



## Instructions for Reservation Cancellations

1. Log In by entering your username and password and clicking *Log In*.
2. Click *My Account*, and then click *Cancellations*.
3. This will now show a list of reservations you have. You must click the checkmark next to the reservation you wish to cancel. This will bring the cancellation into your shopping cart. (For golf see [step 4](#), all others skip to [step 5](#))
4. **For Golf Only** – for system purposes, each player for a particular tee time is considered its own reservation. So if you want to cancel one player you would only click the checkmark next to one of the reservations for that tee time. However if you want to cancel your entire foursome, you will have to repeat [steps 2 & 3](#), until you have clicked the checkmark next to four of those tee times.
5. Now the cancellation is in your shopping cart. In order to complete the cancellation process, click *Proceed to Checkout*. (Do **NOT** click the “x” or remove, as this will remove the cancellation, in essence keeping your reservation).
6.
  - a. If you are owed money back, it will ask you for a refund method. You can choose either “On account” or “Credit Card”. If you choose on account, the balance will remain on your household, and will be used next time your household uses their green key card. If you choose Credit Card, the refund will be returned to the credit card you used to make the reservation. You can move to step 7 (skip 7b).
  - b. If you owe money, it will ask you for payment type (Visa, MasterCard or Discover). See step 7 & 7b.
  - c. If the transaction is \$0.00 (you are not owed money back and you do not owe any money) there is nothing to select. You can move to step 7 (skip 7b).
7. Click *Continue*.
  - b. **Only if you owe money** (otherwise move to step 8) – You will now be prompted to enter your credit card information. Once completed, click *Submit Payment*.
8. Your transaction has been completed. You will now have the ability to print your confirmation as a pdf, send it to yourself in an email, or both.
9. If you do not get a confirmation page you have not finished. Please make sure you have completed all steps.