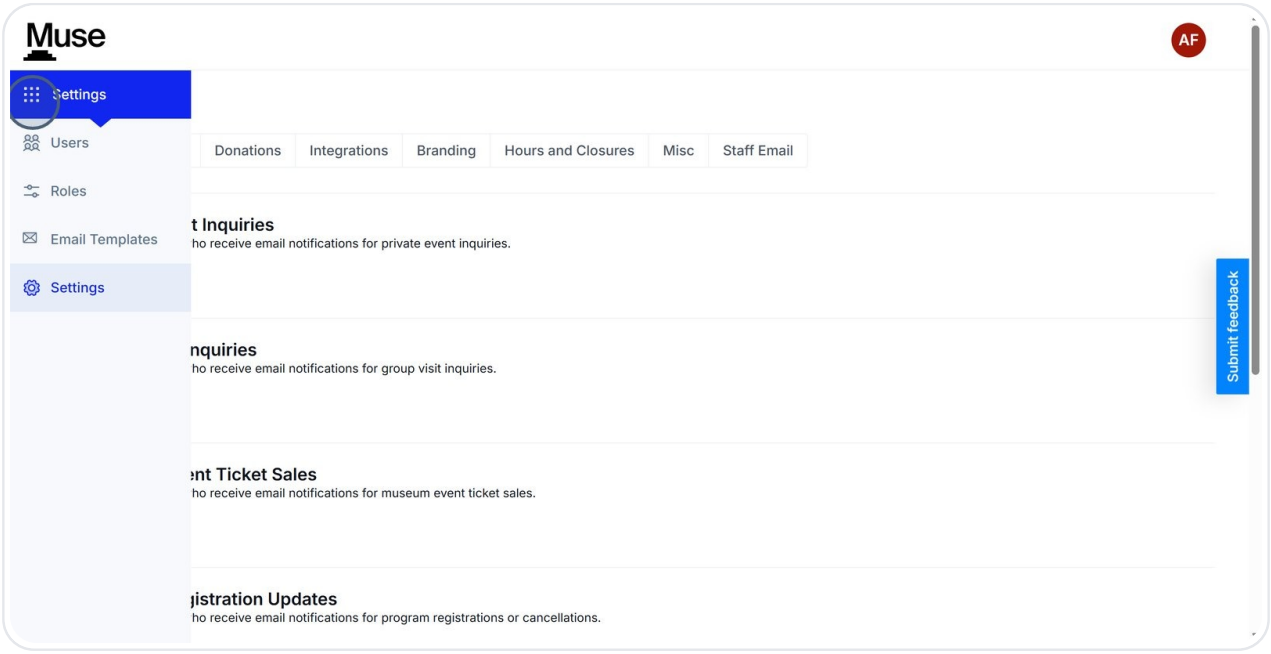
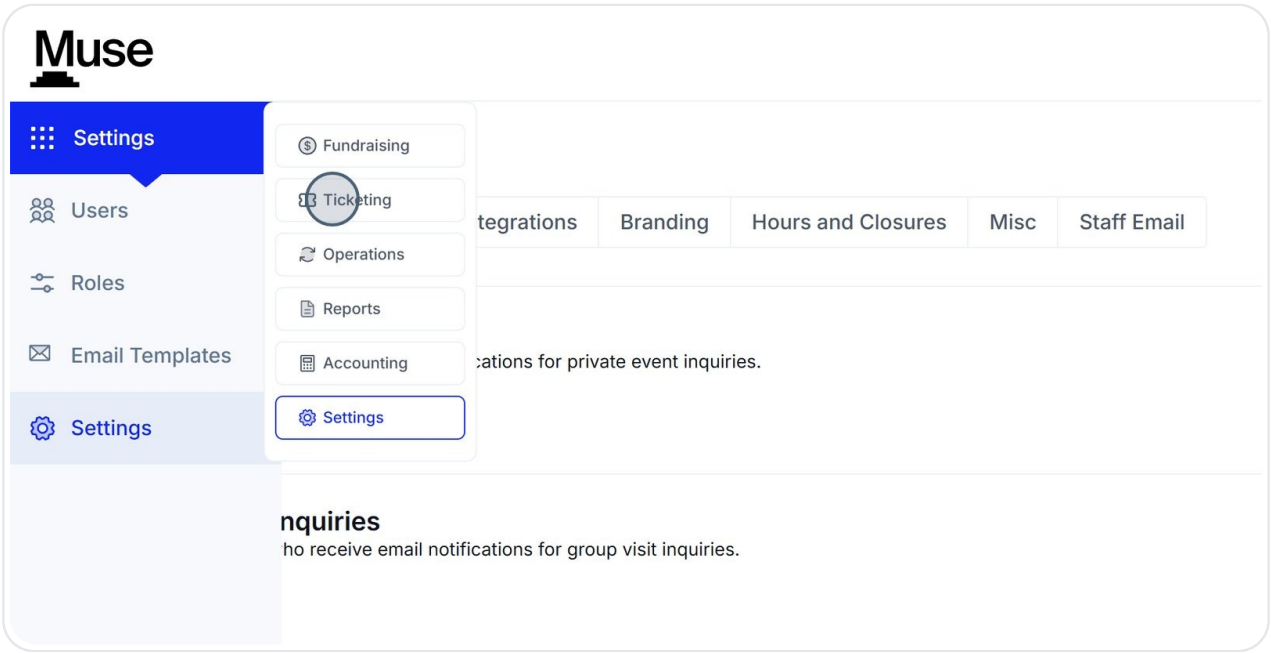
Muse

Cancel a Registration and Issue a Refund for an Event Attendee

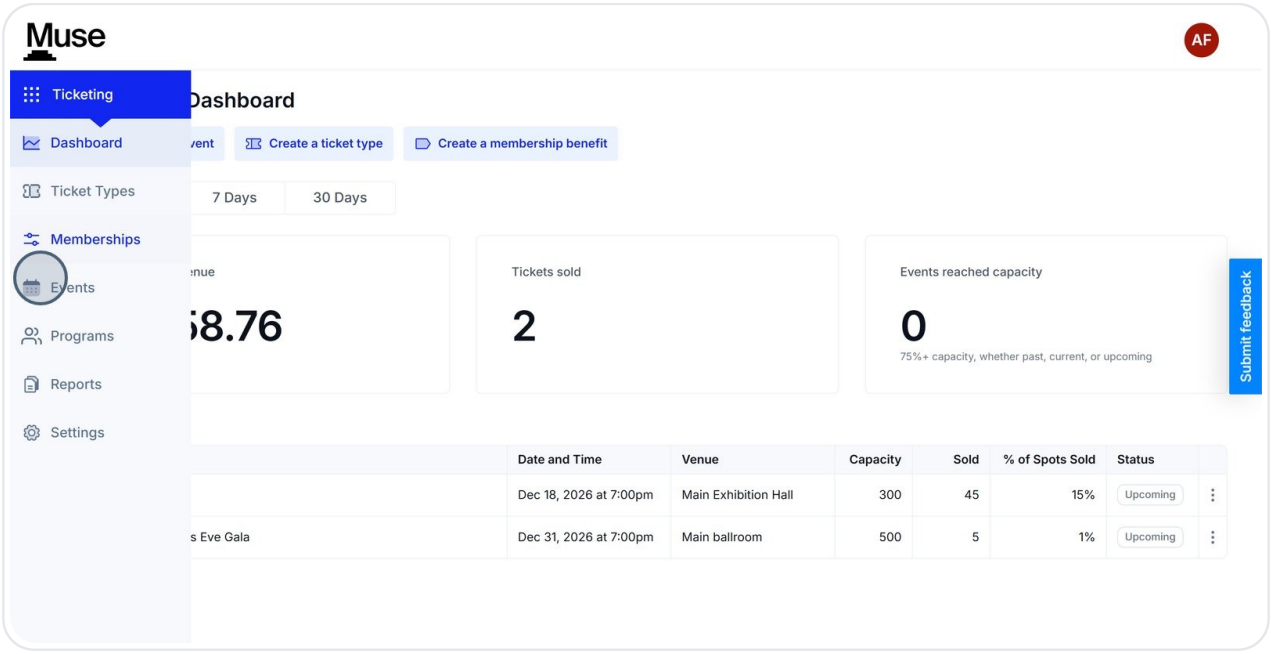
1. Head to Settings to customize or update your event management options.



