



# HOW TO WITHDRAW AN ENTRY / REQUEST A REFUND

You are part of an entry that has already been lodged but now needs to be withdrawn. This can happen for a number of reasons:

- The team/pair is no longer able to play
- The Congress has been cancelled
- The Congress has been deferred and you can no longer play on the revised dates

NOTE – There are two different situations you might be in.

- Withdraw a player from an entry (but they are going to be replaced and the entry will still remain in the event); or
- Withdraw the entire entry from the event.

In both cases the first step is to open your entry.

## STEPS TO WITHDRAW AN ENTRY AND, IF REQUIRED, REQUEST A CARD REFUND

### 1. Open your entry

When you login you will see reference to the entry on your Dashboard under “Booked Events” and “Your Upcoming Events”:

The dashboard shows three summary cards at the top: Bridge Credits (404.50), Booked Events (2), and Masterpoints (4,904.08). Below are two tables: 'Your Recent Results' and 'Your Upcoming Events'.

Date	Partner/Team	Event	Result
30 May 2019	Linda	CW Thu 10.00am Dup - Open	11th
29 May 2019	Leonie	CW Wed 2:00pm Supervised	2nd

Date	Congress	Event
4 Aug 2024	Example BC Annual Congress	Pairs
23 Aug 2024	Our Big Congress	Welcome Pairs

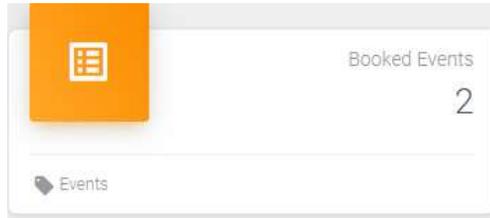
Up to the original date of the event there are three different ways you can open your entry. After the original event date has passed only option (c) will work – see sundry notes at the end of the document for how to still find the Congress.

**a) THE EASIEST WAY Via the “Your Upcoming Events” box on your dashboard:**

Your Upcoming Events			
Date	Congress	Event	
4 Aug 2024	Example BC Annual Congress	Pairs	
23 Aug 2024	Our Big Congress	Welcome Pairs	

Click the event name in the Event column or the pen icon and that will open your entry to that event. The links in the Congress column will take you to the Congress webpage.

**b) Via the Booked Events shortcut at the top of your dashboard:**



Click anywhere on this box and it will take you to another screen listing all Congresses you are booked into.

Congresses			
Here are your upcoming congresses			
Date	Congress	Event	Entry Status
4 Aug 2024	Example BC Annual Congress	Pairs	Complete
23 Aug 2024	Our Big Congress	Welcome Pairs	Complete

Click on the Event link and that will open your entry to that event.

**c) Via the Program of Events [Use this after the event date has passed – see sundry notes at the end of the document for how to still open the Congress]**

Open the Congress webpage and view the Program listing at the bottom of the page:

Program					
Event	Entry Fee	Day	Time	Entries	Action
Welcome Pairs	40 credits	Friday	23-08-2024 - 10am	2	<a href="#">VIEW YOUR ENTRY</a> <a href="#">VIEW ENTRIES</a>
		Saturday	24-08-2024 - 10am	0	<a href="#">ENTER</a>
Open Teams	80 credits	Sunday	25-08-2024 - 10am		<a href="#">VIEW ENTRIES</a>

Click on the “View Your Entry” link and that will open your entry to that event.

## 2. Make the withdrawal

### 2a: IF YOU WANT TO WITHDRAW THE WHOLE ENTRY FROM THE EVENT

Click the red “Withdraw Pair/Team From Event” button at the bottom left. (Note if you are too close to the event date you may get a message asking you to contact the Organiser directly instead). Once you withdraw, that will automatically return any Bridge Credits paid to the accounts of the players who paid them. All players in the entry and the Tournament Organiser will also receive email notifications.

