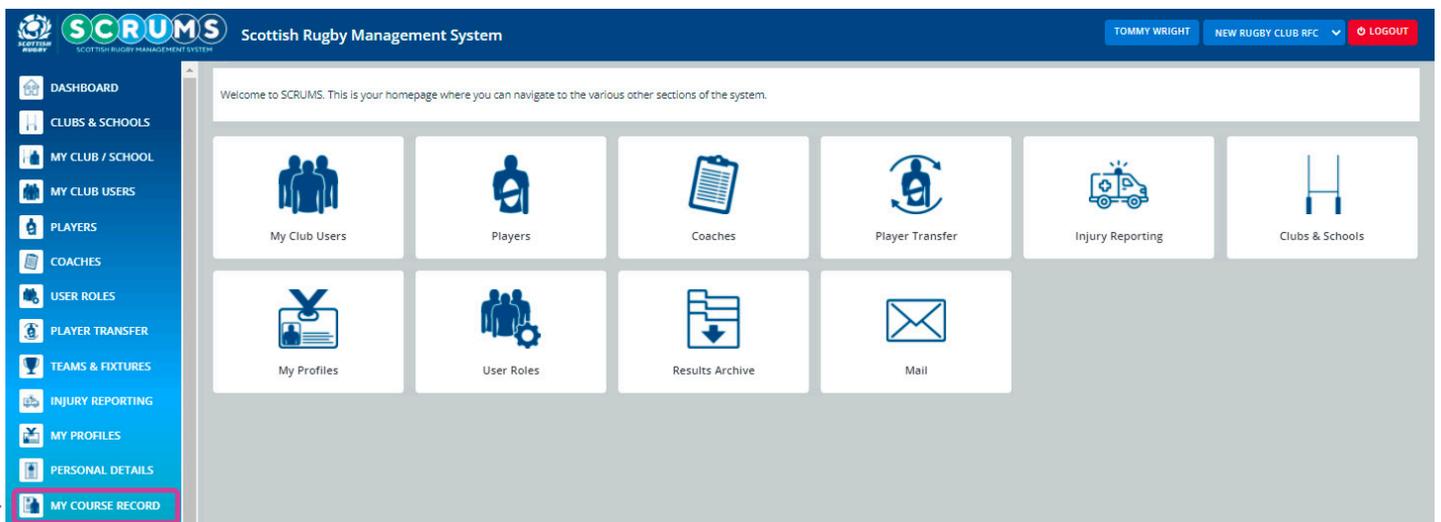


AMEND OR CANCEL A TRAINING COURSE BOOKING

This guide will detail how to amend your course booking and how to cancel a course booking and request a refund.

STEP 1

To access a record of your booked courses, navigate to the **'My Course Record'** section through the main menu sidebar, as highlighted.



STEP 2

On this page, you will see the course you have booked to attend, as well as any others that you have booked onto or completed.

To amend or cancel your booking, click the **'Amend/Cancel Booking'** button.