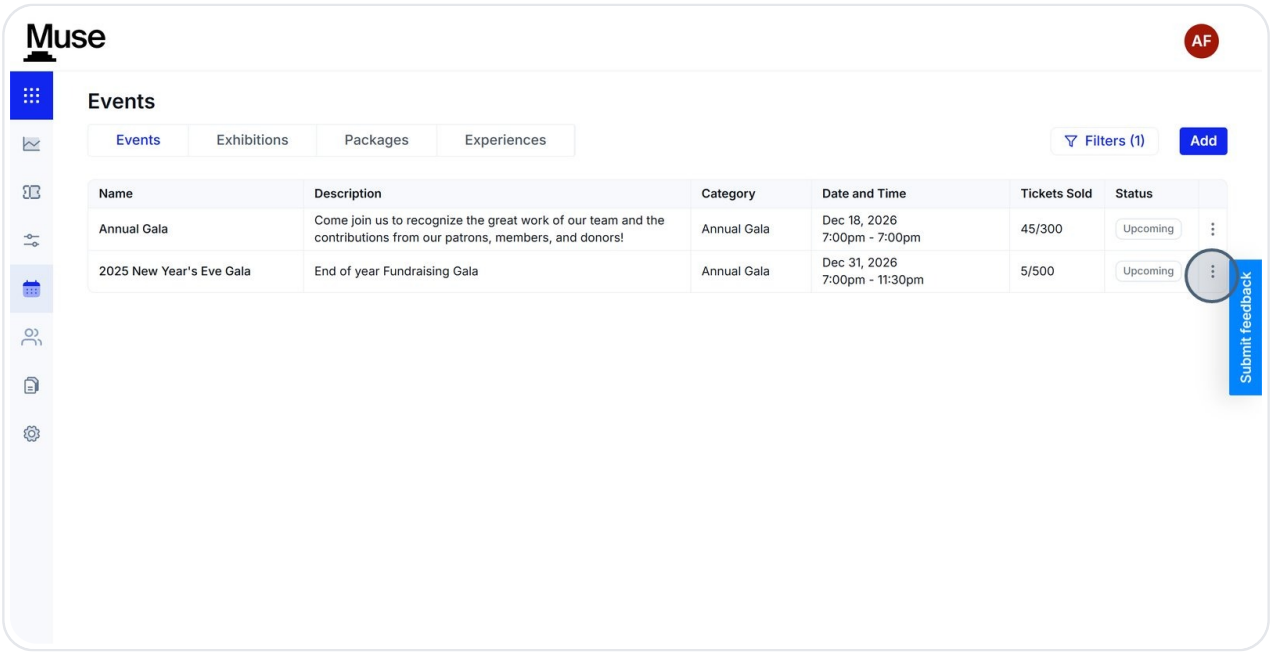
2. Select Ticketing to manage event ticket policies and setup.



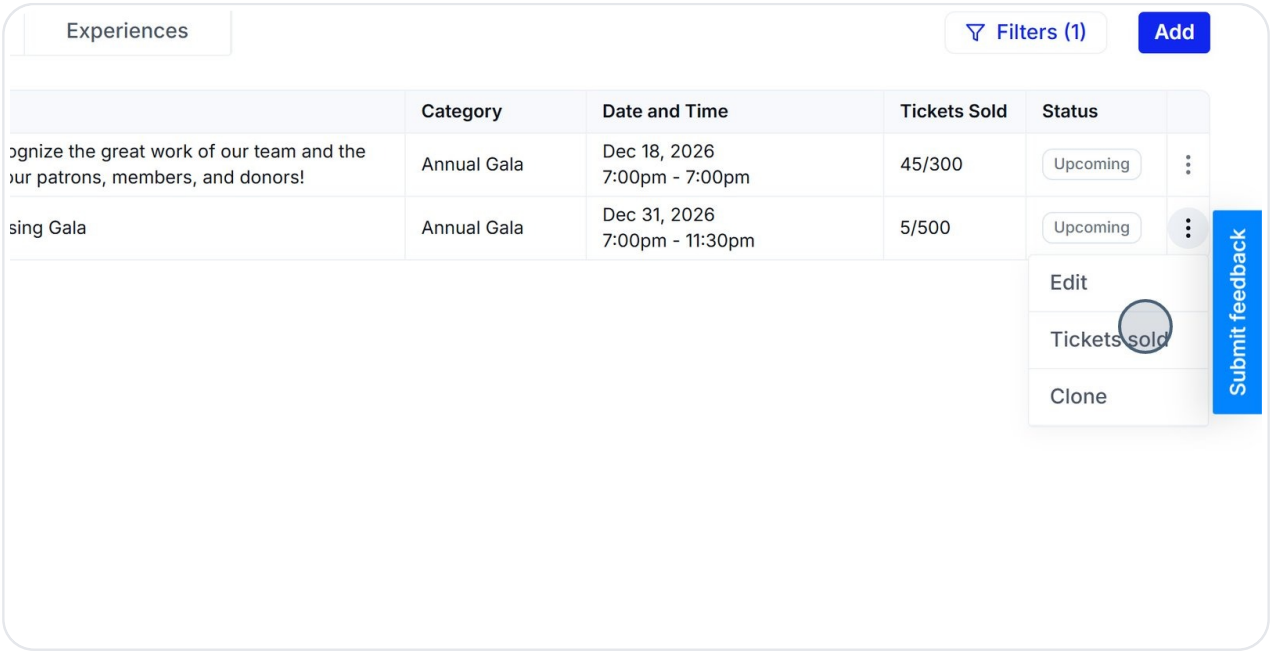
3. Navigate to Events to view and manage all your upcoming occasions.



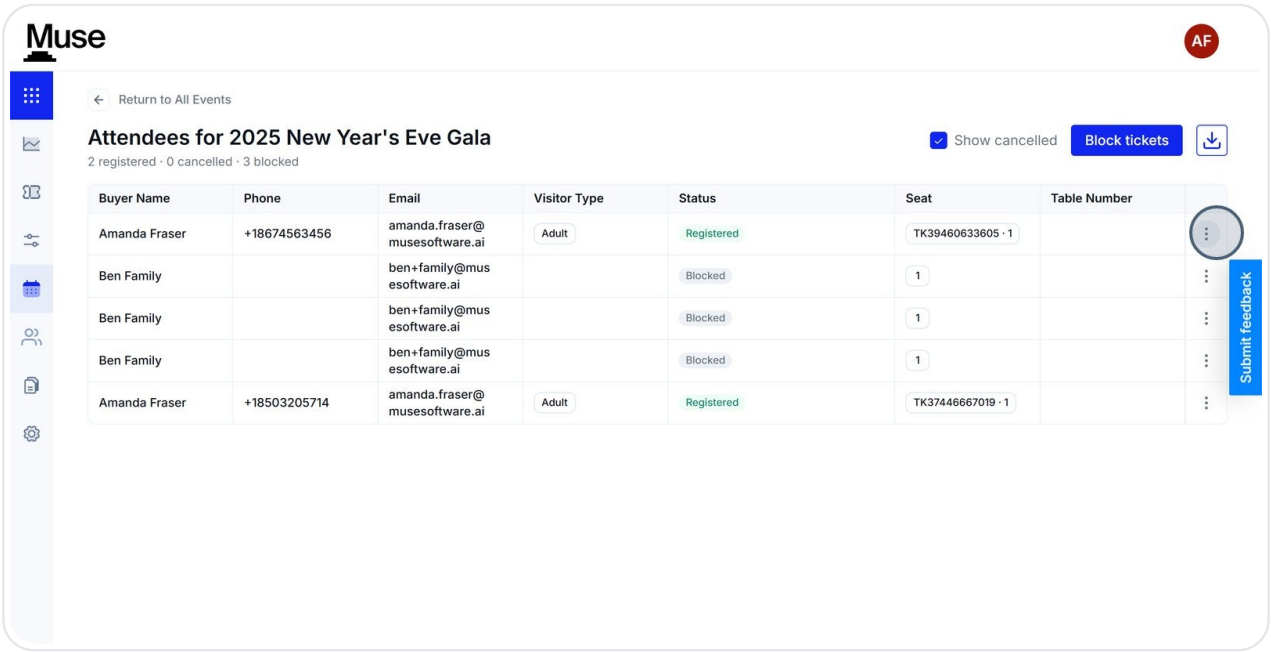
4. Open the more options menu next to the event you want to manage.



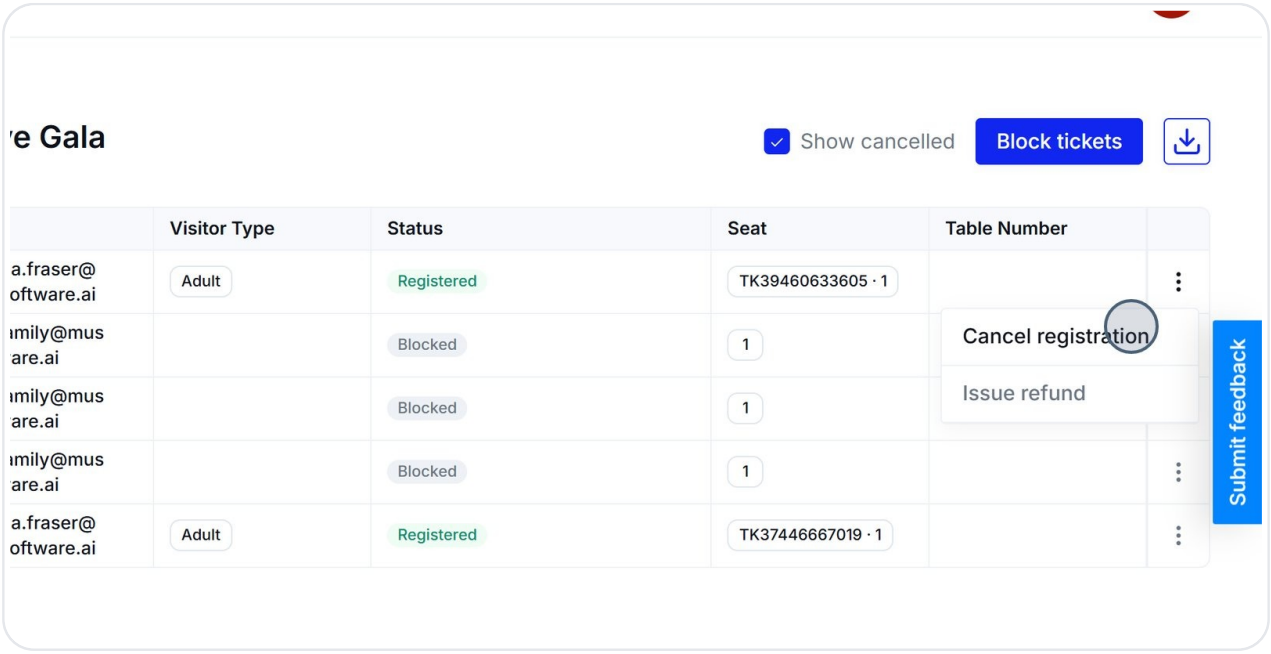
5. View detailed ticket sales for the selected event.