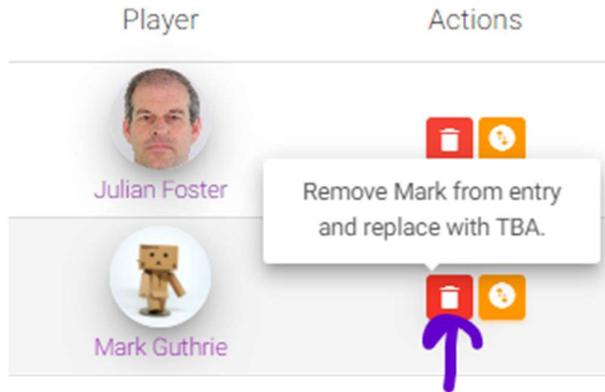
The screenshot shows the 'Edit Entry' page for 'Welcome Pairs in Our Big Congress'. The page has a purple header with the title 'Edit Entry' and a pencil icon. Below the header, there are two buttons: 'VIEW ALL ENTRIES' (blue) and 'ENTER FOR SOMEONE ELSE' (orange). The main content area is titled 'You made this entry' and contains a table with the following columns: Player, Actions, Entry Fee, Payment Method, and Status.

Player	Actions	Entry Fee	Payment Method	Status
 Julian Foster		20 credits	Bridge Credits	
 Mark Guthrie		20 credits	Bridge Credits	

Below the table, there is a comment section with the text 'Click to add comment' and a pencil icon. The team name is listed as 'FOSTER' with a pencil icon next to it. At the bottom of the page, there are two buttons: 'WITHDRAW PAIR FROM EVENT' (red, circled in blue) and 'EXIT' (green).

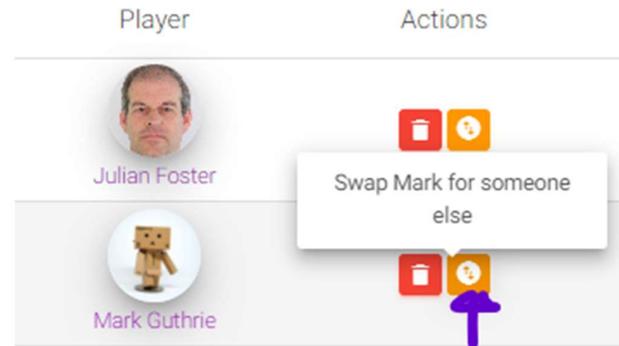
**2b: IF YOU WANT TO WITHDRAW A SINGLE PLAYER BUT THEY WILL BE REPLACED AND THE ENTRY WILL REMAIN IN THE EVENT**

If you don't yet know who will replace the person pulling out, select the Red icon to replace them with "TBA".



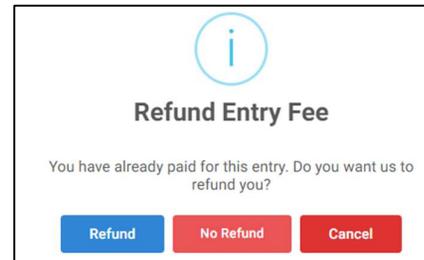
**OR**

If you do know who will replace the person pulling out, select the Orange icon to swap them for someone else.

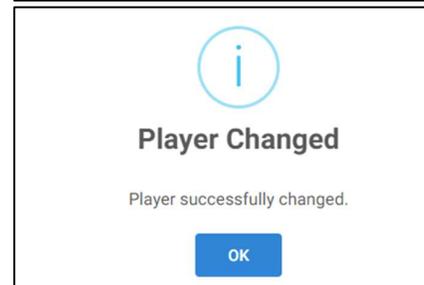


Search for the player that is going to replace them and select them.

If the person's entry has already been paid for there is an option presented to get a refund (which will go to the Bridge Credits account of the person who paid for this person's entry).



After selecting this you will get a message showing that the player has been successfully changed.



The entry now shows TBA. The Orange icon can be used to add the new player when they are known.

Player	Actions
 Julian Foster	
 TBA	

The entry now shows the new player. Further changes can be made in the same way.

