How to Accept or Reject Cancellation Requests

Actions · https://a2bmanager.com/docs/admin-cancellations-queue/

Embedded media: https://a2bmanager.com/wp-content/uploads/2026/10/admin-cancellations-queue-v2.mp4

Video walkthrough: accepting and rejecting cancellation requests

When a parent asks to cancel their child's place, the request goes to your Cancellations queue. This guide shows admins how to review requests, reject one with a reason, or accept one by choosing the last class date and deciding what happens to the child's subscriptions. Only club admins can see the Cancellations page.

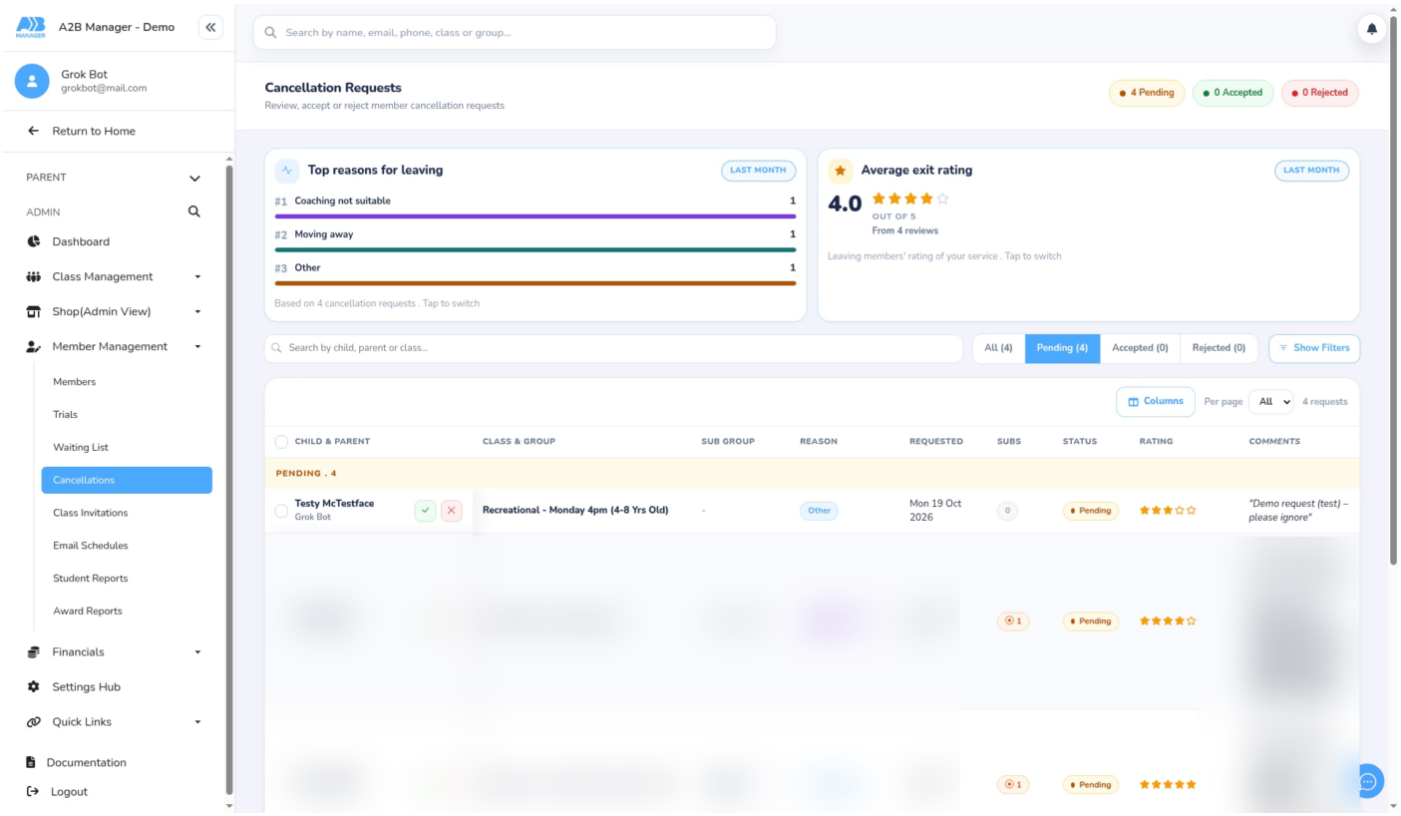
Before you start

- Parents request a cancellation from their dashboard by clicking **Request Cancellation** on their child's class card. They give a star rating, a reason and optional comments.
