How the Cancellation Rejection Email Works

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

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

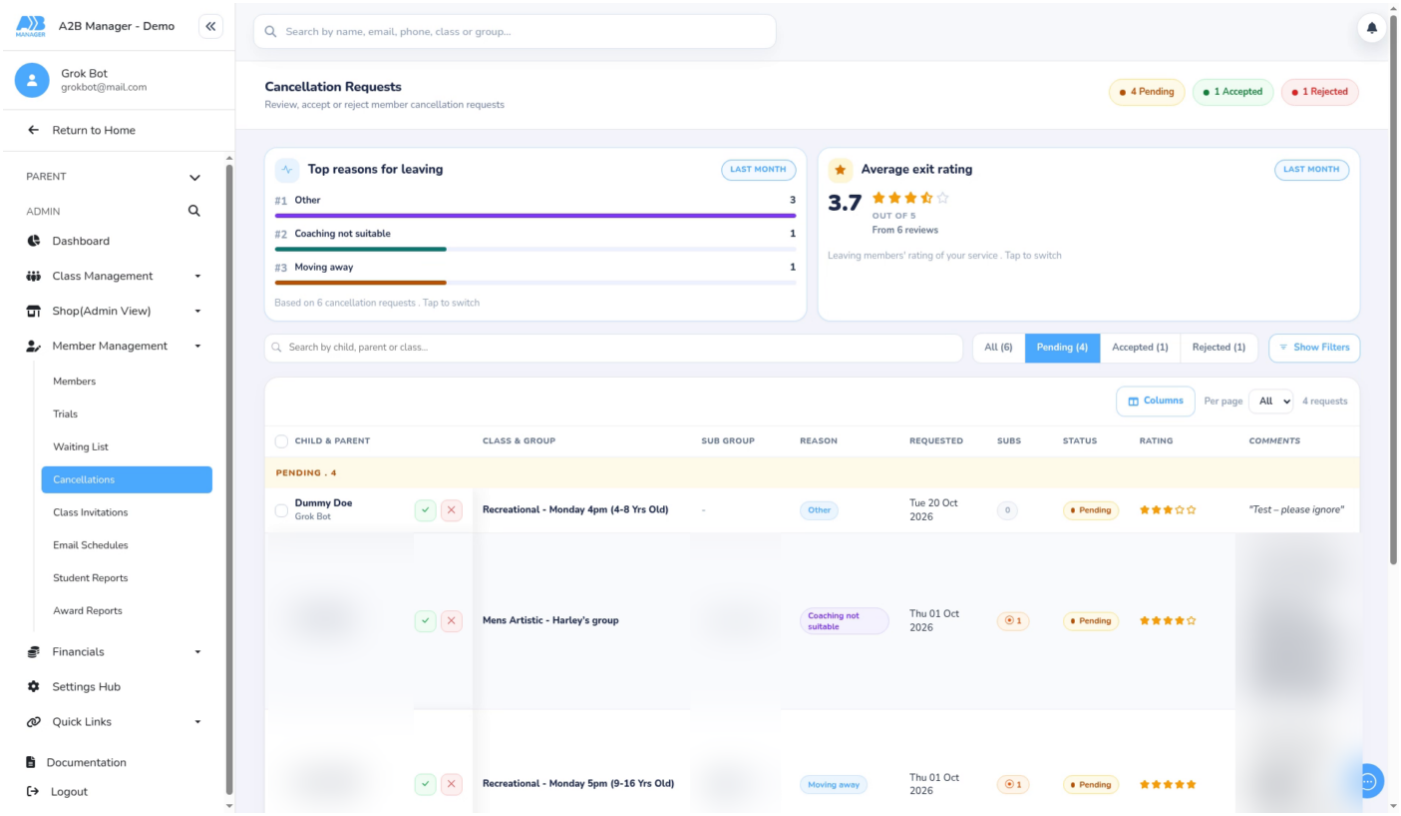
Video walkthrough

Use this when a parent asks to cancel but you, or they, decide not to go ahead. The child stays in the class and the parent is emailed.