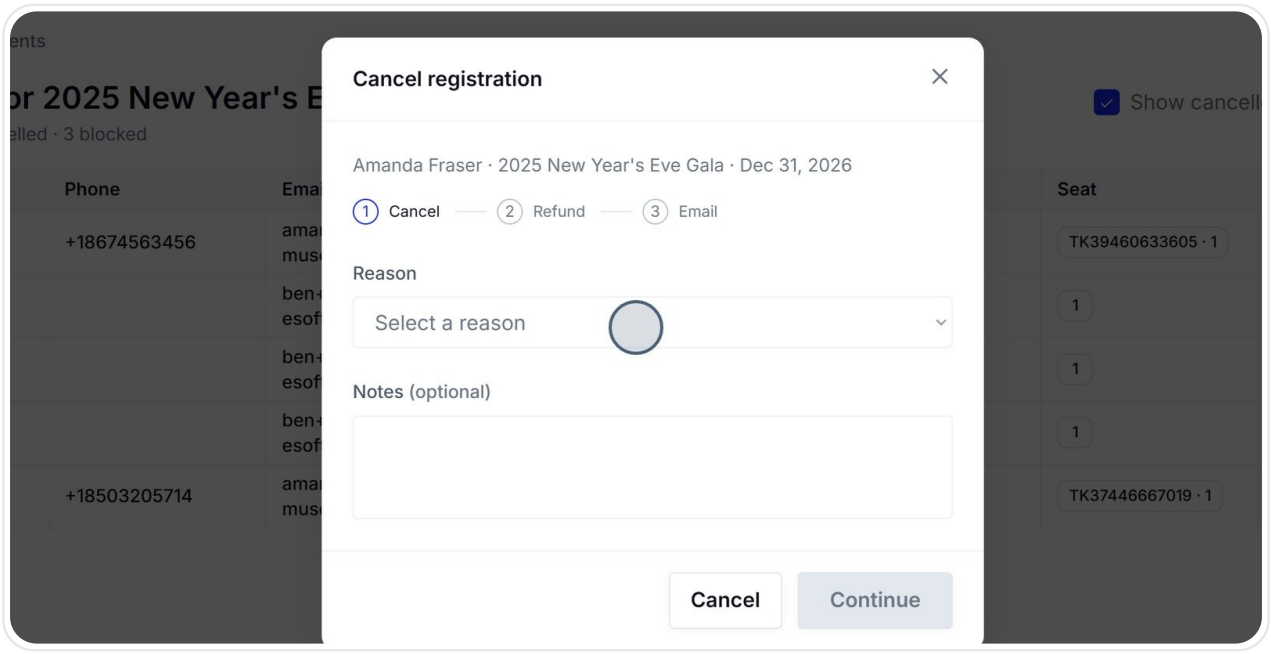
6. Open attendee actions to manage this guest's registration.



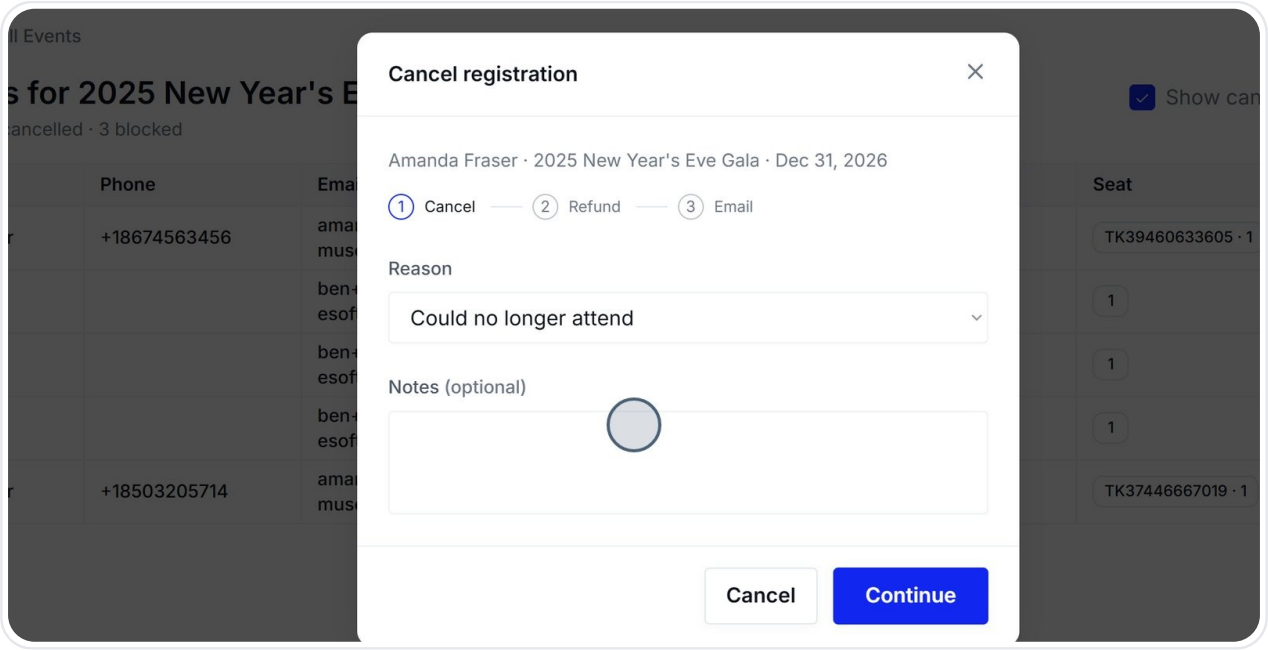
7. Choose Cancel registration to begin removing this attendee from the event.



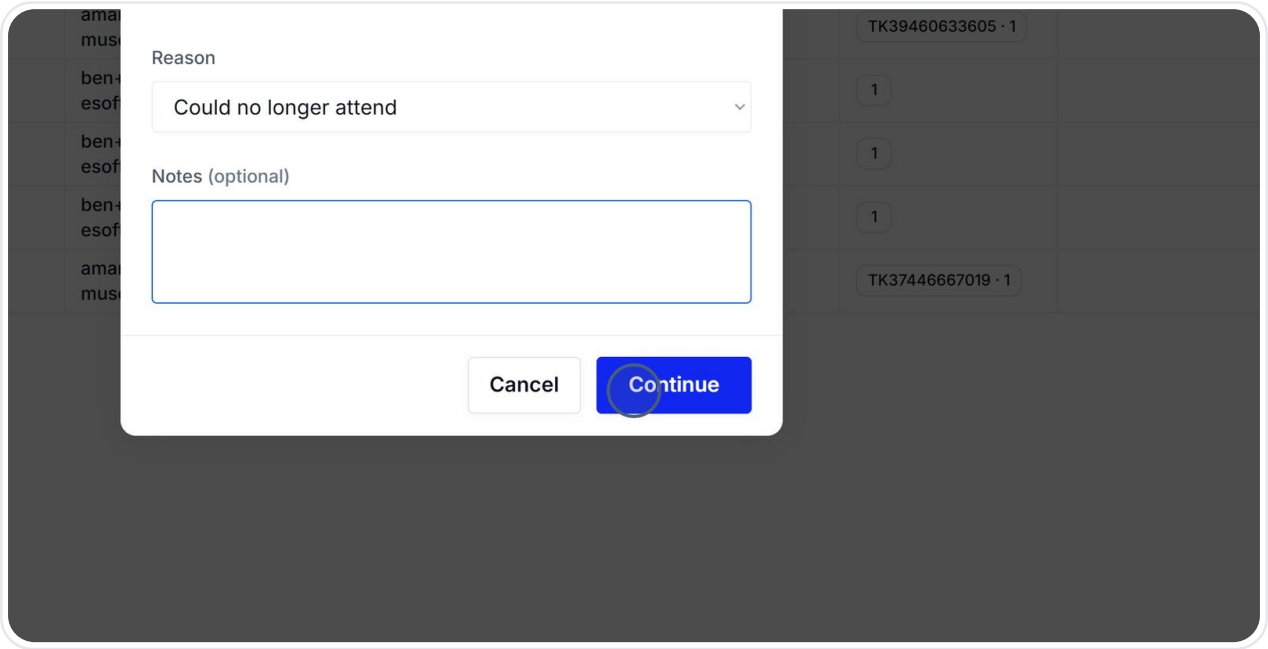
8. Select a cancellation reason to keep records clear and organized.