AMEND OR CANCEL A TRAINING COURSE BOOKING

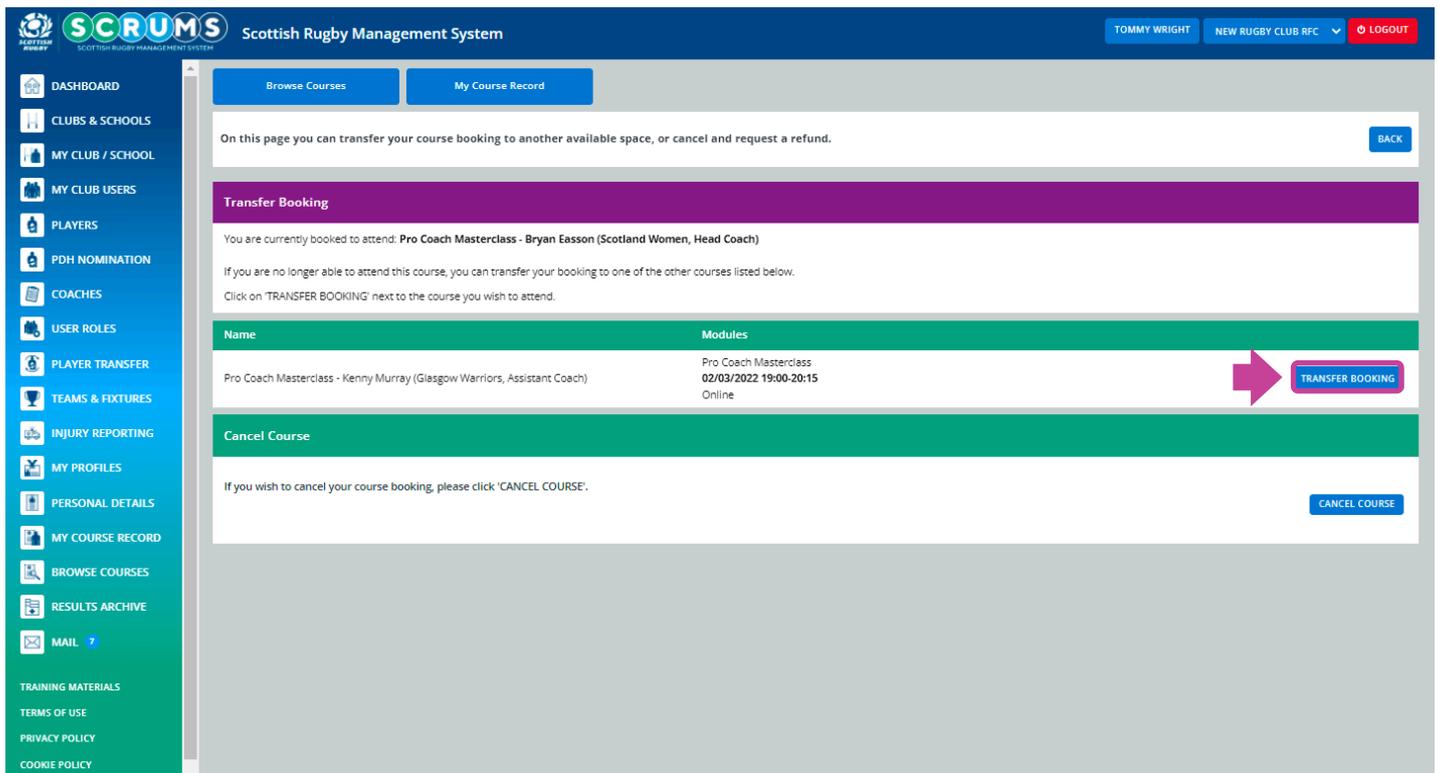
STEP 3

From this page you can transfer your course booking to another available space or cancel and request a refund. If you wish to cancel your booking ahead to Step 6.

To transfer your booking to another available date, navigate to the **'Transfer Booking'** section.

This **'Transfer Booking'** section will highlight the current course you are booked to attend and will list suggested courses available for transfer.

From the list provided, transfer your booking to a new course you would like to attend by clicking the **'Transfer Booking'** button beside your preferred selection.



The screenshot shows the SCRUMS Scottish Rugby Management System interface. The top navigation bar includes the SCRUMS logo, the text "Scottish Rugby Management System", and user information: "TOMMY WRIGHT", "NEW RUGBY CLUB RFC", and a "LOGOUT" button. A left-hand sidebar contains various menu items such as "DASHBOARD", "CLUBS & SCHOOLS", "MY CLUB / SCHOOL", "MY CLUB USERS", "PLAYERS", "PDH NOMINATION", "COACHES", "USER ROLES", "PLAYER TRANSFER", "TEAMS & FIXTURES", "INJURY REPORTING", "MY PROFILES", "PERSONAL DETAILS", "MY COURSE RECORD", "BROWSE COURSES", "RESULTS ARCHIVE", "MAIL", "TRAINING MATERIALS", "TERMS OF USE", "PRIVACY POLICY", and "COOKIE POLICY".