- You'll hear about new requests by email if your **Request Cancellation** email template is active. There's no notification in the bell, so check the Cancellations page regularly.
- A2B Manager doesn't apply a notice period. If your club has one, apply it yourself when you choose the last class date.

Reviewing, rejecting and accepting requests

Step 1: Open the Cancellations page (0:15)

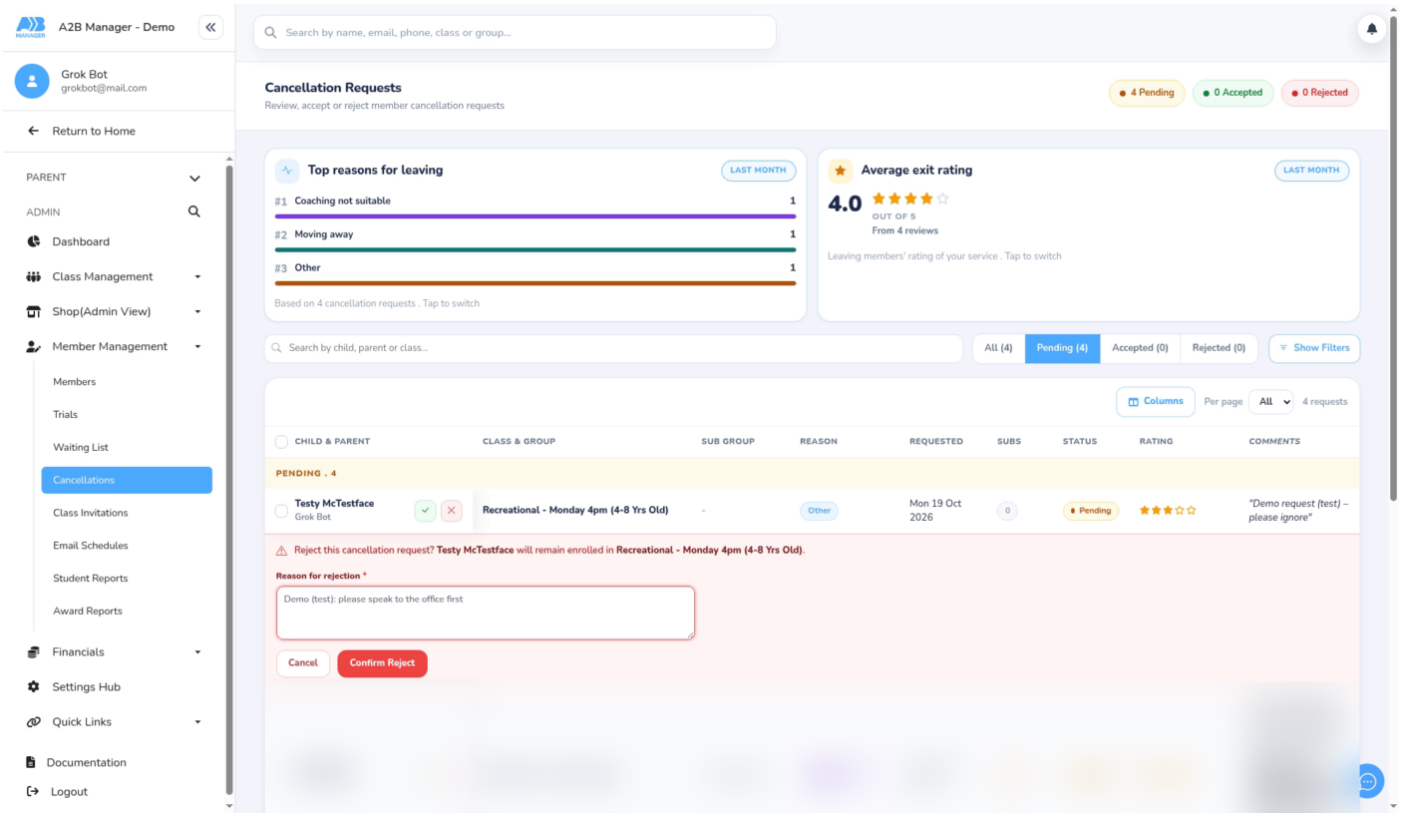
- In the left-hand menu, click **Member Management**, then **Cancellations**. The page is headed **Cancellation Requests**.
- Pending requests show the child, class and group, reason, date requested, subscriptions, rating and comments.
- Use the filters and **Columns** to narrow the list. **Top reasons for leaving** shows why members are leaving. The **Accepted** and **Rejected** tabs hold past requests.



