

## **OMRRA Credits and Refunds Explained**

### **Credits:**

Credits are created in Track Intel and are funds that can be applied against future registrations, or can be refunded at the racer's request. Typically, these are issued for "refundable" races which were paid for, but no wheel was turned in that class. *See complete details on the form.*

Credits are created in only two ways;

1. Complete and submit the Credit Request Form. Instructions are on the form and these are processed only after the event. **Credit requests forms are not processed during the week before events as our staff is fully committed to race registration.**
2. If the racer cancels the race class in registration (tower) before or during registration hours, the credit will happen automatically as part of the post-event processing. **This is the preferred method when a DNS is foreseeable.**

Anything other than the above is simply myth or misunderstanding. OMRRA does not automatically issue credits based on DNS's. No credits will be given without the racer taking one of the actions above.

Credits are used in three ways;

1. During the next online registration at checkout, TI will automatically apply all available credit before any new charges are processed. This is the preferred method to use credits.
2. If registering at the track, the racer **MUST** tell the registration staff they have credits to use. The system does not automatically alert registration that credits exist nor does it apply them without special keystrokes.
3. The Refund Request Form may be submitted and a check will be issued to clear the credit balance from TI. These are processed at the OMRRA office; refunds will not be issued at the track. *See complete details on the form.*

### **Refunds:**

Refunds of eligible race classes or TI credit balances require the submission of the completed Refund Request Form. These are processed only in the OMRRA office. Refunds will not be issued at the track. *See form for complete details.*