The main content area has two tabs: "Browse Courses" (selected) and "My Course Record". Below the tabs, a message states: "On this page you can transfer your course booking to another available space, or cancel and request a refund." with a "BACK" button. The "Transfer Booking" section is highlighted in purple and contains the following text:

You are currently booked to attend: **Pro Coach Masterclass - Bryan Easson (Scotland Women, Head Coach)**

If you are no longer able to attend this course, you can transfer your booking to one of the other courses listed below. Click on 'TRANSFER BOOKING' next to the course you wish to attend.

Name	Modules	
Pro Coach Masterclass - Kenny Murray (Glasgow Warriors, Assistant Coach)	Pro Coach Masterclass 02/03/2022 19:00-20:15 Online	

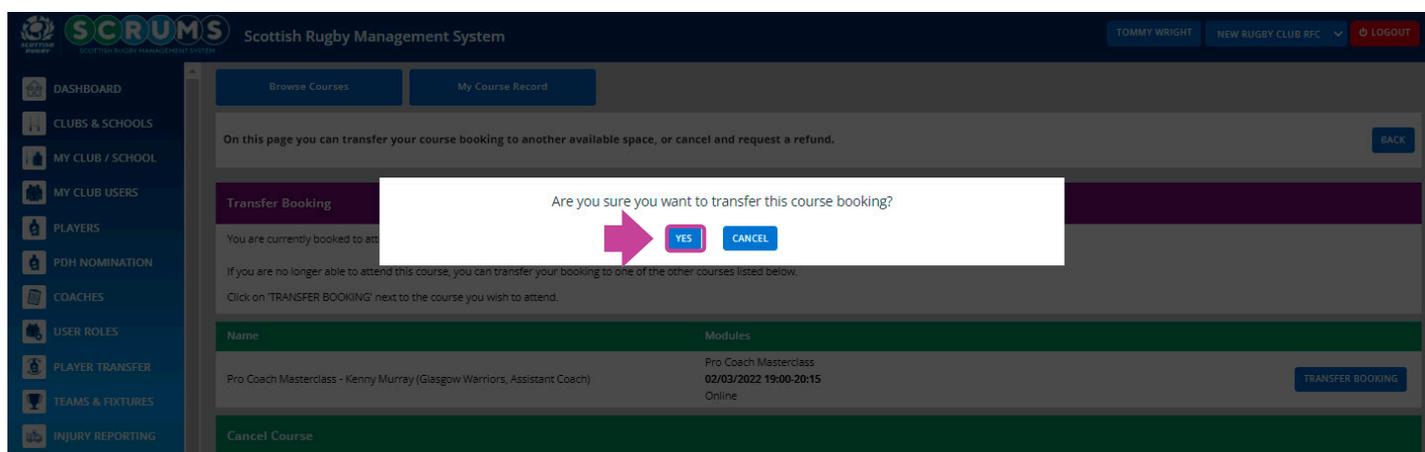
Below the table is a "Cancel Course" section with the text: "If you wish to cancel your course booking, please click 'CANCEL COURSE'." and a "CANCEL COURSE" button.

