- Settings > info and policies > cancellation policy
- You can create multiple cancellation policies to pertain to different items
 - ◆ Add to items by selecting the item > info and policies > item cancellation policy
 - ◆ You can also add item specific notes here

Where is it seen?

Payment

Card number *

Expiration
Month * Year *

Name on card [CVC](#) ? *

Country/Region USA Billing zip code *

Cancellations

Cruise Cancellations by the Customer

We require 24 hours' notice for all cancellations and rescheduling of public cruises. Participants who fail to show for a cruise reservation or cancel without proper notice (e-mail or confirmed phone call) will

Where are my cancellation notes?

While booking:

- Listed at the bottom of the checkout page
- Suggest adding it to a FAQ page

After Booking

- It is also shown on the bottom of the confirmation and reminder emails



Party Boat Rental

Private Charter • 1-10 Hour Rentals • Up to 50 Passengers! • Starting at \$350

4.5 ★★★★★ 

384 Google reviews

Subtotal \$754.11
Taxes & Fees ⓘ \$103.00
Total \$857.11
Due now **\$451.18**
Pay later \$405.93

Cancellations

I understand that I must submit a cancellation request 7 days before the reserved time to receive a full refund. I will receive a credit voucher for future use, not a refund, if I request cancellation within less than 48 hours of reserved time. A 1-time rebook courtesy will be allowed, then a \$10 rebooking fee will be applied per



Jolly Pirate Adventure Voyage

Thursday, August 17th 2023 @ 4pm – 5:30pm

4.5 ★★★★★ 

384 Google reviews

Subtotal \$41.03
Taxes & Fees ⓘ \$5.76
Total \$46.79

Cancellations

OUR CANCELLATION POLICY WILL NOT BE ALTERED FOR ANY REASON.

I understand that I must submit a cancellation request 48 hours before the reserved time to receive a full refund. I will receive a credit voucher for future use, not a refund, if I request cancellation within less than 48 hours



Q & A





Have you checked out Compass recently?

Login to Compass for guides on PPC, Google, SEO, content writing, industry insights and more!

To get you started, here are a few to follow up this webinar:

- [Refunding a customer](#)
- [Managing your Refund Reserve](#)
- [Cancellation Policies](#)



FareHarbor Support

Please contact our **24/7 Support** if you have any questions pertaining to your dashboard!

Email: support@fareharbor.com

Phone: (855)495-5551

Help Docs

Fareharbor **help docs** can be found on your dashboard in the dropdown menu!



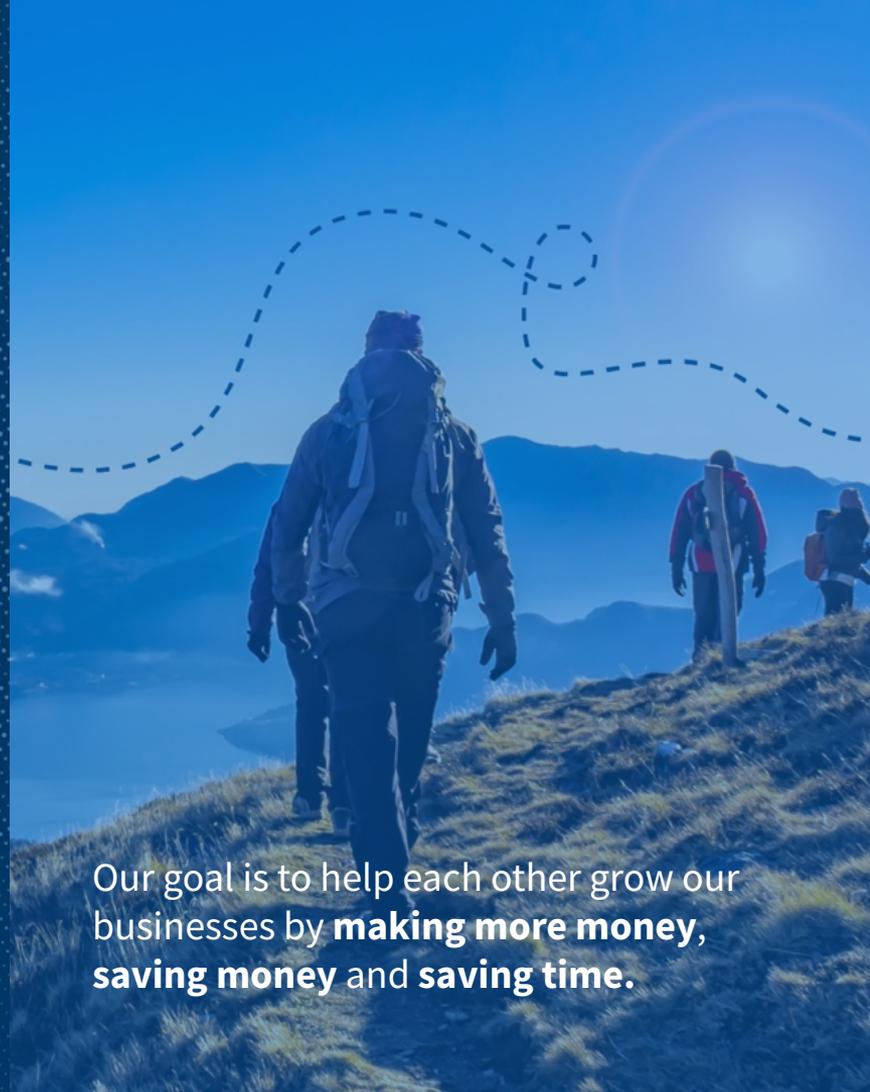
FAREHARBOR

community

Check out **FareHarbor's Official Community** page on Facebook!

Join us at **[Fareharbor.com/community](https://www.fareharbor.com/community)**

Here you'll get to interact with our **FareHarbor experts** and with your fellow **tour/activity/attraction business owners** of all experience levels.



Our goal is to help each other grow our businesses by **making more money**, **saving money** and **saving time**.

FAREHARBOR

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OCTOBER 8-9, 2023

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Thank you!