Rejecting a cancellation

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

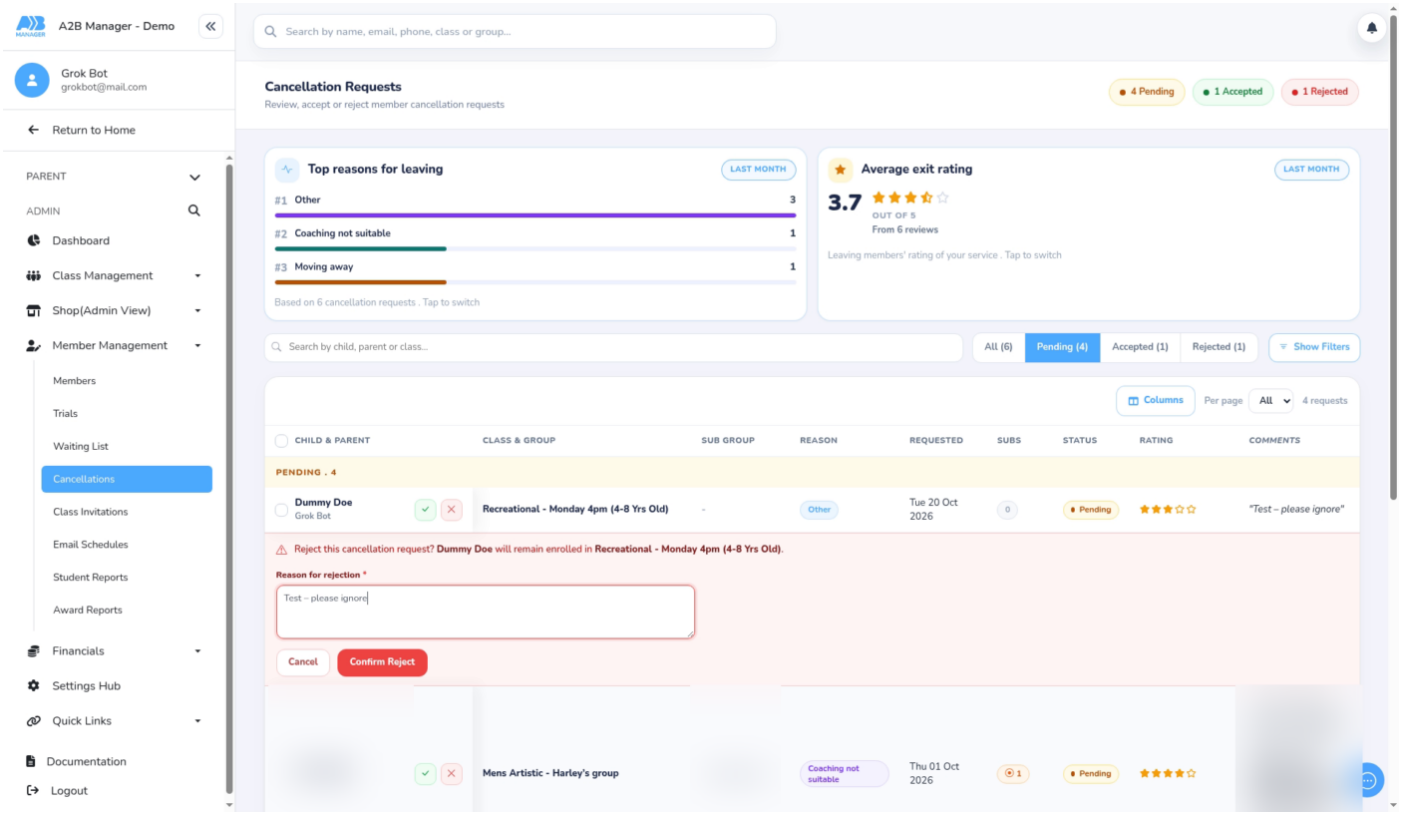
- Go to **Member Management** > **Cancellations** and choose **Pending**.
- Each request shows the child and parent, class and group, reason, rating and comments.



