How to Accept a Cancellation and Send the Confirmation Email

Emails · https://a2bmanager.com/docs/cancellation-confirmation/

Embedded media: https://a2bmanager.com/wp-content/uploads/2026/10/cancellation-confirmation-walkthrough-v3.mp4

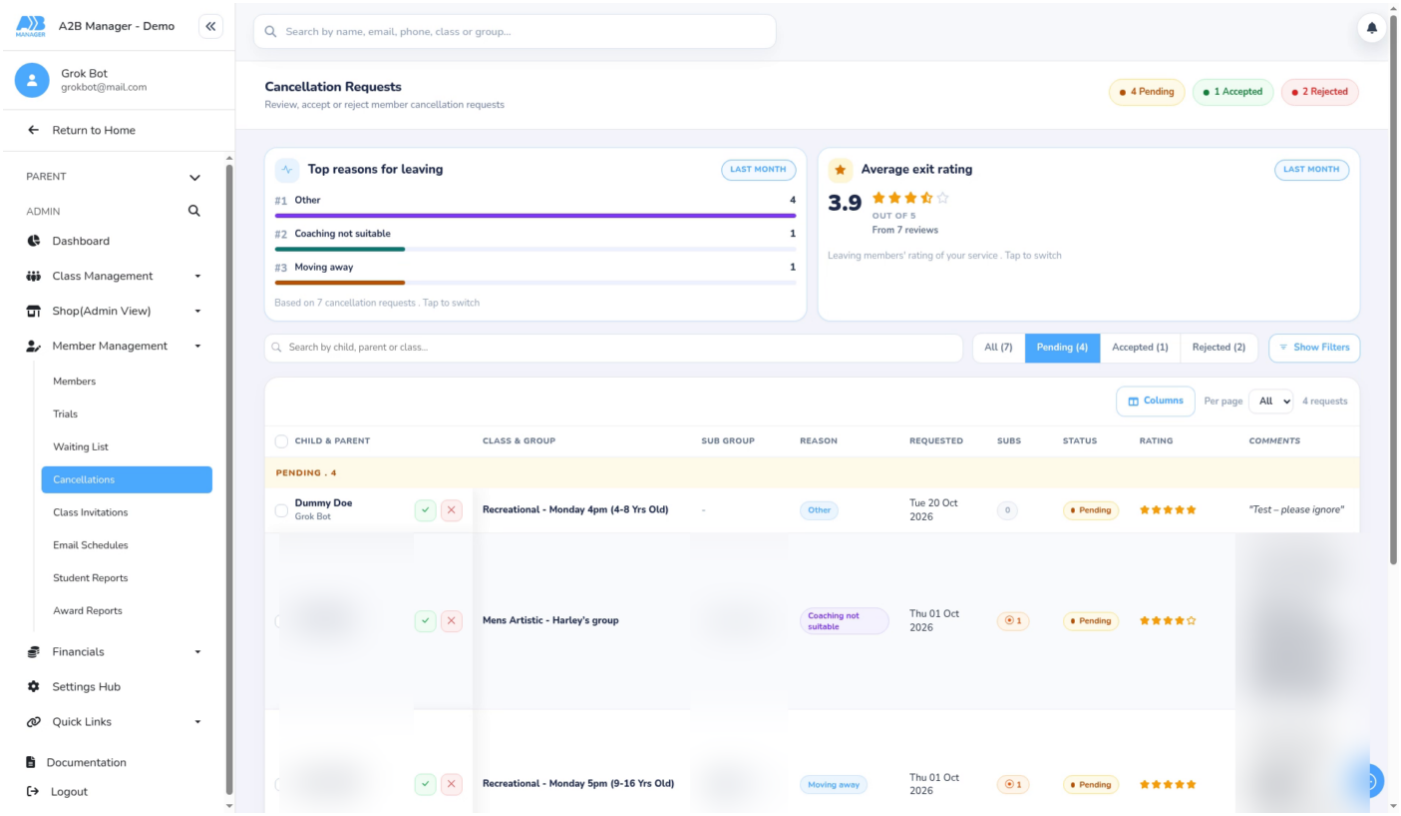
Video walkthrough: accepting a cancellation

When a parent asks to cancel, you accept the request from the Cancellations page. This sets the child's last class date, optionally ends subscriptions, and emails the parent a confirmation.

