How parents request to cancel their child’s space

Bookings & Memberships · https://a2bmanager.com/docs/how-parents-request-to-cancel-their-childs-space/

Embedded media: https://a2bmanager.com/wp-content/uploads/2026/10/how-parents-request-to-cancel-their-childs-space-v4-walkthrough.mp4

Video walkthrough (285 seconds)

Parents start a cancellation from the class card on their dashboard. What happens next depends on your club's **Cancellations** setting. With **Ask the club to confirm**, the parent sends a request and your team accepts or rejects it. With **Cancel straight away**, the parent picks their last class, sees a quote, agrees, and the cancellation goes through without waiting for your team. **End after a final payment** and **Pro rata** use the same form, with their own quote.

Before you start

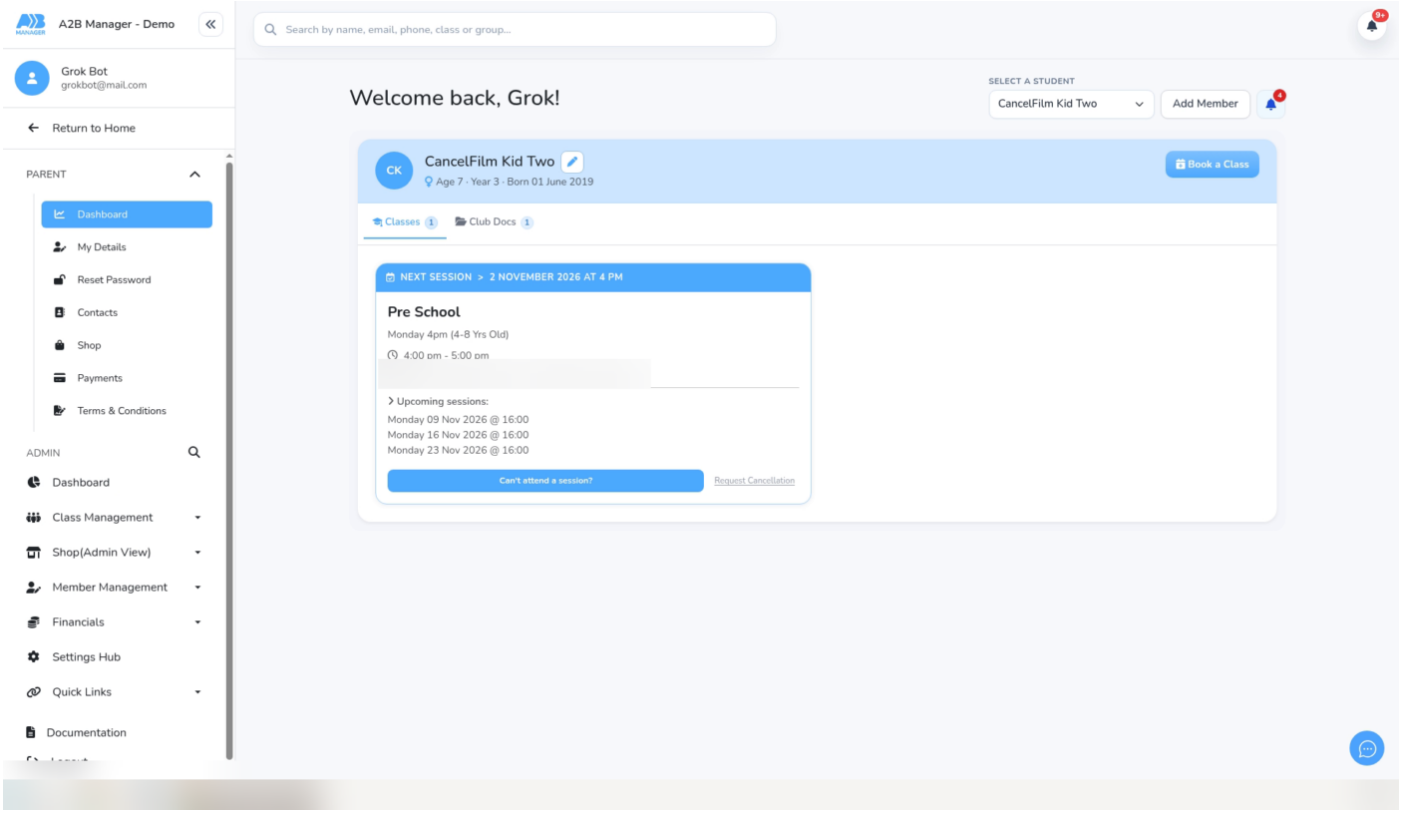
- Your club's choice is in **Settings Hub** > **General Settings** > **Cancellations**, under **Subscription classes**. To change it, see How to Choose How Parents Cancel a Class Place.
- **Ask the club to confirm**: the parent sees **Request a Cancellation**, and your team accepts or rejects the request. See Steps 1 to 10.
- **Cancel straight away**: the parent sees **Cancel this class**, picks a last class, agrees to the quote and cancels. See Steps 11 to 14.
- **End after a final payment** and **Pro rata** also open **Cancel this class**. See **Other cancellation settings** below.
- The Cancellations page explains: *“Ask the club to confirm leaves the request with you. The other choices use the last class the parent picks, and run on their own.”*