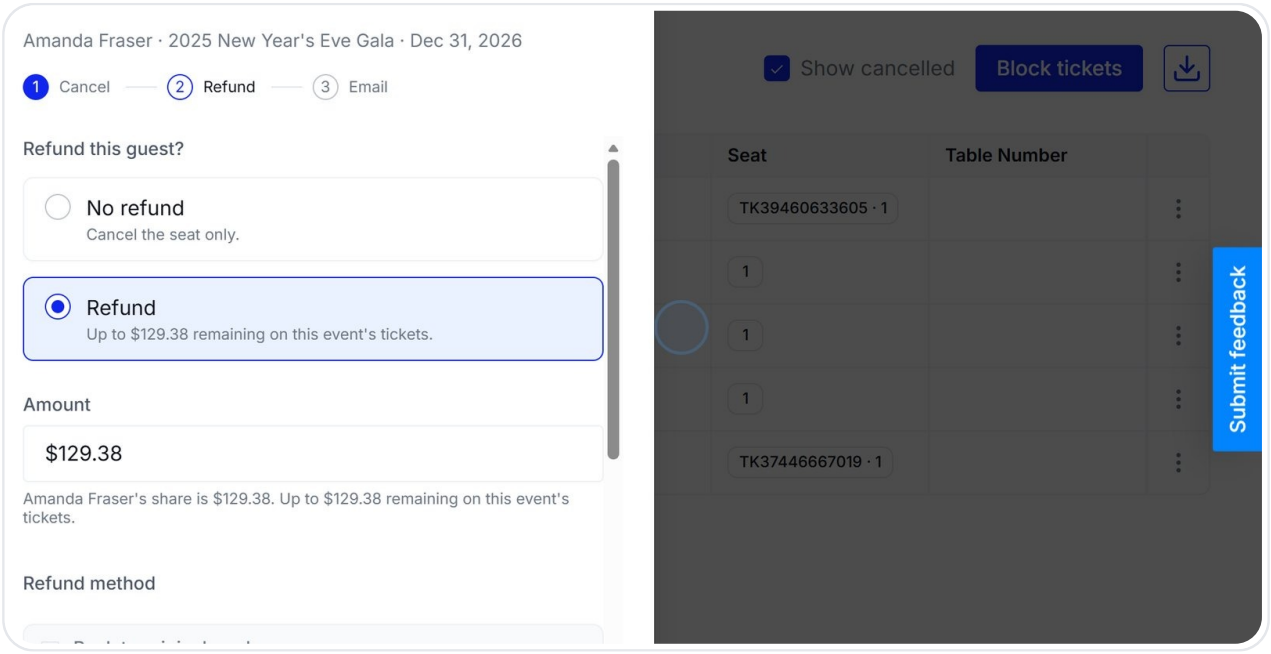
9. Add any notes here to provide context for the cancellation (optional).



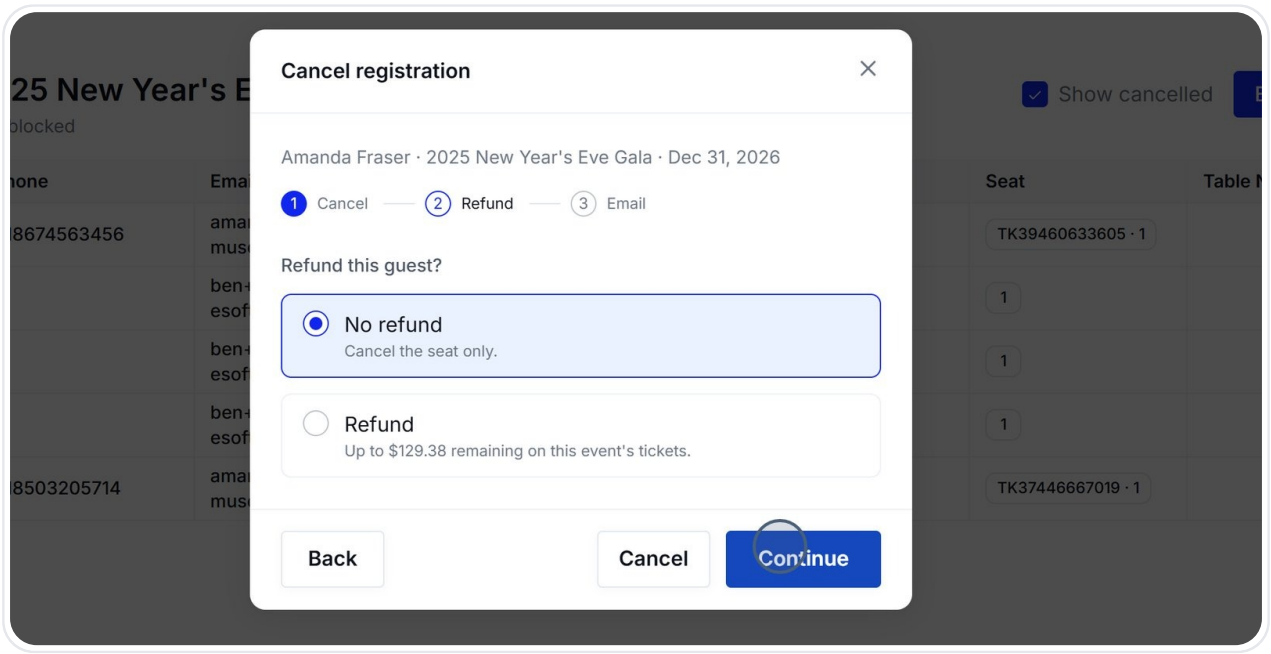
10. Click Continue to proceed to the refund step.



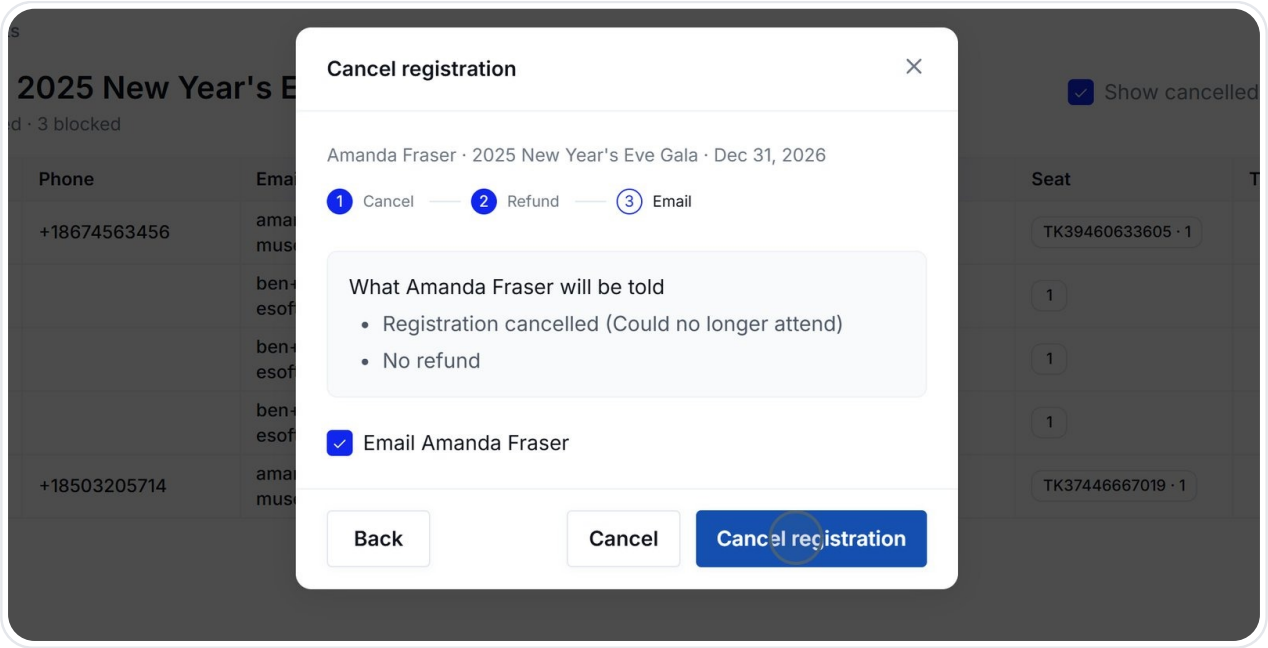
11. Decide whether to issue a refund for this cancellation.



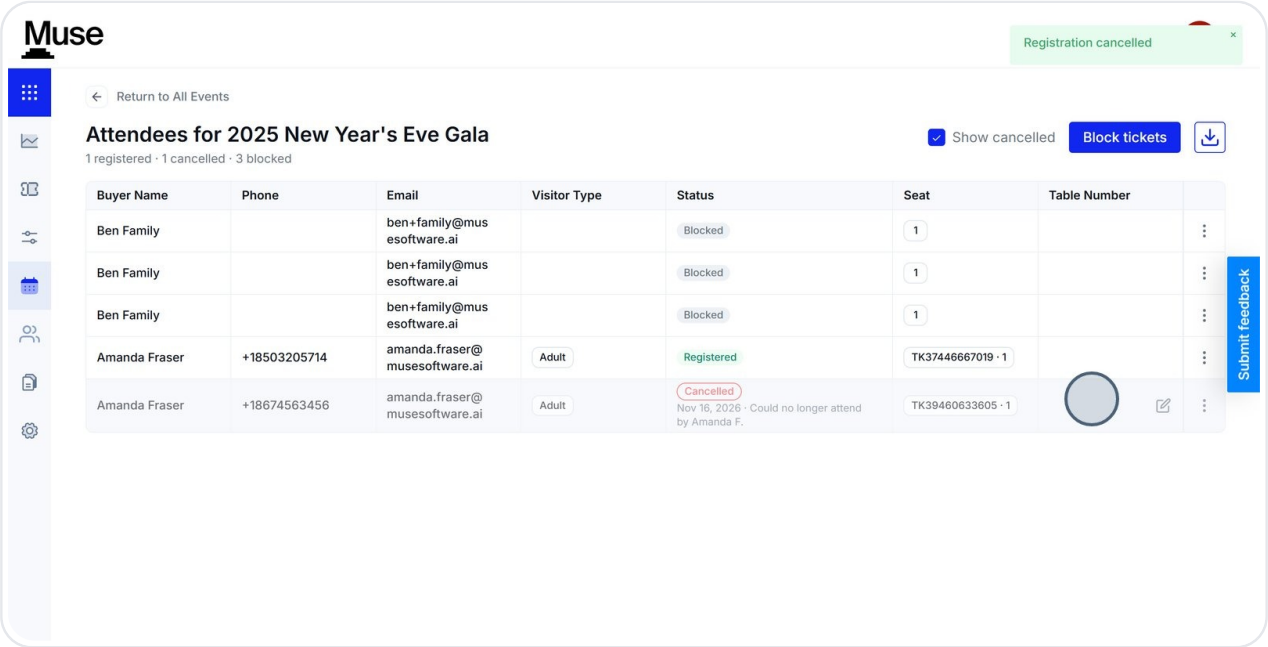
12. Move forward after choosing your refund option.



