

Public Cancellation Process

Carlsbad Aquatics now allows cancellation for Lap Swim, Family Rec Swim and Masters Reservations.

Step by Step Instructions

1. Navigate to www.carlsbadconnect.org and choose **Login/Create Account**

The screenshot shows the homepage of the City of Carlsbad website. At the top left is the City of Carlsbad logo. To the right are social media icons for Facebook, Twitter, YouTube, Pinterest, and Instagram. Below the logo is a search bar with the text "How can we help?". A navigation menu contains buttons for Residents, Business, City Services, City Hall, How Do I, and Visitors. A secondary navigation bar includes "Log In/Create Account" (highlighted with a red box), "Catalog", "Policies", and "Help". A shopping cart icon shows "Cart Empty". The main content area features a grid of activity categories with counts: All Activities (525), All Parks & Facilities (163), Rentals: Outdoor Facilities (118), Rentals: Indoor Facilities (34), and Community Gardens (126). Below this are rows of specific activities: Aquatics (322), Masters, Lap or Recreat. (76), Private Swim Lessons (3), Camps (0), Dance (0), Early Childhood (15), Martial Arts (0), Mind/Body Wellness (4), Special Interest (17), and Sports (0). A "Filter" section on the left includes a search box for "Keyword or code...", a "Location" dropdown, and "Select Locations". At the bottom, there are links for "Create an Account (0)", "Join the Carlsbad Team! (0)", "Teacher Portal (0)", and "Library & Cultural Arts (0)".

2. Navigate to **Account**

The screenshot shows the account page on the City of Carlsbad website. The layout is similar to the homepage, but the "Log In/Create Account" button is replaced by "Account" (highlighted with a red box), "Catalog", and "Connect". The "Internal" link is also visible. The activity grid and filter sections are identical to the homepage screenshot.

3. Navigate to **Transaction History**

ect

Policies Help Log Out

NEW NOTIFICATIONS

You have no new notifications

[View Inbox](#)

MY UPCOMING EVENTS

- Mar 14th 08:00 - 08:45am - (Facility Reservation) L0 Transaction 25635766
- Mar 15th 01:00 - 01:45pm - (Facility Reservation) L0 Transaction 25635766
- Mar 16th 08:00 - 08:45am - (Facility Reservation) L0 Transaction 25635765
- Mar 17th 01:00 - 01:45pm - (Facility Reservation) L0 Transaction 25635765
- Mar 18th 08:00 - 08:45am - (Facility Reservation) L0 Transaction 25635765

[View Full Calendar](#)

Browse/Register Now!

- Account Statements
- Transaction History**
- Manage Memberships
- Linked Accounts
- Waiting List Status
- Check-In History
- Contact Preferences
- Event Calendar
- Scholarships

4. Navigate to the **Reservations** tab

Catalog Account Connect

Policies Help Log Out

Transaction History

From: 03/12/2020 To: 03/12/2021 Receipt #: Account Member: (4) Kelly Murphy, Ti... [Refresh Results](#)

Transactions Activities **Reservations** POS Items Balances

Results 1-6 of 6 (Page 1 of 1)

#	Location	Facility	Date	Time	Receipt	Permit	Total	Paid	Balance	Actions
1.	LAP SWIM - ALGA COMPETITION POOL	Lane 01	03/19/2021	1p-1:45p	25635765	Permit #49989	\$5.00	\$5.00	\$0.00	Refund
2.	LAP SWIM - ALGA COMPETITION POOL	Lane 01	03/18/2021	8a-8:45a	25635765	Permit #49989	\$5.00	\$5.00	\$0.00	Refund
3.	LAP SWIM - ALGA COMPETITION POOL	Lane 01	03/17/2021	1p-1:45p	25635765	Permit #49989	\$5.00	\$5.00	\$0.00	Refund
4.	LAP SWIM - ALGA COMPETITION POOL	Lane 01	03/16/2021	8a-8:45a	25635765	Permit #49989	\$5.00	\$5.00	\$0.00	Refund

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5. Choose **Refund** for the date you want to cancel

Transaction History

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Transactions Activities Reservations POS Items Balances

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6. Confirm the Refund Date/Time and choose **Submit**

Refund Confirmation

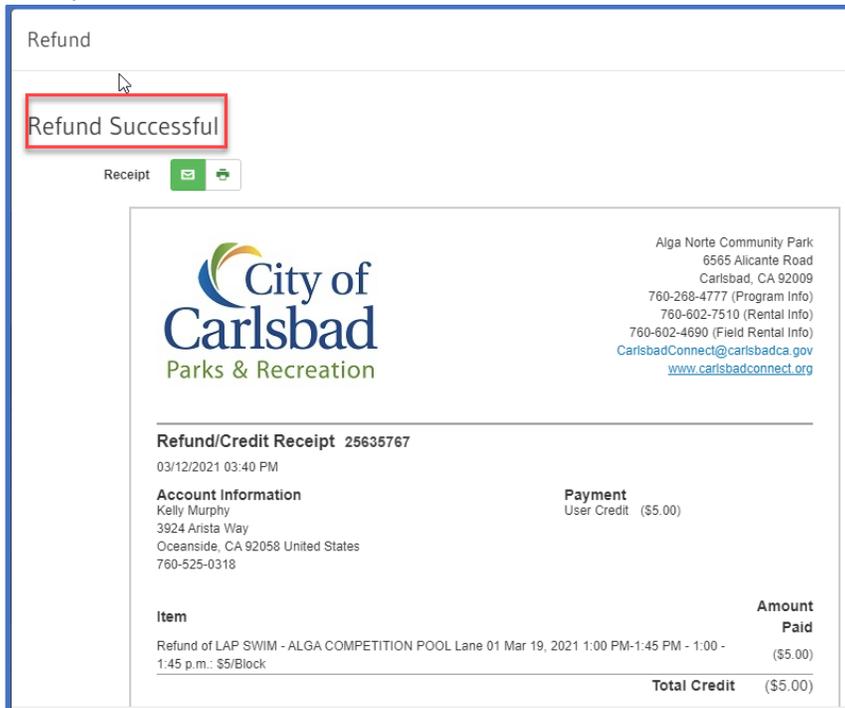
Customer: Kelly Murphy

Payment Type: 1. User Credit

Refund Items	Item	Balance Change	Refund Amount
	Credit/Refund: LAP SWIM - ALGA COMPETITION POOL Lane 01 03/19/2021 1p-1:45p (1:00 - 1:45 p.m.) REMOVE FROM CALENDAR	\$0.00	(\$5.00)
Total		\$0.00	(\$5.00)

Close Submit

7. Receipt created



8. The refund will be reflected on the Transactions Tab.