Accepting a cancellation

Step 1: Open the pending requests (0:00)

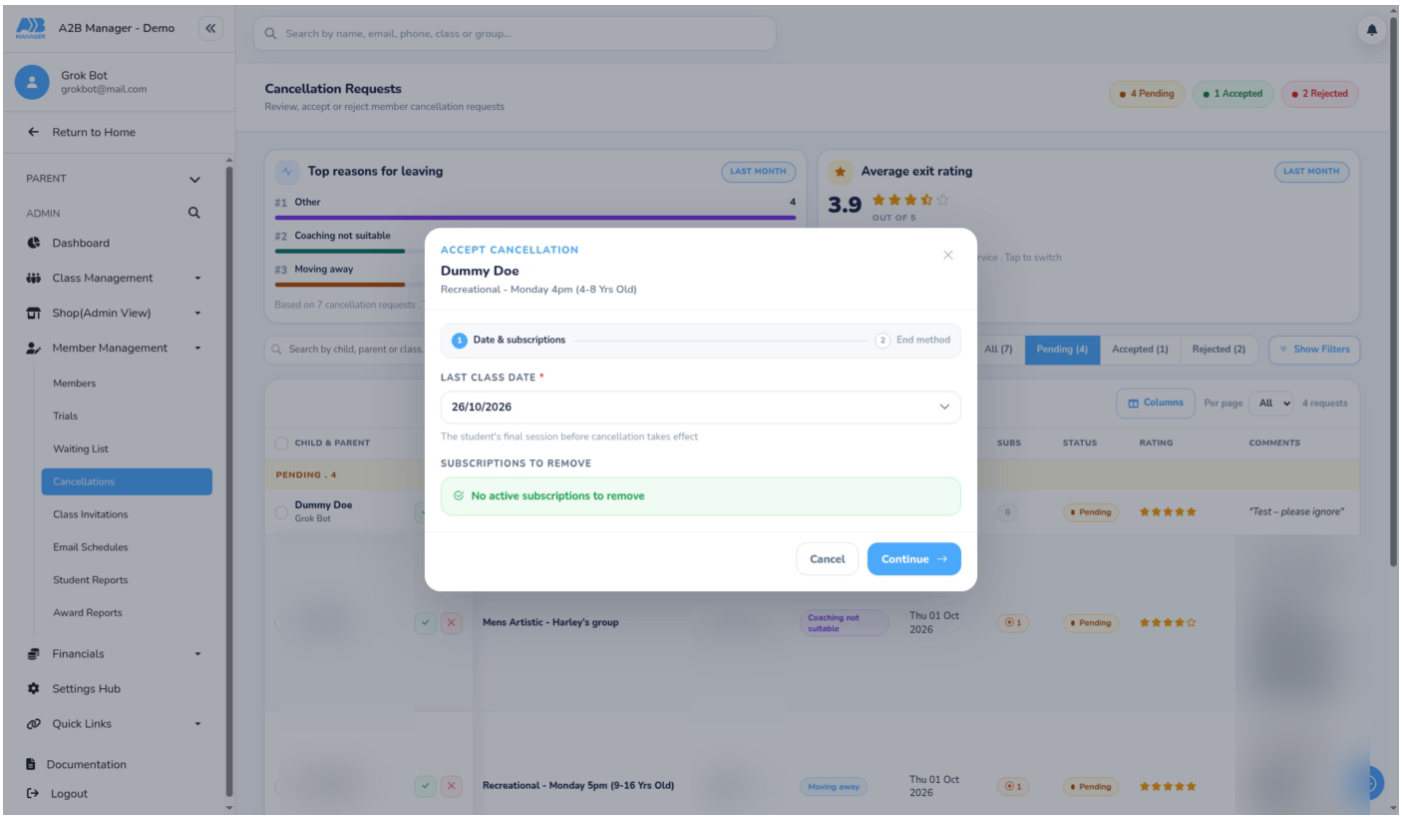
- Go to **Member Management** > **Cancellations** and choose **Pending**.
- Each request shows the child and parent, class and group, reason, rating and comments.