Step 1: Cancellation Requests

Step 2: Reject the request (0:10)

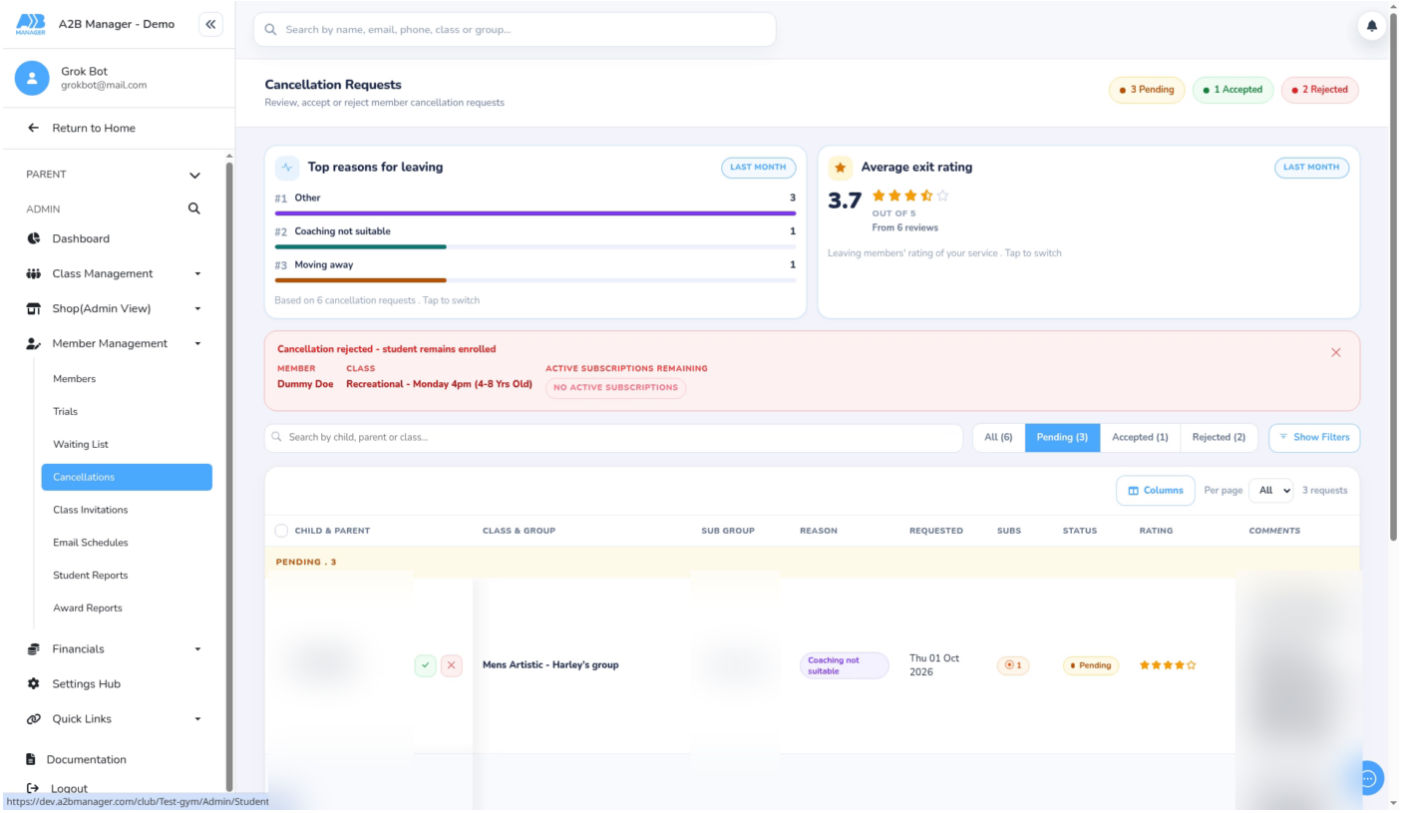
- Click the × next to the child.
- The panel confirms the child will remain enrolled. Enter a **Reason for rejection** (required).



Step 2: Rejecting a request

Step 3: Confirm (0:26)

- Click **Confirm Reject**. The banner reads **Cancellation rejected - student remains enrolled** .
- The parent gets the Cancellation Rejection email straight away.



Step 3: Cancellation rejected

What the parent sees

- On their dashboard, the class card shows **Cancellation outcome: Rejected** with the date and your reason.
- The **Request Cancellation** link comes back, so they can ask again later.

The Cancellation Rejection email

- Find it under **Settings Hub** > **Email Templates** > **Cancellation Rejection**. Term groups use **Term Cancellation Rejection**.
- The default message only says *Dear {StudentFirstName}*, so write the rest yourself, for example: *Your cancellation has not been processed and {StudentFirstName} remains in the class. Thanks for staying with us.*

Download the PDF guide (optional)