



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You are part of an entry that has already been lodged but now needs to be withdrawn.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

GENERAL WITHDRAWAL FROM AN EVENT

Any player listed in an entry can edit it and withdraw it. Note **THIS GUIDE APPLIES IF YOUR ENTIRE ENTRY IS TO BE WITHDRAWN**. It does NOT apply if just you as an individual player are withdrawing. For that you need to edit the entry and change the player name(s).

You can use this guide to withdraw an entry but usually only up to a point in time prior to the Congress (the date is set by the Organiser). If it is too near to the event you will get a notification that you need to contact the Organiser directly.

WHAT HAPPENS IF A CONGRESS IS DEFERRED OR CANCELLED?

If a Congress has been deferred entries will normally be carried over to the new dates. If you are unable to play, you should withdraw. Otherwise you need take no action.

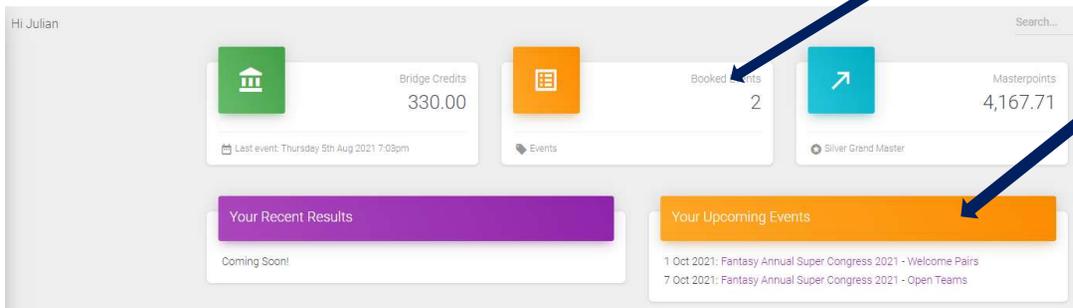
If a Congress has been cancelled you will almost certainly have received an email from your Congress Organiser. Please read that and follow any specific instructions in it. The GENERAL recommendation is as follows:

1. **If you or anyone in your entry has paid directly to the organising body (e.g. via a bank transfer)**
Refunds will normally be organised by the organising body. Do not withdraw your entry yourself – the Tournament Organiser will normally do it.
2. **If your whole entry has been paid for with Bridge Credits**
Refunds will normally be organised by the ABF. Follow the instructions in this guide to withdraw your entry. This will automatically return bridge credits to your My ABF account. You then have the option of retaining those credits for any future entries or requesting a credit card refund.

STEPS TO WITHDRAW YOUR 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”:



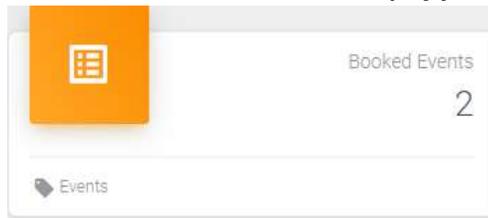
Up to the original date of the event there are three different ways you can open your entry. After the original event date has passed only option (c) will work – see sundry notes at the end of the document for how to still find the Congress.

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

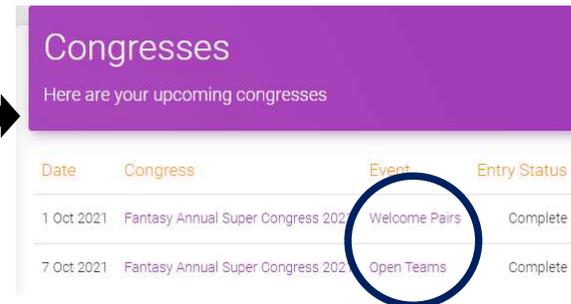


Click the event name (the right hand link) and that will open your entry to that event. The left hand link will take you to the Congress webpage.

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.