AMEND OR CANCEL A TRAINING COURSE BOOKING

STEP 4

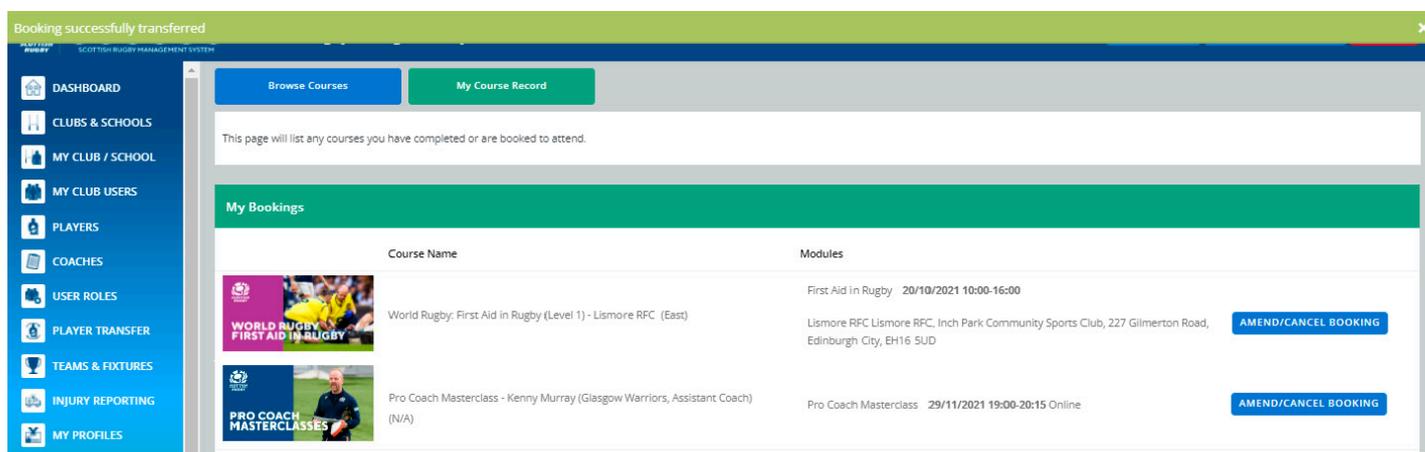
You will then be asked to confirm your selection. Click **'Yes'** to continue.

You will not be asked to pay again, as your existing payment will be carried from the previous course selection.



STEP 5

Once you have confirmed your selection you will be booked onto the new course date and returned to the **'My Course Record'** section of SCRUMS where details of your transferred booking will be available to view.



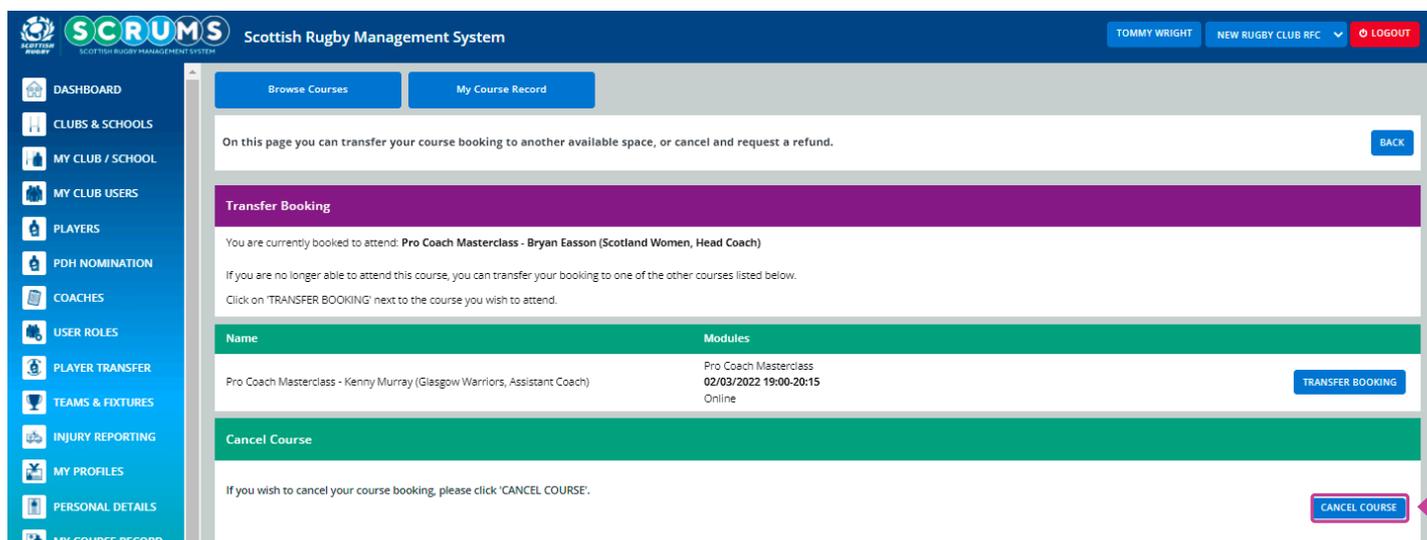
AMEND OR CANCEL A TRAINING COURSE BOOKING