How a Parent Requests a Class Cancellation

Step 1: Parent opens their dashboard and finds the booked class (0:16)

- The parent logs into their dashboard.

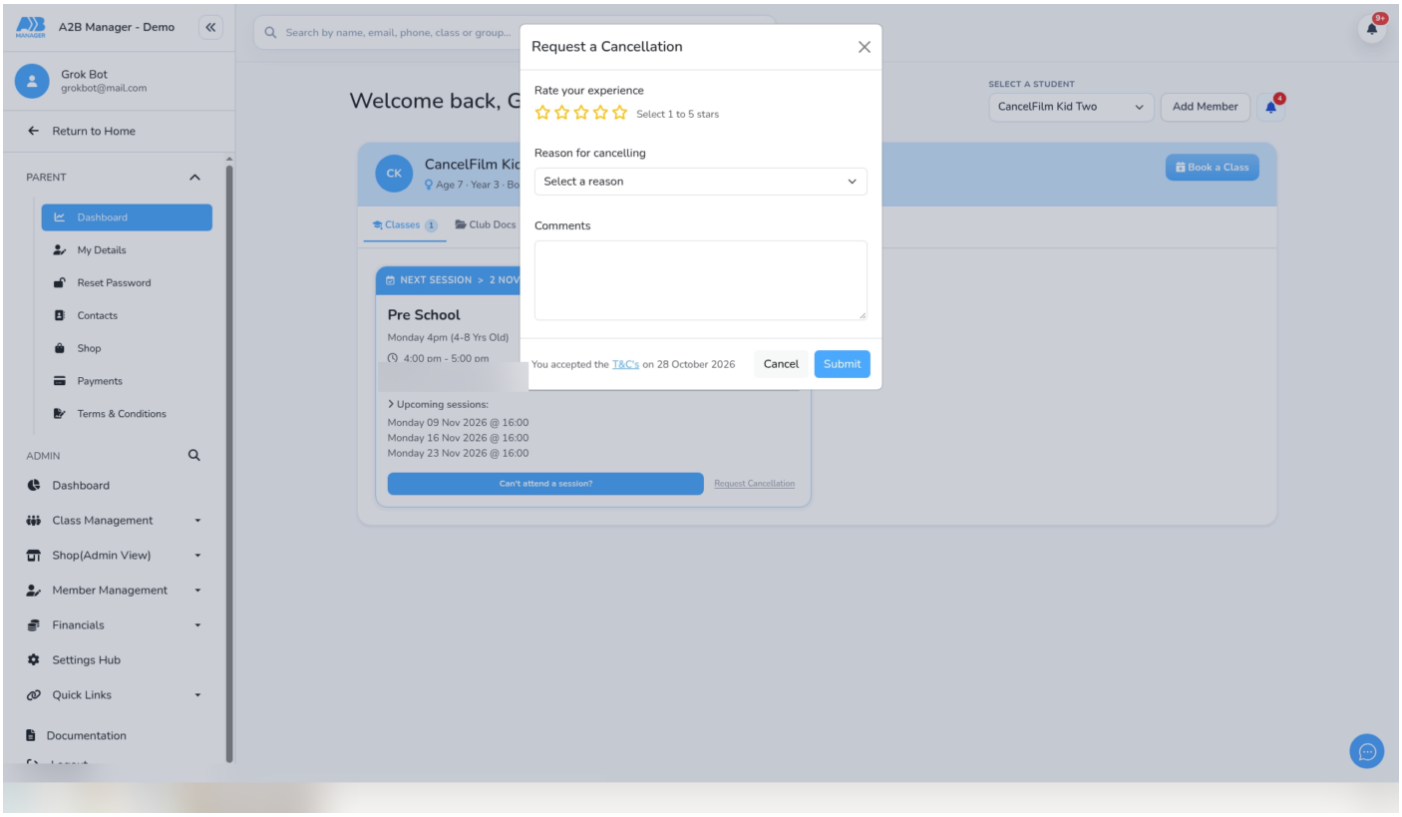
- If needed, they choose their child under **Select a student**.
- They locate the class their child is currently booked into.
- At the bottom of the class card, next to **Can't attend a session?**, they see a **Request Cancellation** link.