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	01-10-2021 - 10am	1	View Your Entry View Entries
Open Teams	80 credits	Thursday	07-10-2021 - 10am	1	View Your Entry View Entries

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

2. Withdraw your entry

When your entry is open:

View Entry
Welcome Pairs in Fantasy Annual Super Congress 2021

Edit Entry OFF

[View all entries](#)

Entry status is: **Complete**

You made this entry

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

[Click to view or edit comment](#)

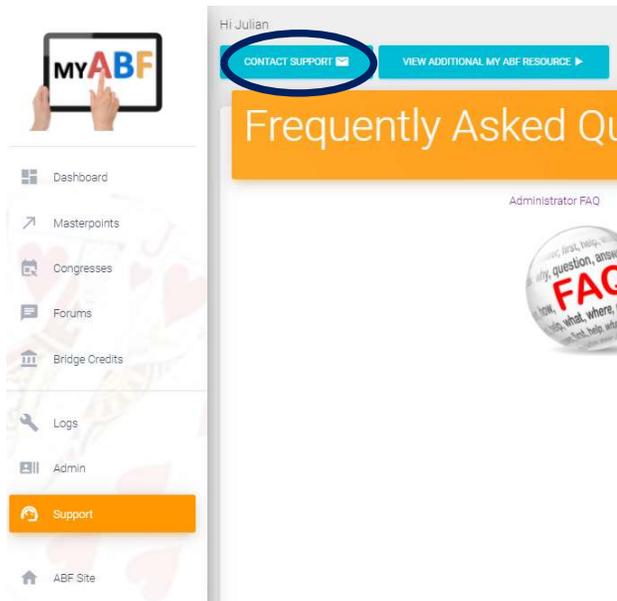
[WITHDRAW FROM EVENT](#) [EXIT](#)

Click the red “Withdraw 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.

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. 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:



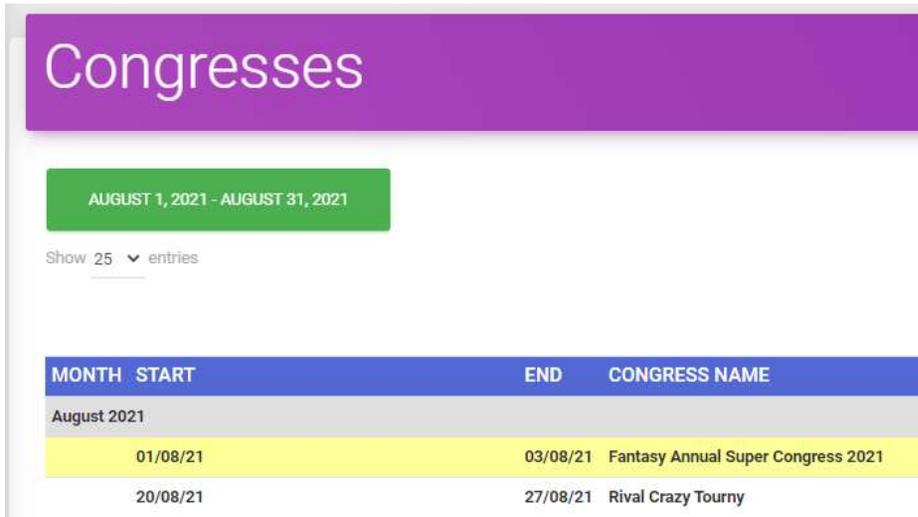
The screenshot shows a dashboard titled "Congresses" with a purple header. Below the header is a green box indicating the date range "AUGUST 10, 2021 - FEBRUARY 10, 2022". There is a search bar and a "Show 25 entries" dropdown. The main content is a table with columns: MONTH, START, END, CONGRESS NAME, RUN BY, STATE, and CONGRESS TYPE. The table has one row for "August 2021" with the following details: START: 20/08/21, END: 27/08/21, CONGRESS NAME: Rival Crazy Tourny, RUN BY: Rival Bridge Club, STATE: ACT, CONGRESS TYPE: State congress.

MONTH	START	END	CONGRESS NAME	RUN BY	STATE	CONGRESS TYPE
August 2021	20/08/21	27/08/21	Rival Crazy Tourny	Rival Bridge Club	ACT	State congress

Even though the Congress is no longer visible (because it's now in the past) you can click on the green button at the top left which is a date range selector. Change the selection to "This month" or "Last 6 months":



That changes the view and the Congress you want should now appear in the list:



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.