Step 1: The Cancellation Requests page

Step 2: Reject a request (0:40)

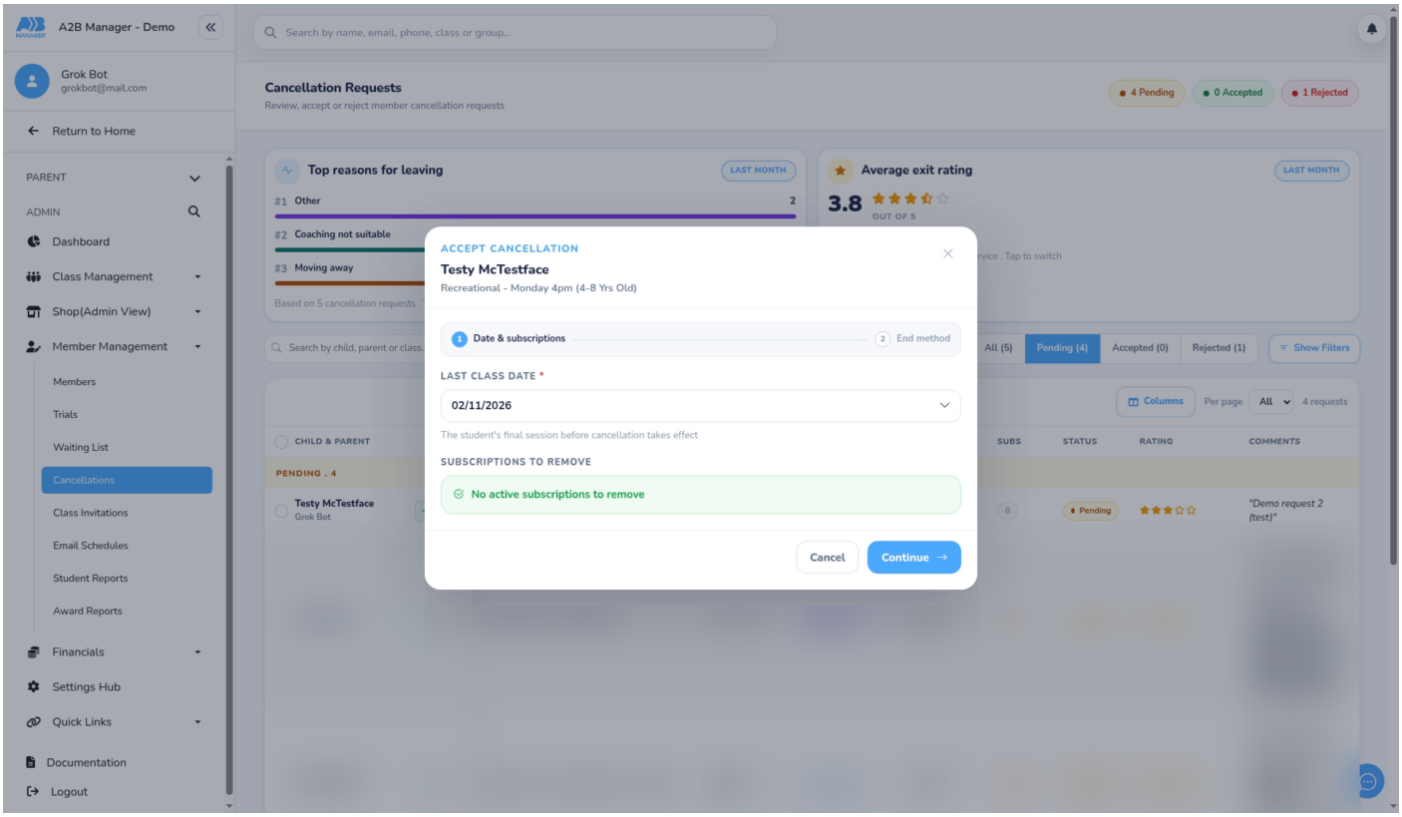
- Click **Reject** on the request.
- Type a **Reason for rejection**. You can't confirm without one.
- Click **Confirm Reject**. You'll see **Cancellation rejected - student remains enrolled**. The child keeps their place and nothing changes with their payments.
- The parent sees **Rejected** and your reason on their dashboard, and they can request again.