STEP 6

If you wish to cancel your booking and request a refund, navigate to the bottom of the page.

To cancel your fee-paying booking and request a refund, click the **'Request Refund'** button.

If you were booked onto a non-fee-paying course the button will read **'Cancel Course'**.



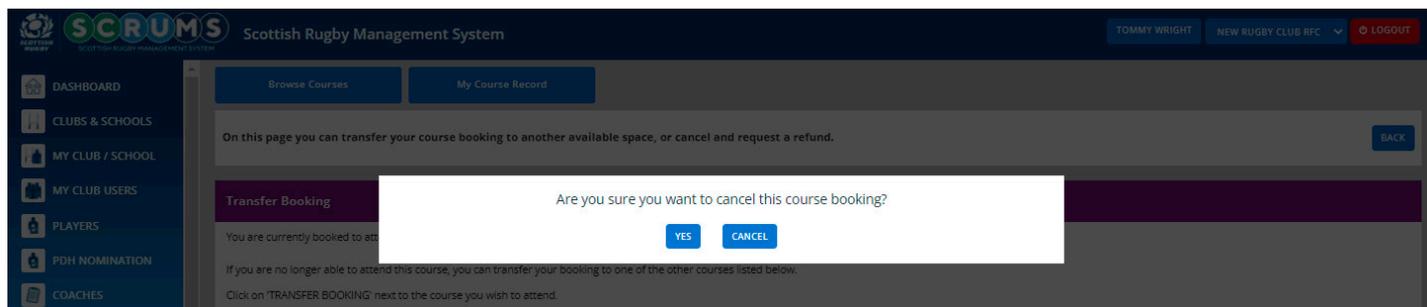
The screenshot shows the SCRUMS interface. The user is logged in as Tommy Wright from New Rugby Club RFC. The page title is "Scottish Rugby Management System". The main content area has two tabs: "Browse Courses" and "My Course Record". Below the tabs, there is a message: "On this page you can transfer your course booking to another available space, or cancel and request a refund." followed by a "BACK" button. A purple header section titled "Transfer Booking" contains the text: "You are currently booked to attend: Pro Coach Masterclass - Bryan Easson (Scotland Women, Head Coach)". Below this, it says: "If you are no longer able to attend this course, you can transfer your booking to one of the other courses listed below. Click on 'TRANSFER BOOKING' next to the course you wish to attend." A table lists available courses:

Name	Modules	
Pro Coach Masterclass - Kenny Murray (Glasgow Warriors, Assistant Coach)	Pro Coach Masterclass 02/03/2022 19:00-20:15 Online	TRANSFER BOOKING

Below the table is a green header section titled "Cancel Course" with the text: "If you wish to cancel your course booking, please click 'CANCEL COURSE'." A pink arrow points to the "CANCEL COURSE" button.

STEP 7

You will then be asked to confirm your selection. Click **'Yes'** to continue.



The screenshot shows the same SCRUMS interface as in Step 6, but with a confirmation dialog box overlaid. The dialog box contains the text: "Are you sure you want to cancel this course booking?" and two buttons: "YES" and "CANCEL".