Step 1: Cancellation Requests

Step 2: Choose the last class date (0:11)

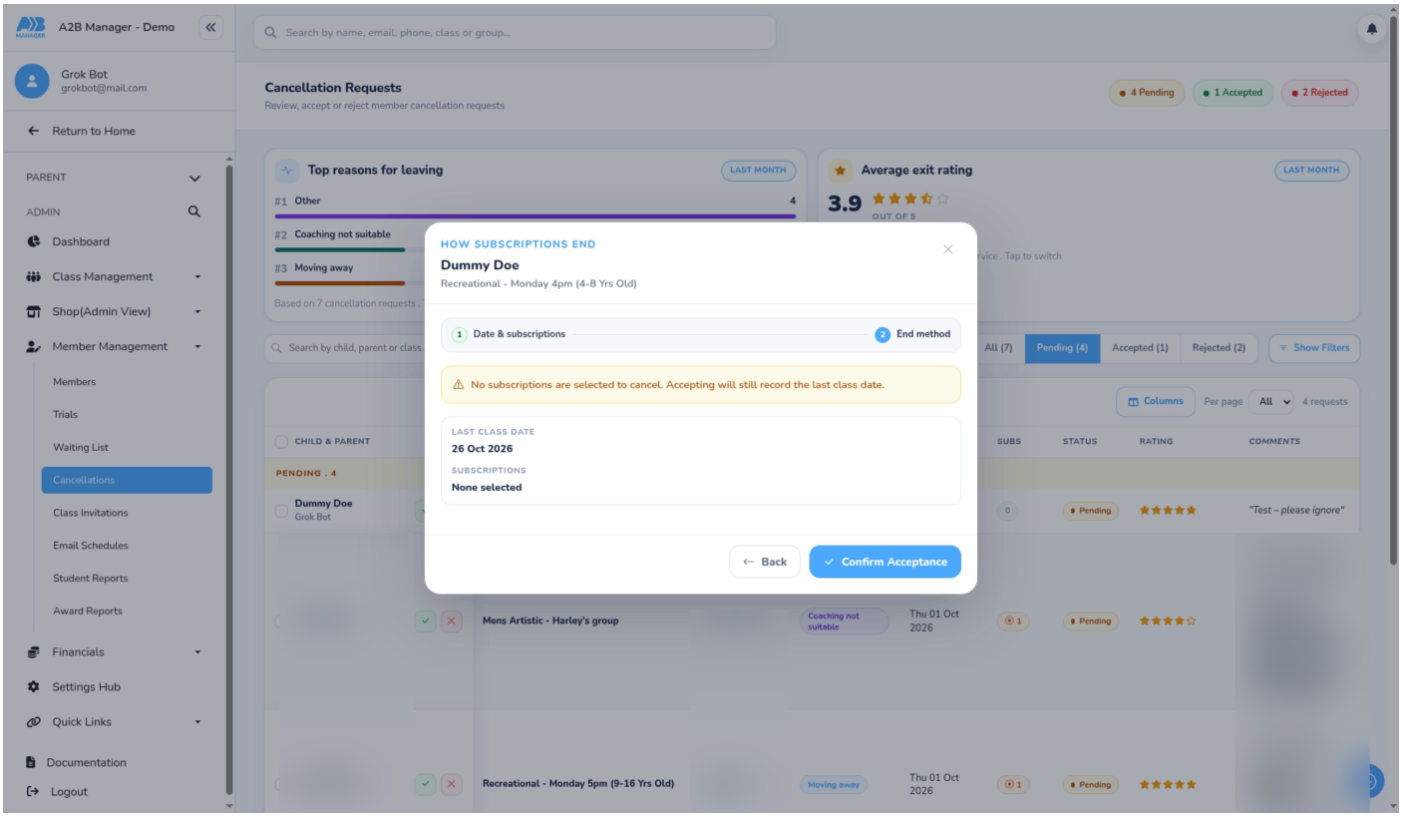
- Click the ✓ next to the child to open **Accept cancellation**.
- Under **Last class date**, pick the child's final session before the cancellation takes effect. Past dates are marked **PAST**.
- **Subscriptions to remove** lists the parent's active subscriptions. Tick only the ones that should end, then click **Continue**.



Step 2: Choosing the last class date

Step 3: Check the summary (0:30)