Step 2: Rejecting a request with a reason

Step 3: Accept a request: choose the last class date (1:01)

- Click **Accept** on the request.
- Choose the **Last class date**. This is the child's final session; they stay in the class until then. If your club has a notice period, pick a date that allows for it.
- Under **Subscriptions to remove**, click each subscription you want to stop. It changes from **Keep active** to **Will cancel**. Subscriptions you don't select keep running.
- Click **Continue**.



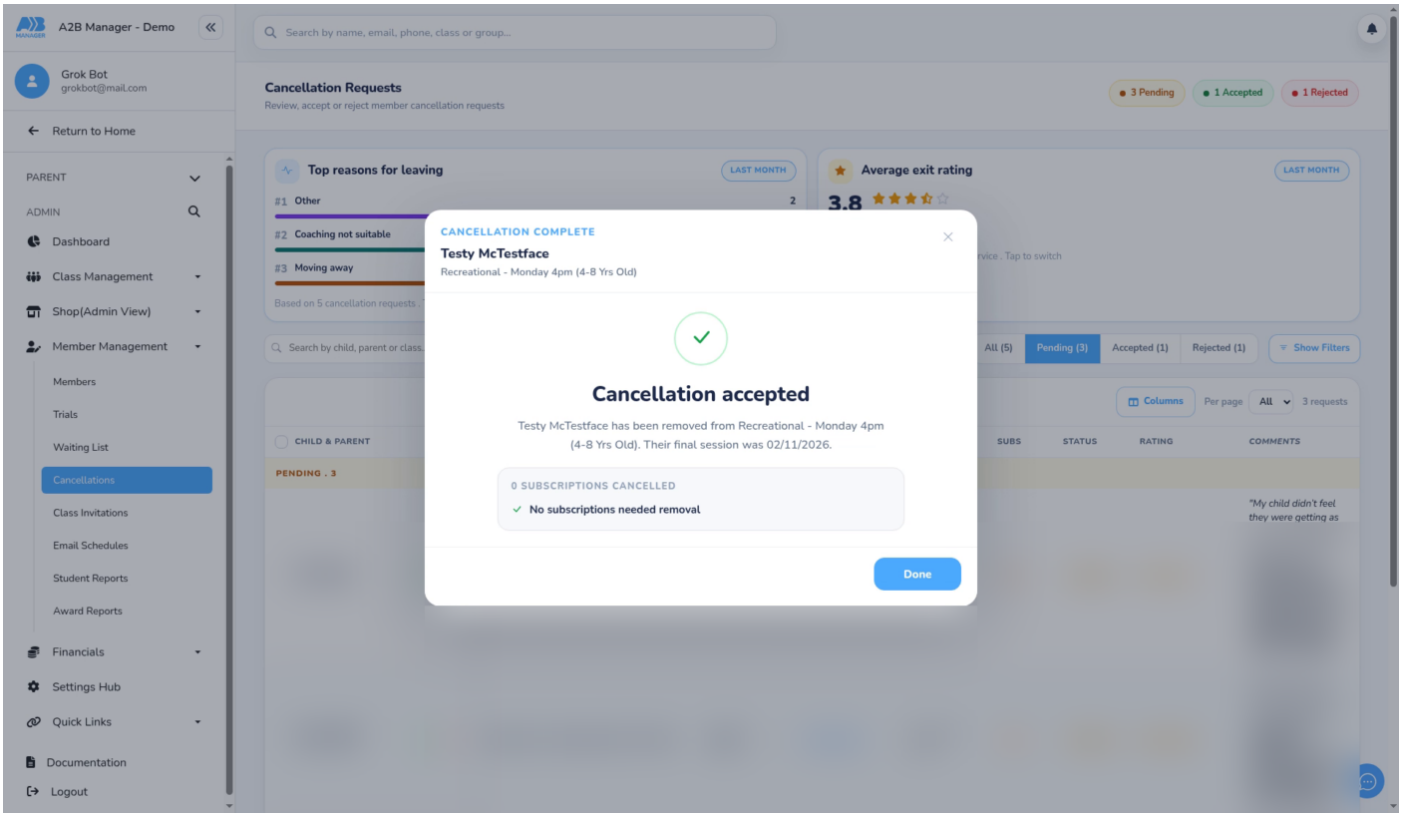
Step 3: Last class date and subscriptions to remove

