

Confirm, refund and return deposits for space bookings

From the space Payments page, confirm payments received in person, cancel unpaid requests and refund the fee or deposit to people who paid online.

4 min · Available · 2026-09-26

Before you begin

- ✓ You need Manage booking payments to confirm or cancel in-person payments; refunding the fee or returning the deposit needs Refund bookings.
- ✓ Refunding the fee and returning the deposit apply only to bookings paid online.

1

STEP 1 OF 4 · 30 S

Open space payments

From **Spaces** select **Payments**. At the top you see **Collected, To collect, Refunded** and **Net**; below, every booking with amount, payer, space, method and status. Filter with **All, Paid, To collect, Refunded** and **Cancelled**, or search by person, space or title.

Requests to be paid in person have the **Payment due** status and, on the right, the **...** menu. **Open** takes you to the booking; **Export CSV** downloads the filtered list.

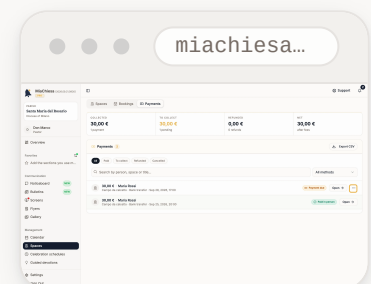


Fig. 1 The ... menu appears only on rows with an available action.

2

STEP 2 OF 4 · 1 MIN

Confirm the payment

In the row's ... menu select **Confirm payment**. In the window you can state how you received the money under **Method (optional)**: **Bank transfer**, **Cash** or **Cheque**.

A payment that won't arrive

From the same menu, **Cancel booking** cancels the unpaid request and frees the slot.

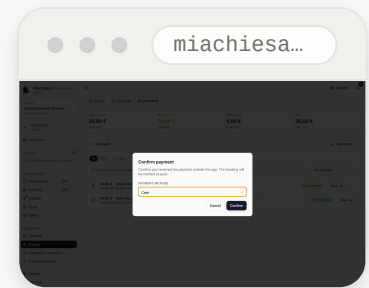


Fig. 2 The method is optional but helps you trace the payment.

3

STEP 3 OF 4 · 30 S

Check the result

Select **Confirm: Payment confirmed.** appears and the booking changes to **Paid in person**. Confirming covers the payment only: approving the booking remains a separate decision.

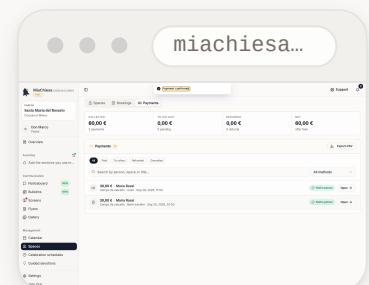


Fig. 3 The amount moves from To collect to Collected.

4

STEP 4 OF 4 · 1 MIN

Refund the fee or return the deposit

For a booking paid online the **⋮** menu offers **Refund fee** and, if a deposit was paid and not yet returned, **Return deposit**. Write an optional reason and select **Confirm: Refund done.** or **Deposit returned.** appears.

The refund cancels the booking

The Refund fee window asks "Confirm refunding the fee and cancelling?": confirming also cancels the booking.

In-person payments

Bookings paid in person cannot be refunded from the app: any repayment happens outside the platform.

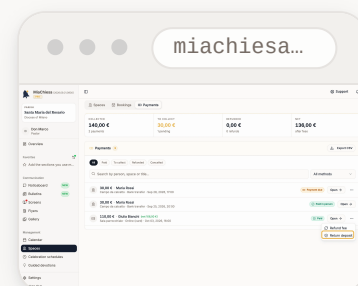


Fig. 4 Return the deposit after checking the space.

What you have achieved

- ✓ Bookings paid in person show as collected.
- ✓ Fees and deposits to be returned are refunded to people who paid online.

Troubleshooting

I see "You do not have permission to manage booking payments."



You need Manage booking payments or Refund bookings: ask whoever manages the community.

I can't see Refund fee or Return deposit



They appear only for bookings paid online and with Refund bookings; refunding the fee also requires the booking to be approved.

I see "Action failed."



The confirmation or cancellation did not go through: the window stays open, try Confirm again.

I see "Could not process the refund."



The refund was not made: the window stays open, try Confirm again.