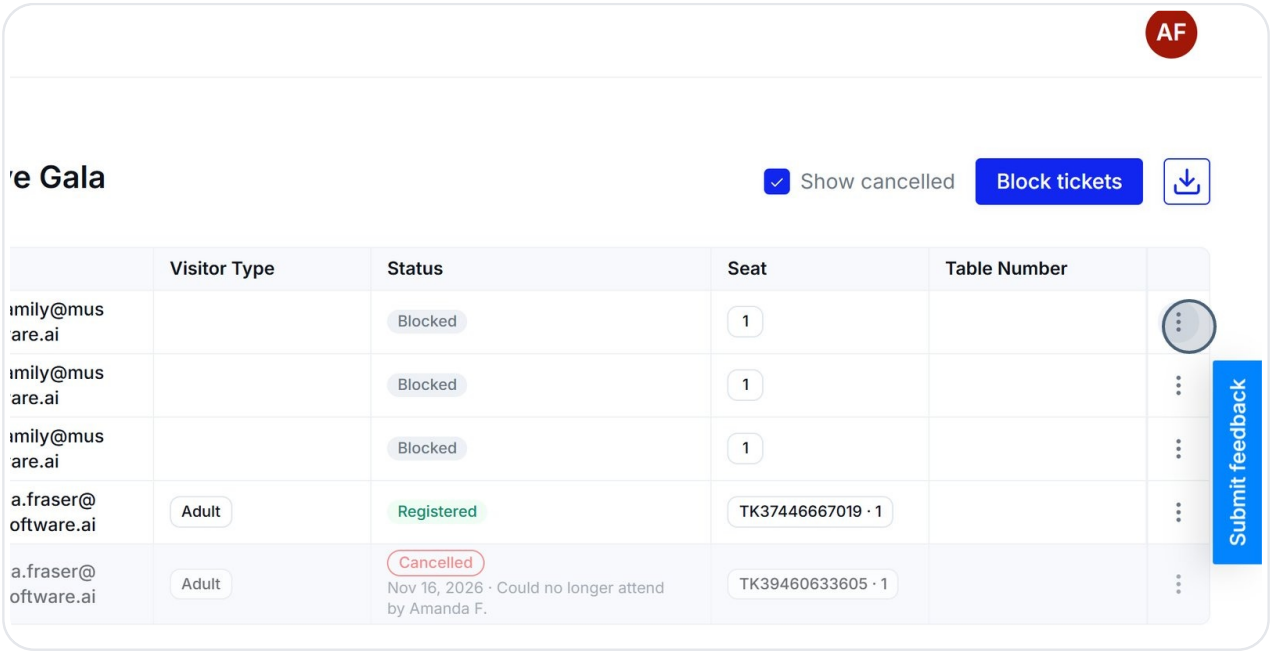
13. Confirm cancellation to finalize the attendee removal.



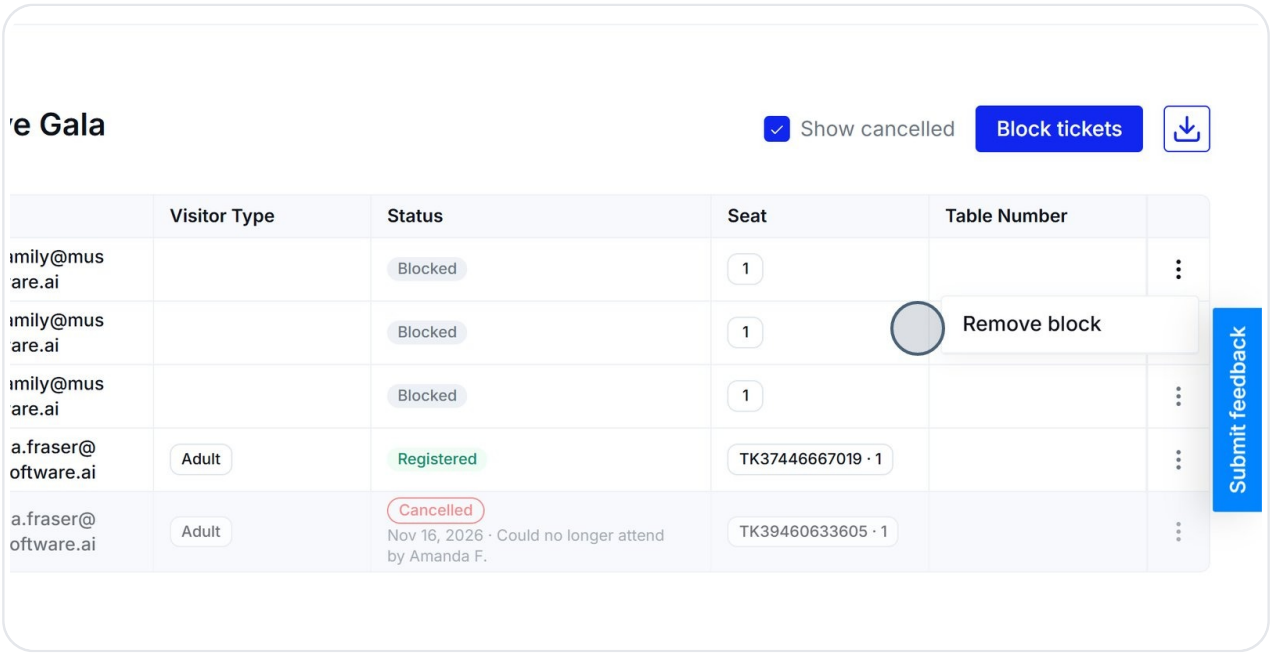
14.



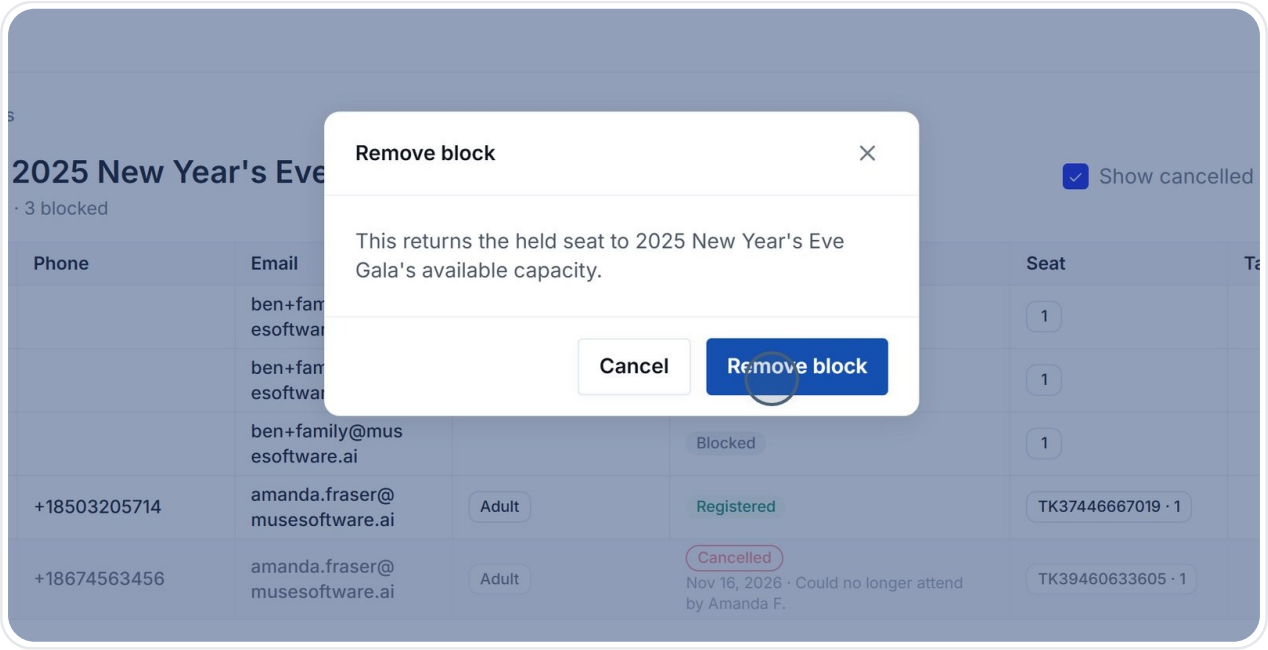
15. You can also remove any blocks for the Event