AMEND OR CANCEL A TRAINING COURSE BOOKING

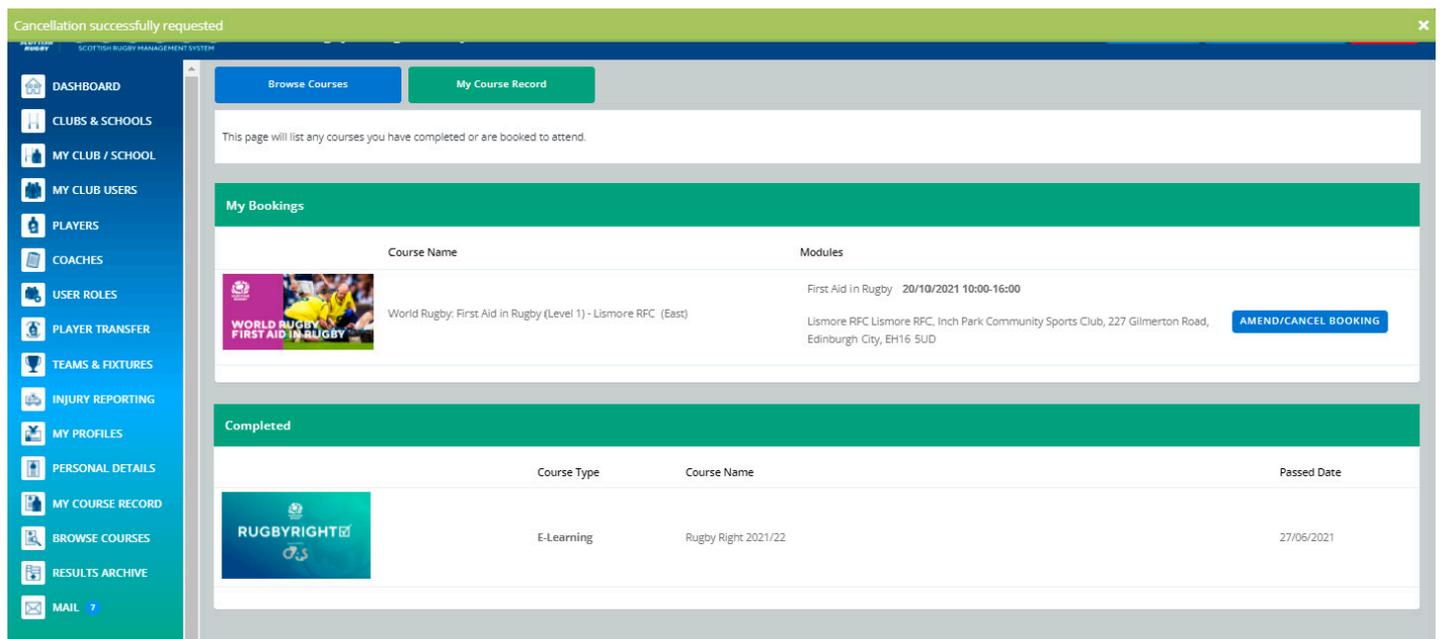
STEP 8

Once you have confirmed your selection your booking will be cancelled, and you will be returned to the ‘My Course Record’ section of SCRUMS where details of your booking will be removed.

If your course had a course fee, this fee will be refunded to your original payment method within 7 days of the refund request date.

You will also receive a cancellation and / or refund confirmation email to your listed SCRUMS email address.

Cancellation successfully requested



The screenshot shows the 'My Course Record' page in the SCRUMS system. At the top, a green notification bar states 'Cancellation successfully requested'. Below this, there are two tabs: 'Browse Courses' and 'My Course Record', with the latter being active. A message reads: 'This page will list any courses you have completed or are booked to attend.' The page is divided into two main sections: 'My Bookings' and 'Completed'.

My Bookings

Course Name	Modules
 World Rugby: First Aid in Rugby (Level 1) - Lismore RFC (East)	First Aid in Rugby 20/10/2021 10:00-16:00 Lismore RFC Lismore RFC, Inch Park Community Sports Club, 227 Gilmerton Road, Edinburgh City, EH16 5UD AMEND/CANCEL BOOKING

Completed

Course Type	Course Name	Passed Date
 E-Learning	Rugby Right 2021/22	27/06/2021