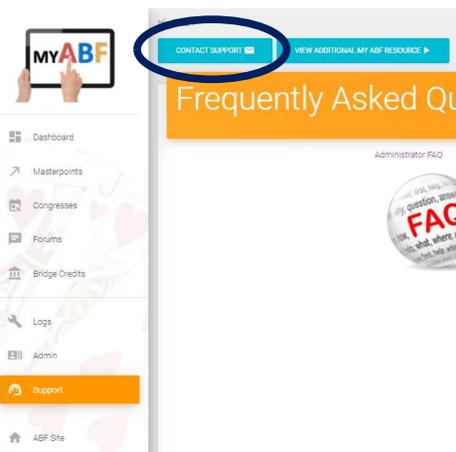
Player	Actions
 Julian Foster	 
 David Weston	 

Email notifications will be sent to the withdrawing player, any replacement player and the tournament organiser.

### 3. (Optionally) request a credit card refund

After the credits are returned to your account you can keep them there if you wish. Remember this is an account you have with the ABF, it is not specific to the congress you originally paid for. You can therefore use those credits when paying for any congress listed in My ABF or potentially also club sessions if your club offers that facility. If you are likely to be entering something else, you are encouraged to retain the credits. Doing so saves work for the ABF head office in processing a refund and also minimises Stripe transaction fees (which we ultimately all share the cost of through higher entry fees).

If you do want a refund of your entry fee returned to the credit card you used to pay originally, use the Contact My ABF Support function in the Support page of My ABF and send a message requesting a card refund. Please let us know which event(s) and how much you are seeking a refund for.



Refunds are processed by the ABF Head Office. In the event of a major congress cancellation, please be patient as there may be lots to process! Stripe repayments say they can take from 5-10 days (in reality it's usually less).

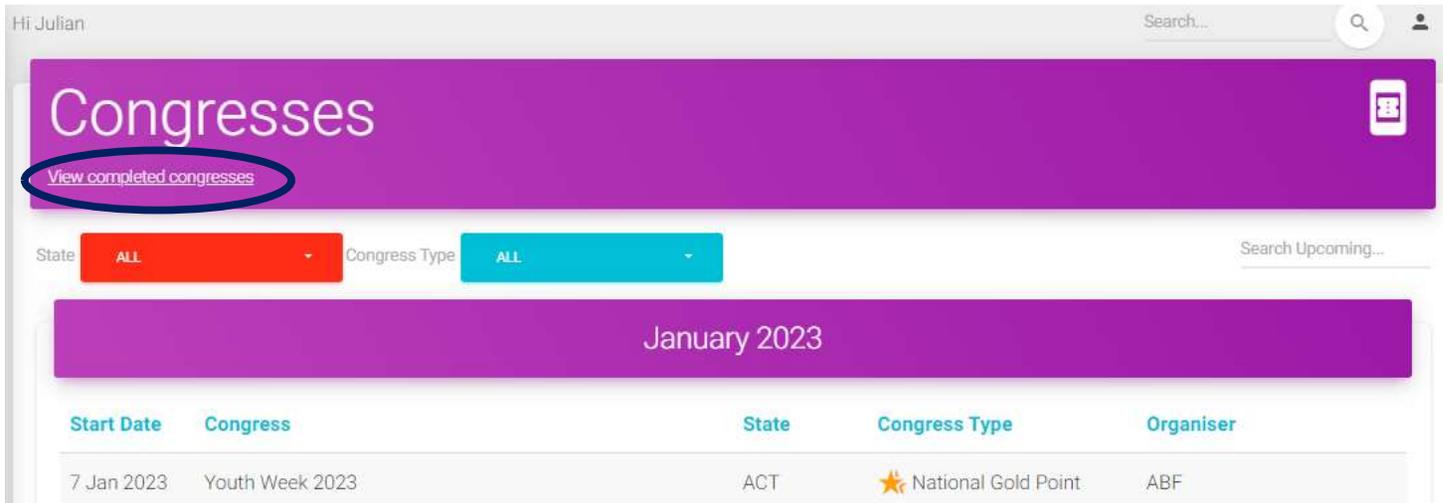
Your Bridge Credits account balance will be reduced by the refund amount.