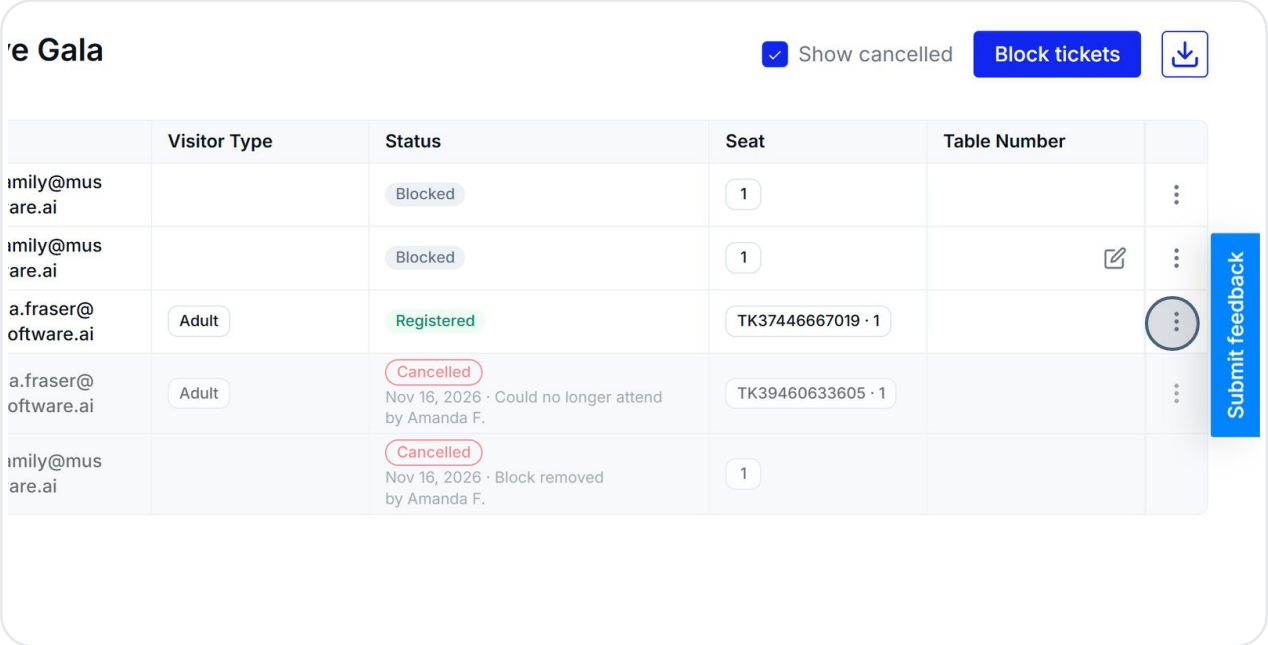
16.



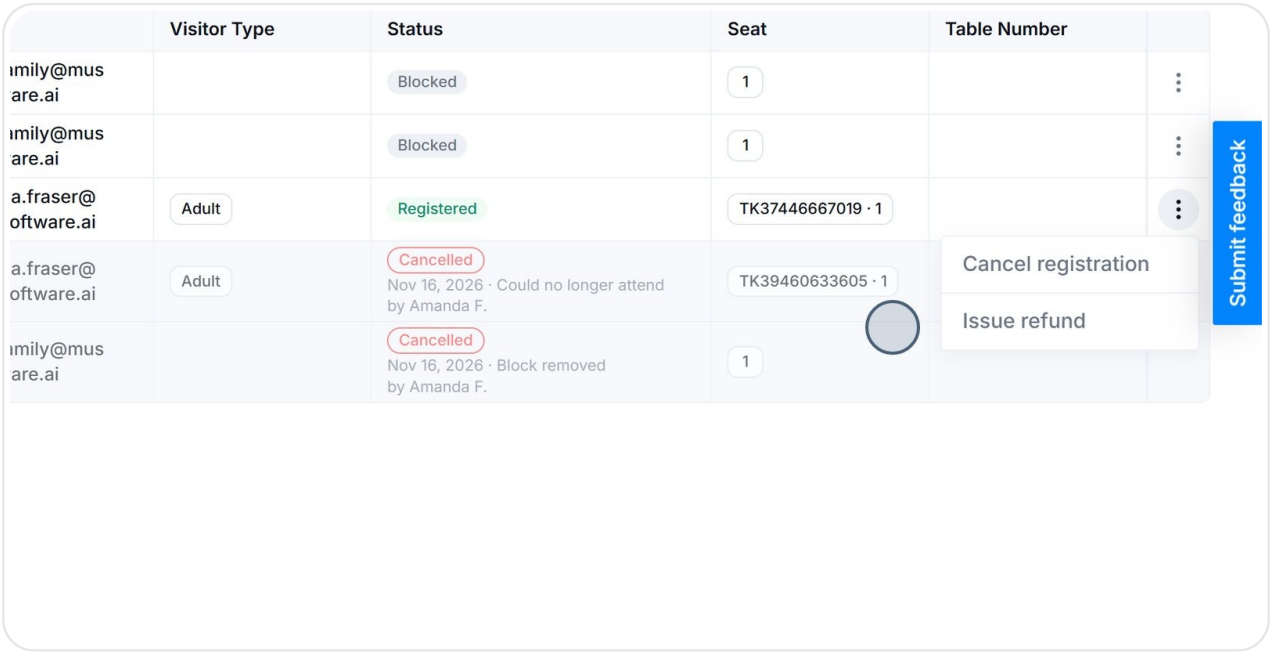
17.



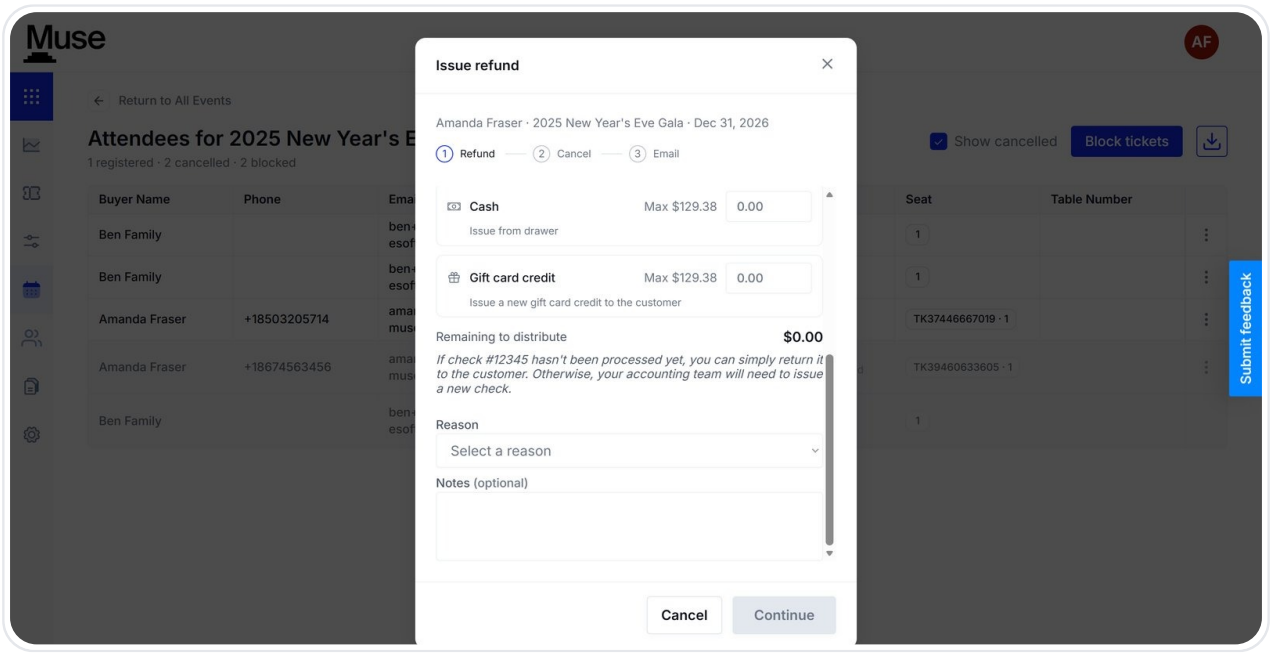
18. Use More options to manage this attendee's registration further.