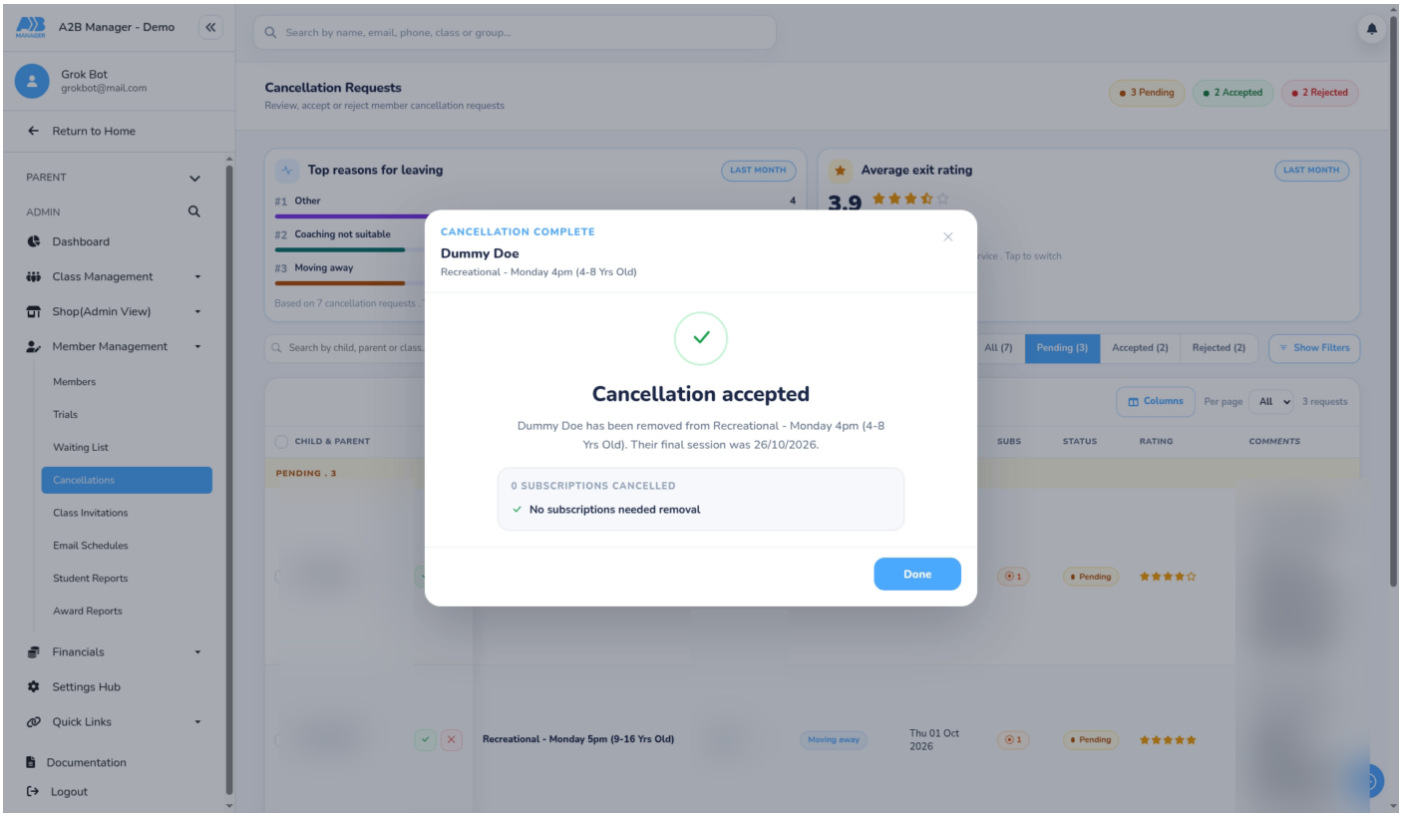
- **How subscriptions end** shows the last class date and the subscriptions selected.
- If you selected subscriptions, choose how they end (for example after a final payment) and whether to give a refund. Leave the refund at £0.00 for none.
- If no subscriptions are selected, accepting still records the last class date.



Step 3: The summary

Step 4: Confirm (0:44)

- Click **Confirm Acceptance**.
- **Cancellation accepted** confirms the final session and how many subscriptions were cancelled. Click **Done**.



Step 4: Cancellation accepted

The Cancellation Confirmation email

- Accepting a request sends the **Cancellation Confirmation** email to the parent.
- Optional: before you start, check the wording under **Settings Hub** > **Email Templates** > **Cancellation Confirmation**. Term groups use **Term Cancellation Confirmation**.
- The default message is: *Dear {ParentFirstName} {ParentLastName}, Cancellation Confirmation: {StudentFirstName} {StudentLastName}, {ClassName}, {ClassGroupName}, Final lesson date: {LastLessonDate}, Payment details: {CancellationPaymentSummary}*

Good to know

- Once a request is accepted, the parent's class card no longer shows **Request Cancellation** for that class.
- To keep the child after all, reject the request instead: the child stays enrolled.

Download the PDF guide (optional)