## Important points to note about refunds

- Refunds can only be given once the credits have been returned to your My ABF account. In other words your entry MUST have been withdrawn.
- If you have already used some or all of the returned credits on other entries, any card refund is limited to the balance on your account.
- The ABF does not require details of the card you used to pay – the system links with Stripe and the payments can be identified and reversed (or partially reversed) online.
- All refunds are done through reversal or part-reversal of the card used to pay originally. That means:
  - Refunds can only be given to players who originally made the payments. If you have made transfers between members of the pair/team you will need to resolve these.
  - The ABF will NOT make a payment direct to your bank account unless there are exceptional circumstances (it would be an administrative nightmare to collect and manually create bank transfers for potentially thousands of players).

## What to do if it's now past the original Congress dates and you can no longer see it in "Your Upcoming Events"?

Normally all entries will be withdrawn before the originally scheduled Congress dates. In the event of a cancellation, however, if you have still not withdrawn by the original date of the Congress then reference to it will vanish from your dashboard. You can, however, still access the Entry via the Congress listing:



Hi Julian

Search...

# Congresses

[View completed congresses](#)

State: ALL Congress Type: ALL Search Upcoming...

January 2023

Start Date	Congress	State	Congress Type	Organiser
7 Jan 2023	Youth Week 2023	ACT	★ National Gold Point	ABF

Even though the Congress is no longer visible (because it's now in the past) you can click on the link "View Completed Congresses"  
This opens completed Congresses for the last 6 months (use the green arrows to go back further if required):

Completed Congresses

[View running and upcoming congresses](#)

State: ALL Congress Type: ALL Search Page...

Yesterday back to July 2022

January 2023

Start Date	Congress	State	Congress Type	Organiser
4 Jan 2023	Tasmanian Online Red Point Pairs 4th January - REALBRIDGE	TAS	Other	TBA

Select the Congress as usual and browse to the Program of events to open your entry – as per option (c) described at step 1 above.  
From here you can still withdraw.

## More information?

If you want more information about the system or help with a particular area there are several sources of information you can use:

### Accessed from the My ABF support screen

**1. Frequently Asked Questions**

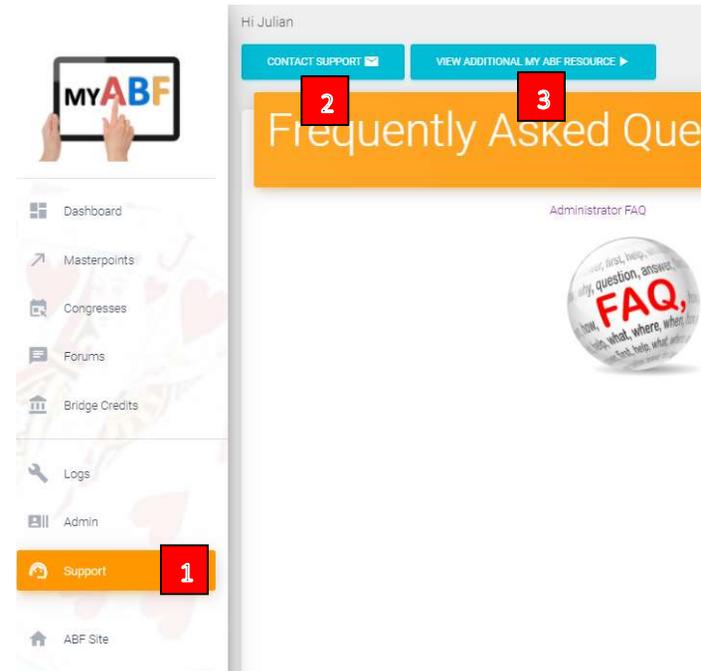
Select the Support main menu item and browse through the various sections of Frequently Asked Questions.

**2. Contact My ABF Support**

Email My ABF support directly using the left hand link at the top of the Support screen.

**3. View the “My ABF Resources” webpage**

Access this page using the right hand link at the top of the Support screen. This contains assorted “How to” guides for various functions in My ABF as well as links to YouTube videos



### External to My ABF

**4. View the “My ABF Resources” webpage**

This can also be accessed directly at <https://www.abf.com.au/member-services/my-abf-resources/>

**5. Videos**

There are assorted videos on this YouTube channel: <https://www.youtube.com/channel/UCZPuvivkdbzl4kg-cwxQuNQ>