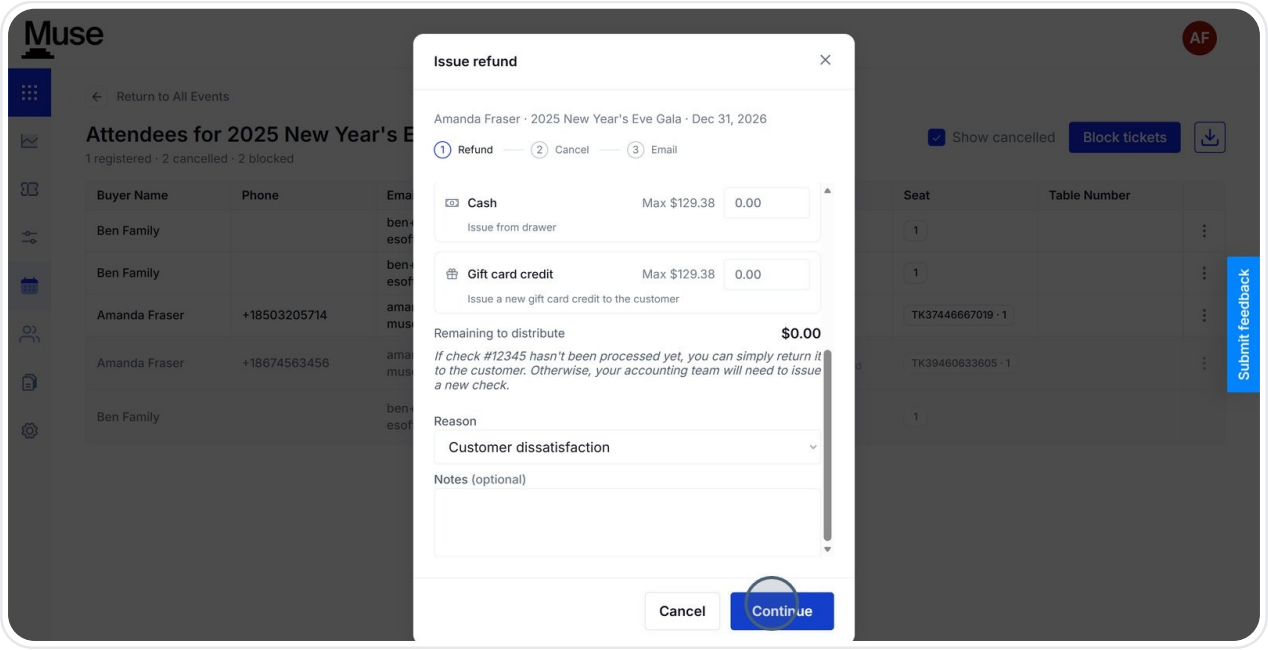
19. Select Issue refund to process reimbursement for a cancelled registration.



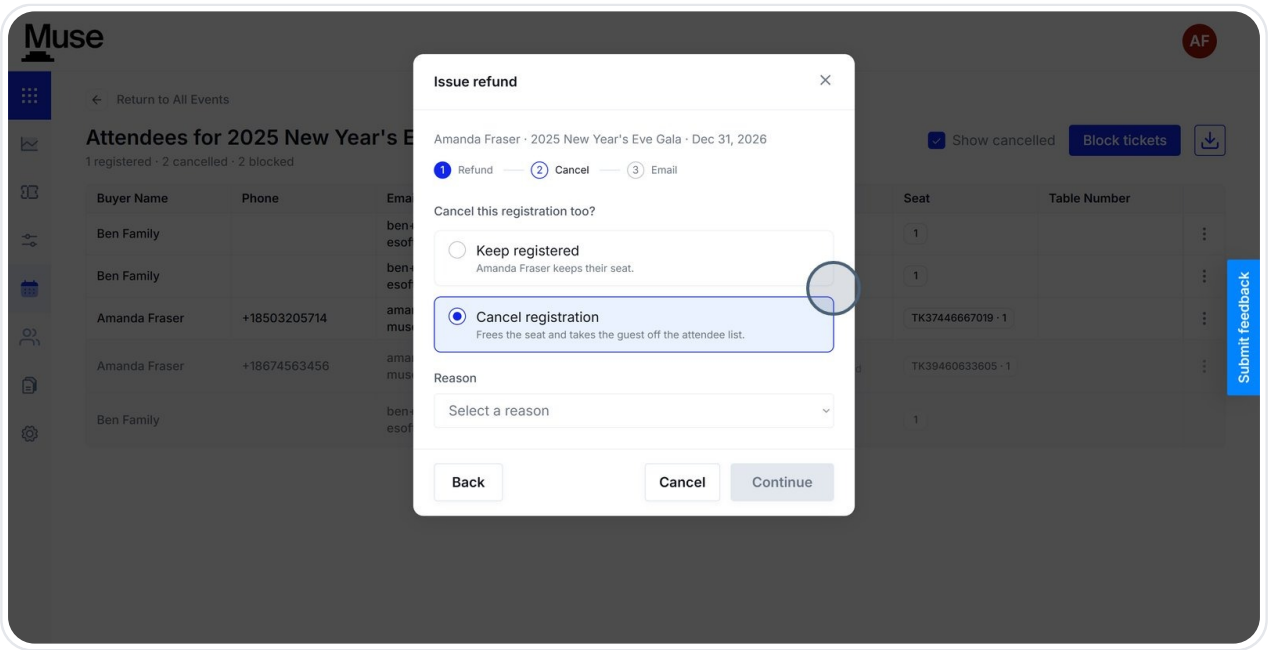
20.



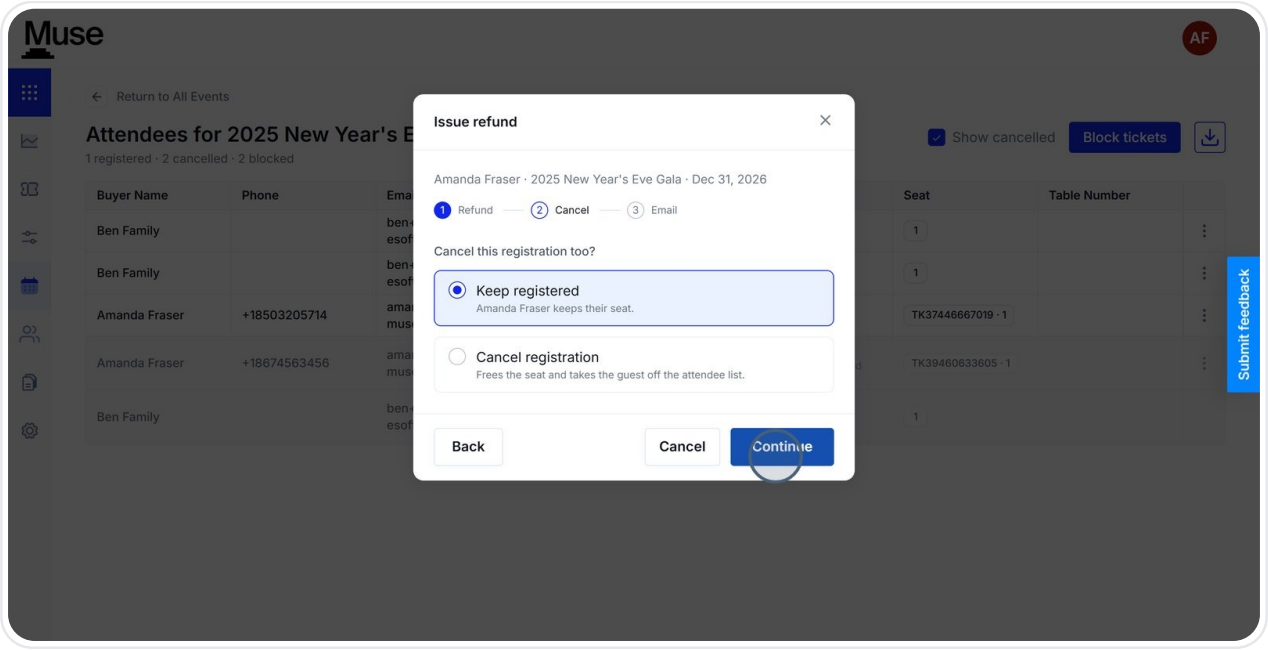
21. Click Continue to progress with the refund process.



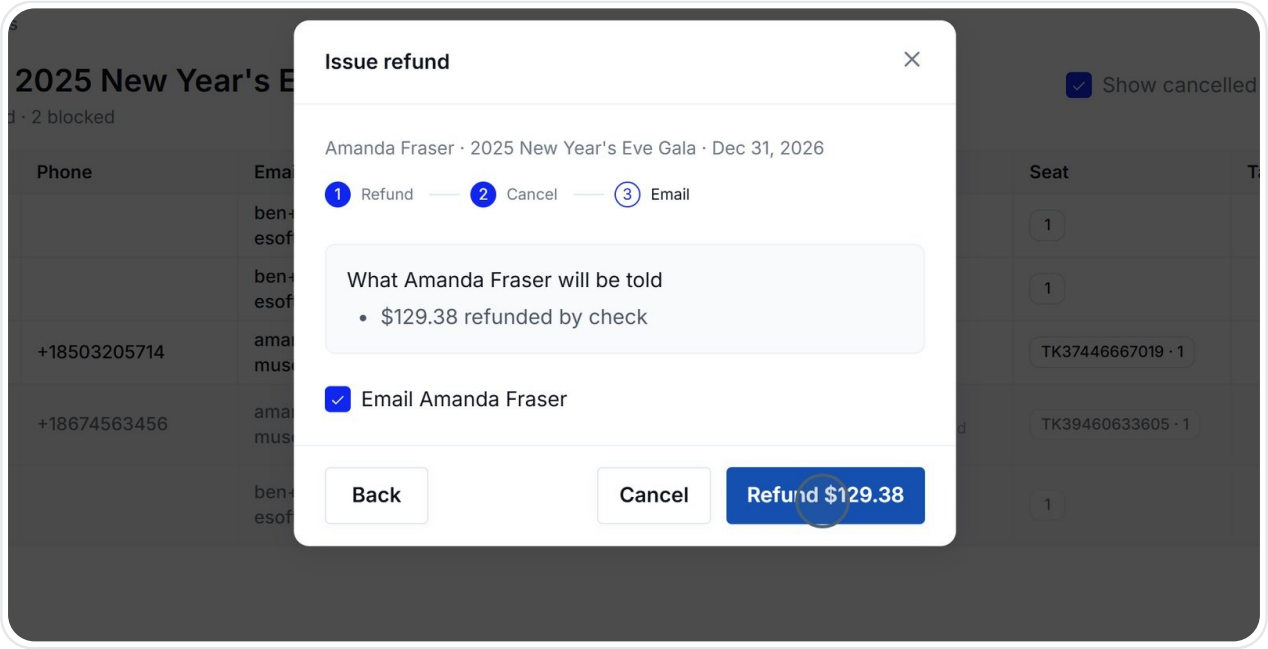
22. Decide whether to keep or cacnel the registration



