

Scribe

This guide is also available as a video. Click the link below to watch:
[scribeshow.com/embed-preview/How to refund a gue...](https://www.scribeshow.com/embed-preview/How%20to%20refund%20a%20guest%20who%20has%20cancelled%20their%20reservation%20on%20short%20notice%20and%20is%20causing%20problems%20for%20the%20business%20owner%20of%20the%20property%20they%20are%20staying%20at%20-%20Scribeshow)

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Go to the **"Reservations"** tab, search for the reservation you need to process a refund, then click on it to open the details

Experiences				Calendar			Reservations			
Search by event, customer name, email, or reservation code...										
STATUS	EVENT	RESERVATION	DATE	TIME	RENTAL / HOST	NAME	EMAIL	PHONE	REVENUE	CREATED AT
ACTIVE	Cabana Rental	RZ-AHNCULPO	2026-04-24	09:00am - 09:00pm	North Cabana	Spark Spark	spark@spark	+13500000000	\$0.00	4/24/2026 6:59:55 PM
ACTIVE	New test experience	RZ-W3KP3735	2026-04-24	09:00am	QA Admin	Lucas Marco	lucas@sparkcooperative.com	+5511950665742	-\$32.78	4/24/2026 6:27:55 PM
ACTIVE	Guided Sunset Run	RZ-6NOLOUVE RC-Q9GYB5	2027-04-19	08:00am	QA Admin	Lucas Marco	lucas@sparkcooperative.com	+14789220854	\$129.15	4/22/2026 9:00:47 PM
ACTIVE	Cabana Rental	RZ-N0CLJ7QB	2027-04-22	09:00am - 09:00pm	East Cabana	Lucas Marco	lucas@sparkcooperative.com	+5511950665742	\$222.35	4/22/2026 8:57:16 PM
CANCELLED	20 cents event	RZ-Q6STCLZL	2026-04-22	05:00pm	—	Lucas Marco	lucas@sparkcooperative.com	+5511950665742	\$0.00	4/22/2026 6:36:42 PM
ACTIVE	Guided Snorkeling Tour	RZ-9F9OIXO7	2026-04-23	01:00pm - 02:30pm	Reserve Host #1	Lucas Marco	lucas@sparkcooperative.com	+5511950665742	\$0.00	4/22/2026 6:33:53 PM
ACTIVE	Water experience	RZ-36RKP5IL	2026-04-28	02:00pm	QA Admin	Lucas Marco	lucas@sparkcooperative.com	+5511950665742	\$738.50	4/20/2026 2:58:11 PM
ACTIVE	Water experience	RZ-ZXBZRKNN RC-HG2NDD	2026-05-05	09:00am	—	Lucas Marco	lucas@sparkcooperative.com	+14789220854	\$3,347.56	4/20/2026 2:51:34 PM
ACTIVE	Tennis Club	RZ-XYMQNL7J	2026-04-22	08:00pm	Court 1 - Doubles	Lucas Marco	lucas@sparkcooperative.com	+5511950665742	\$286.35	4/20/2026 2:01:47 PM

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Go to the **"Payment"** tab, then click on **"Add Charge / Refund"**

Experiences

Search by event, customer name, email, or reservation code

Status	Event	Reservation	Date
ACTIVE	Cabana Rental	RZ-AHNCULPO	2026-04-24
ACTIVE	New test experience	RZ-W3KP3735	2026-04-24
ACTIVE	Guided Sunset Run	RZ-6NOLOUVE RC-Q9GYBS	2027-04-18
ACTIVE	Cabana Rental	RZ-N0CLJ7QB	2027-04-21
CANCELLED	20 cents event	RZ-Q6STCLZL	2026-04-21
ACTIVE	Guided Snorkeling Tour	RZ-9F0IX07	2026-04-21
ACTIVE	Water experience	RZ-36RKPSIL	2026-04-21
ACTIVE	Water experience	RZ-ZXBZRKNN RC-HG2NDD	2026-05-01
ACTIVE	Tennis Club	RZ-XYMQNL7J	2026-04-21

Details

Pricing Breakdown

\$200.00 / \$200.00

SUM	NAME	TYPE	PRICE	QUANTITY	TOTAL
☒	Ticket: East Cabana	Ticket	\$200.00	1	\$200.00

The service fee for the selected items is \$8.35

Pending Payments

\$0.00

AMOUNT	DATE	URL / TERMINAL
No items to show		
+ Add Charge / Refund		

Payment Ledger

\$222.35

TYPE	METHOD	AMOUNT	DATE	EXTERNAL ID	NOTES	SYSTEM LOG
CHARGE	Stripe	+\$222.35	4/22/2026 8:59:09 PM	Copy External ID	200 2027	Gross total earnings of \$222.35. Includes service fees and taxes. This is the amount that was charged to the customer. Processed by Admin User.

Event Selected: Cabana Rental
Reservation Selected: RZ-N0CLJ7QB
Total Revenue: \$222.35
Last Updated By: Admin User

Send Confirmation Email

Finish: Edit Reservation

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Select the **"Refund"** checkbox, enter the refund amount, add any necessary notes for the transaction, and then click on **"Add Refund"**

The screenshot shows the 'Add Refund' form. On the left is a table of experiences. The form fields are as follows:

- TYPE:** ☒ Charge ☒ Refund
- METHOD:** Stripe
- AMOUNT:** \$200.00
- NOTES:** Refund test
- Buttons:** Add Refund (circled in orange)

Below the form is a 'Payment Ledger' section showing a table of transactions:

TYPE	METHOD	AMOUNT	DATE	EXTERNAL ID	NOTES	SYSTEM LOG
CHARGE	Stripe	+\$222.35	4/22/2026 8:59:09 PM	Copy External ID	200 2027	Gross total earnings of \$222.35. Includes service fees and taxes. This is the amount that was charged to the customer. Processed by Admin User.

At the bottom, it shows 'Event Selected: Cabana Rental', 'Reservation Selected: RZ-N0CLJ7QB', and 'Total Revenue: \$222.35'. There are buttons for 'Send Confirmation Email' and 'Finish: Edit Reservation'.

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Scroll down the page to view the refund. If you'd like to review or edit any notes or comments, click on the **pencil icon**

The screenshot shows the 'Payment Ledger' with a list of transactions. The refund transaction is highlighted in light blue:

REFUND	Stripe	-\$200.00	4/30/2026 6:04:12 PM	Copy External ID	Refund test	Refund of \$200.00 sent to customer via Stripe. Processed by Admin User.
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The 'NOTES' field for this transaction contains 'Refund test' (circled in orange). A pencil icon is visible in the 'SYSTEM LOG' column for this entry.

Below the ledger, it shows 'Event Selected: Cabana Rental', 'Reservation Selected: RZ-N0CLJ7QB', and 'Total Revenue: \$21.51'. There are buttons for 'Send Confirmation Email' and 'Finish: Edit Reservation'.



Note: Refunding a reservation does **not** automatically cancel the reservation or free up the slot. This is intentional, as it allows refunds to be issued for compensation purposes without affecting the reserved slot.