Step 4: Choose how subscriptions end (1:26)

- Under **How should selected subscriptions end?**, choose a method:
- **End after a final payment** (recommended for most monthly leavers): the subscription runs to a payment date, and payments up to then are taken in full.
- **Cancel now**: ends straight away. No further payment is taken and nothing is refunded. This is selected to start with, so change it if you want another method.
- **End on a specific date (pro rata)**: ends on the last class date, with a part-month charge or refund. You can only use it with a future last class date.
- If you didn't select any subscriptions, you'll see **No subscriptions are selected to cancel. Accepting will still record the last class date.**

Step 5: Confirm the acceptance (1:39)

- Check the summary, then click **Confirm Acceptance**. You can't undo this from the Cancellations page.
- When it's finished, **Cancellation accepted** shows what happened to each subscription, for example a refund, a final charge or the date it's scheduled to end.
- The last class date now shows on the child's class in their member profile.



Step 5: Cancellation accepted

Emails to parents

- Emails are only sent when the matching email template is active: **Request Cancellation**, **Cancellation Confirmation** and **Cancellation Rejection**, plus the **Term** versions for term classes.
- Your rejection reason isn't added to the **Cancellation Rejection** email. The parent sees it on their dashboard, so if you want it in the email, write it to the parent separately.
- Check who each template sends to before you rely on it. You can edit them in your email templates.

If Accept or Reject doesn't work

- Accept and Reject don't work if the parent has no card payment account with your club, for example if they've never paid by card. The request stays in the queue.
- Instead, remove the child from the class. See How to Remove a Member From Class.

Good to know

- To change the last class date after accepting, edit the child's class dates in their member profile.

- Once a request is accepted, the parent can't request a cancellation again for that class group.
- A child with no other classes or subscriptions may show as inactive after their last class.
- Requests can't be deleted. Accepted and rejected requests stay in the history tabs.

> **Tip:** For a monthly subscription, **End after a final payment** is usually the simplest choice: the parent pays up to a payment date and nothing needs to be refunded.

Download the PDF guide (optional)