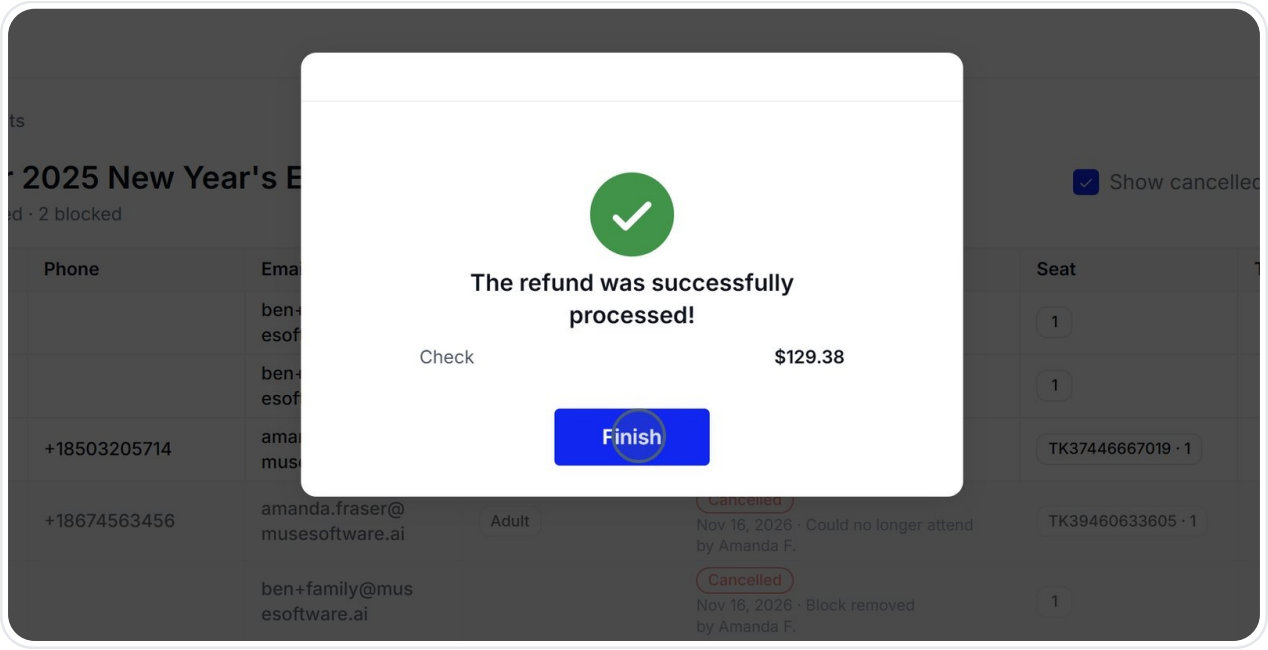
23. Advance by continuing with your selected registration status.



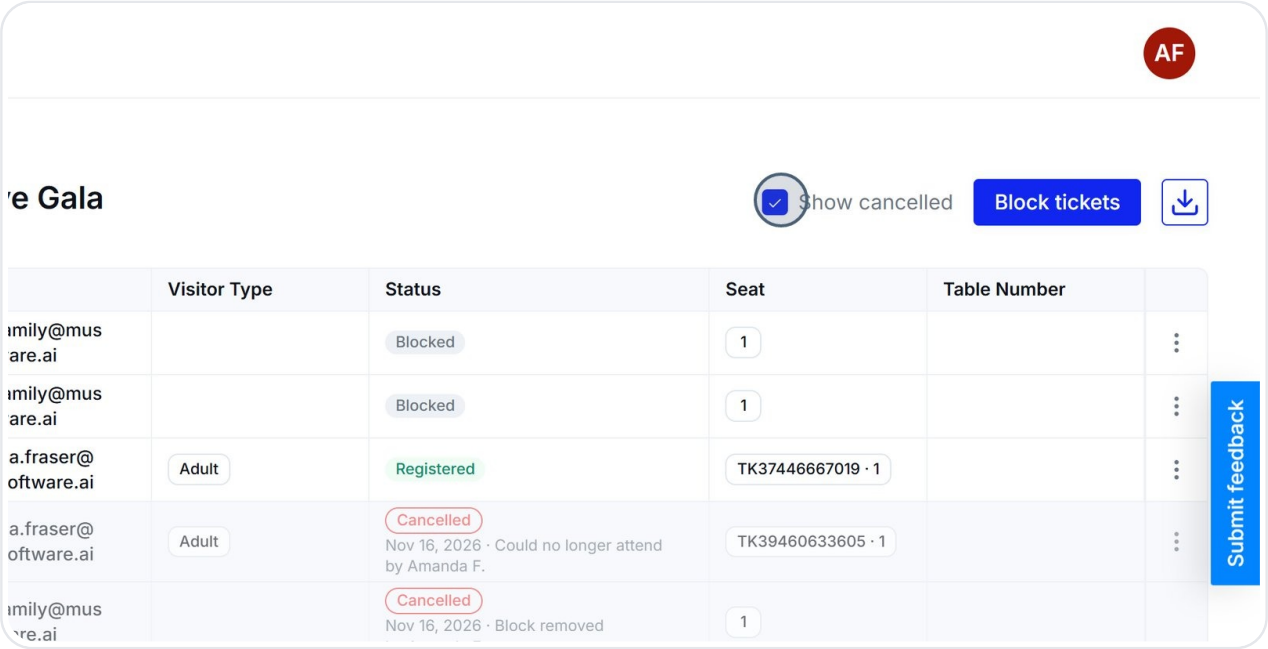
24. Confirm by clicking Refund to return the specified amount to the attendee.



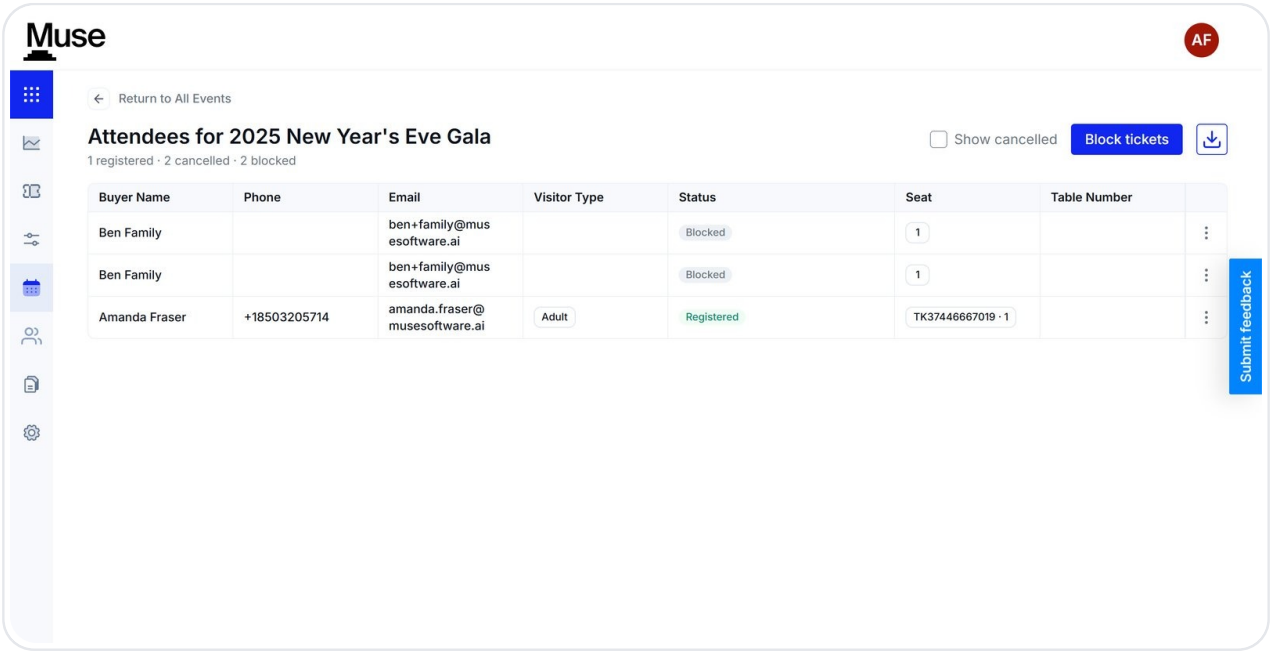
25. Click Finish to close the confirmation and return to attendee management.



26.



27.


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Return to All Events
Attendees for 2025 New Year's Eve Gala
1 registered · 2 cancelled · 2 blocked
Show cancelled
Block tickets
Buyer Name
Phone
Email
Visitor Type
Status
Seat
Table Number
Ben Family
ben+family@musesoftware.ai
Blocked
1
Ben Family
ben+family@musesoftware.ai
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