

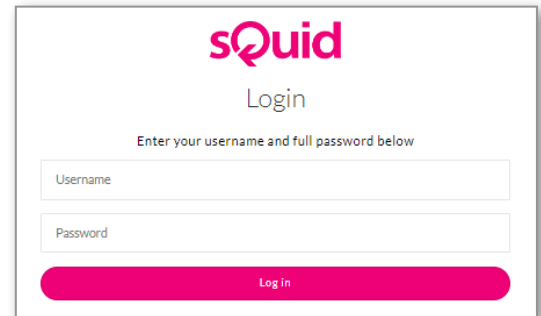
How to request a refund for a paid school item

A guide for parents/carers

To request a refund for a school trip, offer or other school related item, please follow the steps set out below. **Please note that funds will be returned to your sQuid purse balance and not your payment card*.**

01 Getting started

Login to your **sQuid account** using your **username** and **password**.

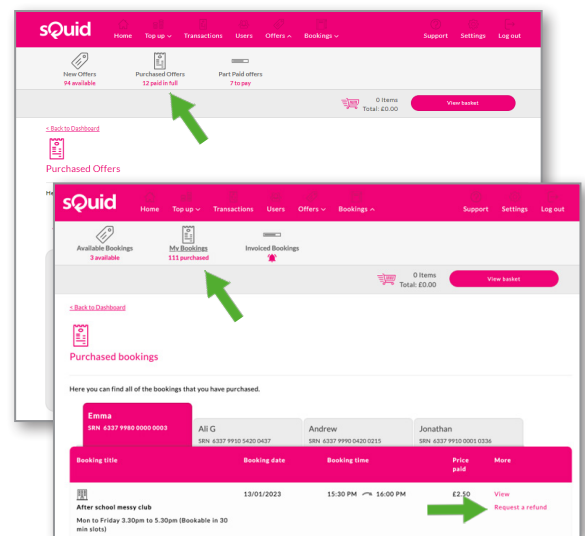


Select the item to be refunded

02 If you have more than one user linked to your sQuid account, first select the user.

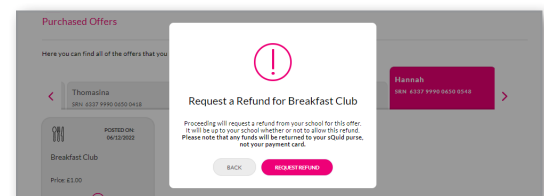
To request a refund for an **offer**, go to **Offers** in the main menu bar and then click on **Purchased Offers** and find the one to be refunded.

To request a refund for a **booking**, go to **Bookings** in the main menu bar, click on **My Bookings**, and find the one to be refunded.



03 Request a refund

Click on **Request a refund** for the item you would like to be refunded. A message will be displayed asking if you wish to proceed and advising that **funds will be returned to your sQuid purse balance and not your payment card**. To continue, click the pink **Request Refund** button.

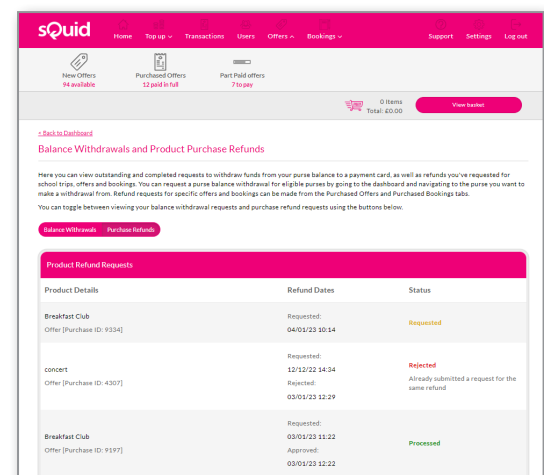


04 Refund request submitted

Your refund request has now been sent to your child's school for approval. **You will be notified when they have refunded the item back to your sQuid purse, or if the refund request has been declined.**

To view your refund requests and their status click on the pink **View your Refunds** button.

*Once funds have been returned to your sQuid purse, you can either **leave them here until you need to purchase a future trip or offer, transfer the funds to your Catering purse, or request a refund back to your payment card** by following the steps in the **How to withdraw funds from your sQuid account** guide, (pto).



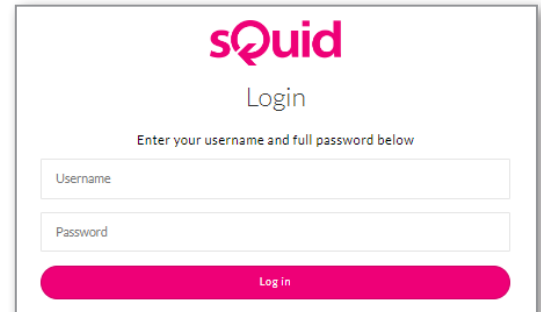
How to withdraw funds from your sQuid account

A guide for parents/carers

Whether you want to withdraw all or part of your sQuid purse balance, follow the steps below to submit your request to the sQuid Support team.

01 Getting started

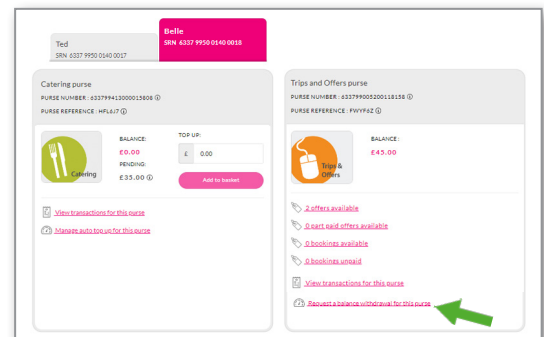
Login to your **sQuid account** using your **username** and **password**.



02 Select the user

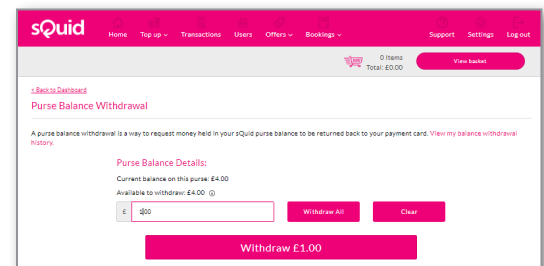
Select the **user** you want to withdraw funds from and within their purse click on the **Request a balance withdrawal for this purse** link.

Please note that you can also request a balance withdrawal from your Catering purse by following the same steps, if you have funds available.



03 Enter amount to be withdrawn from the purse

The **available balance** on the purse will be displayed. Simply enter the amount you wish to withdraw and then click the **Withdraw** button, or click the **Withdraw all** button to withdraw the entire balance.



04 Await confirmation

A message will be displayed on-screen to confirm that **your balance withdrawal request has been submitted for review and processing by the sQuid Support team**.

To view your balance withdrawal requests, go to **Top up** in the main menu bar and then click **View refunds and withdrawals**.

Please note that you can only submit a further balance withdrawal request once an earlier request has been processed.

