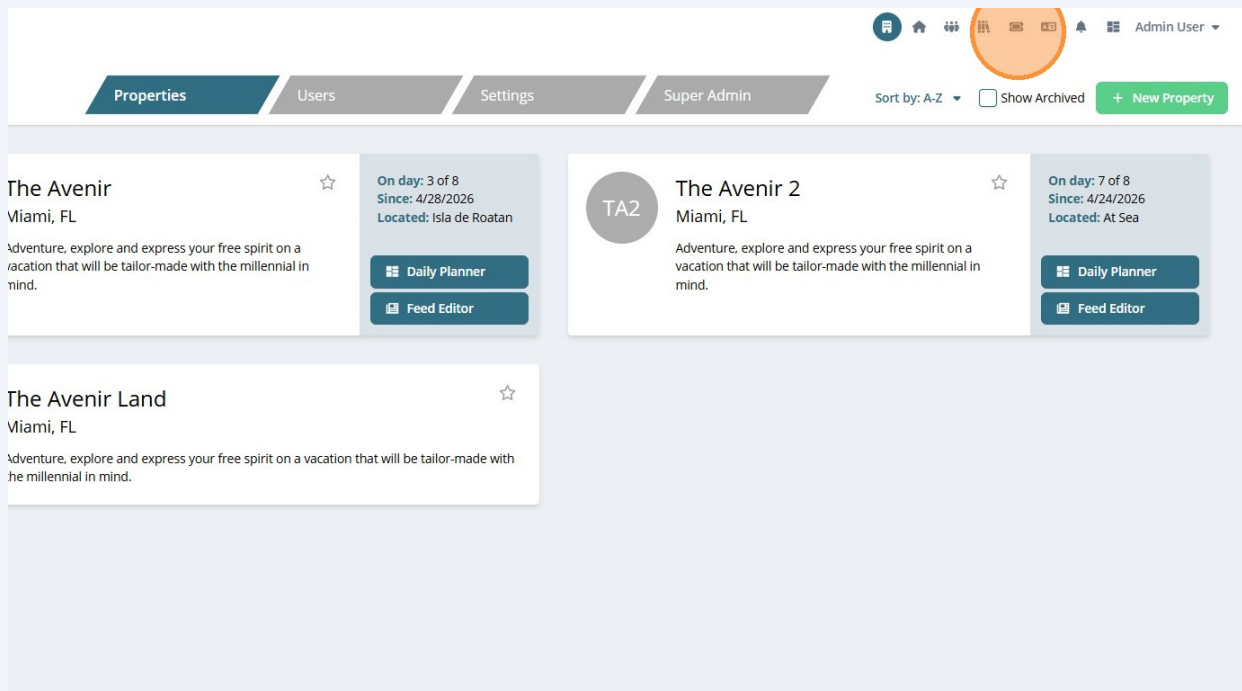


GO Reserve - How to refund a guest reservation?

In this guide, you will learn how to process a refund for a guest reservation. It will walk you through each step of the process, ensuring you can accurately select the reservation, issue the refund, and document any necessary details.

This guide is also available as a video. Click the link below to watch: [scribehow.com/embed-preview/How to refund a gue...](https://scribehow.com/embed-preview/How%20to%20refund%20a%20gue...)

1 From your GO URL, click on the ticket icon to access **GO Reserve**



2

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-6NLOUVE 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

3

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

Experiences		Details			Payment	
Search by event, customer name, email, or reservation code...						
STATUS	EVENT	RESERVATION	DATE	TIME	RENTAL / HOST	NAME
ACTIVE	Cabana Rental	RZ-AHNCULPO	2026-04-24	09:00am - 09:00pm	North Cabana	Spark Spark
ACTIVE	New test experience	RZ-W3KP3735	2026-04-24	09:00am	QA Admin	Lucas Marco
ACTIVE	Guided Sunset Run	RZ-6NLOUVE RC-Q9GYB5	2027-04-19	08:00am	QA Admin	Lucas Marco
ACTIVE	Cabana Rental	RZ-N0CLJ7QB	2027-04-22	09:00am - 09:00pm	East Cabana	Lucas Marco
CANCELLED	20 cents event	RZ-Q6STCLZL	2026-04-22	05:00pm	--	Lucas Marco
ACTIVE	Guided Snorkeling Tour	RZ-9F9OIXO7	2026-04-23	01:00pm - 02:30pm	Reserve Host #1	Lucas Marco
ACTIVE	Water experience	RZ-36RKP5IL	2026-04-28	02:00pm	QA Admin	Lucas Marco
ACTIVE	Water experience	RZ-ZXBZRKNN RC-HG2NDD	2026-05-05	09:00am	--	Lucas Marco
ACTIVE	Tennis Club	RZ-XYMQNL7J	2026-04-22	08:00pm	Court 1 - Doubles	Lucas Marco

Pricing Breakdown \$200.00 / \$200.00

SUM	NAME	TYPE	PRICE	QUANTITY	TOTAL
<input checked="" type="checkbox"/>	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](#)

4

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

TYPE
 Charge Refund

METHOD
Stripe

AMOUNT
\$200.00

NOTES *
Refund test

Add 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

Send Confirmation Email **Finish: Edit Reservation**

5

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**

CHARGE	Stripe	+\$222.35	4/22/2026 8:59:09 PM	Copy External ID	200 2027	This is the amount that was charged to the customer. Processed by Admin User.
FEE	Tax	-\$14.00	4/22/2026 8:59:09 PM	Copy External ID	--	Tax remitted of \$14.00 from the taxable portion of earnings.
FEE	Platform Fee	-\$9.19	4/22/2026 8:59:09 PM	Copy External ID	--	Spark fee of \$9.19. This is 4% + 30c on earnings.
TRANSFER	Property Transfer	-\$199.16	4/22/2026 8:59:09 PM	Copy External ID	--	Property share of \$199.16 to acct_15v2F8FubAhrJm5T.
TRANSFER	Property Reversal	+\$199.16	4/30/2026 6:04:09 PM	Copy External ID	--	Property share reversal of \$199.16 from earnings.
FEE	Platform Reversal	+\$0.84	4/30/2026 6:04:09 PM	Copy External ID	--	Spark fee reversal of \$0.84 for charge pl_3TP7rQ2URRzXZjh0X2ogbwq. This amount is invoiced to you.
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.

NOTES
Refund test

Event Selected: Cabana Rental
Reservation Selected: RZ-N0CLJ7QB
Total Revenue: \$21.51
Last Updated By: Admin User

Send Confirmation Email **Finish: Edit Reservation**