

Refunds and disputes

10/31/2024 10:50 am PDT

Admins can issue payment refunds directly from Heylo. Simply navigate to the payment in the admin dashboard or on a [paid event](#), and long press on the payment to refund.

The paying member receives a full refund. Platform fees attributable to Heylo are also refunded; however, payment processing fees from Stripe are non-refundable and will be debited from the linked account.

Refunds process in 5-10 days.