Step 1: The class card with the Request Cancellation link

Step 2: Parent starts the cancellation request (0:31)

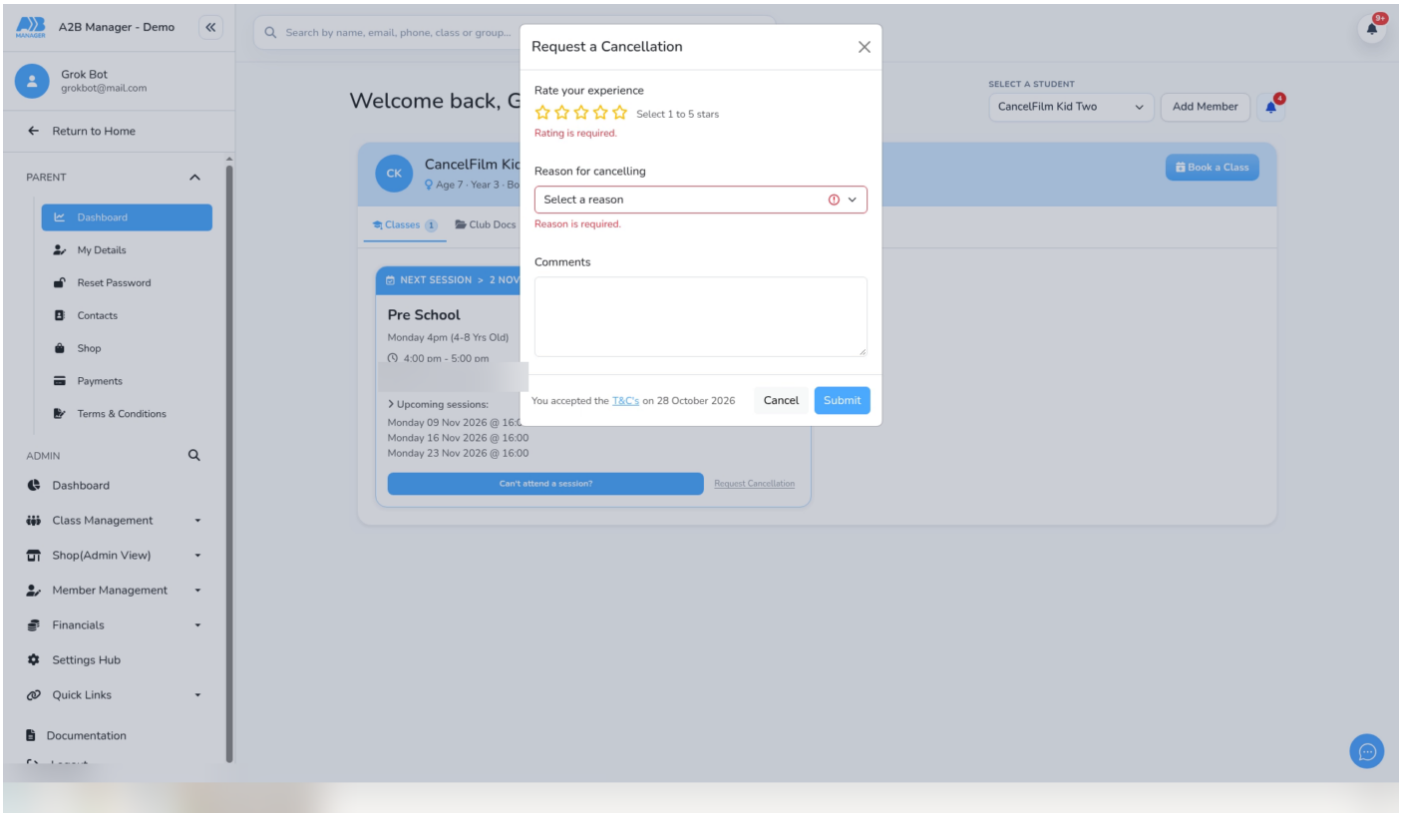
- The parent clicks **Request Cancellation**.
- A cancellation form pops up for them to complete. When your club is set to **Ask the club to confirm**, it's called **Request a Cancellation**.



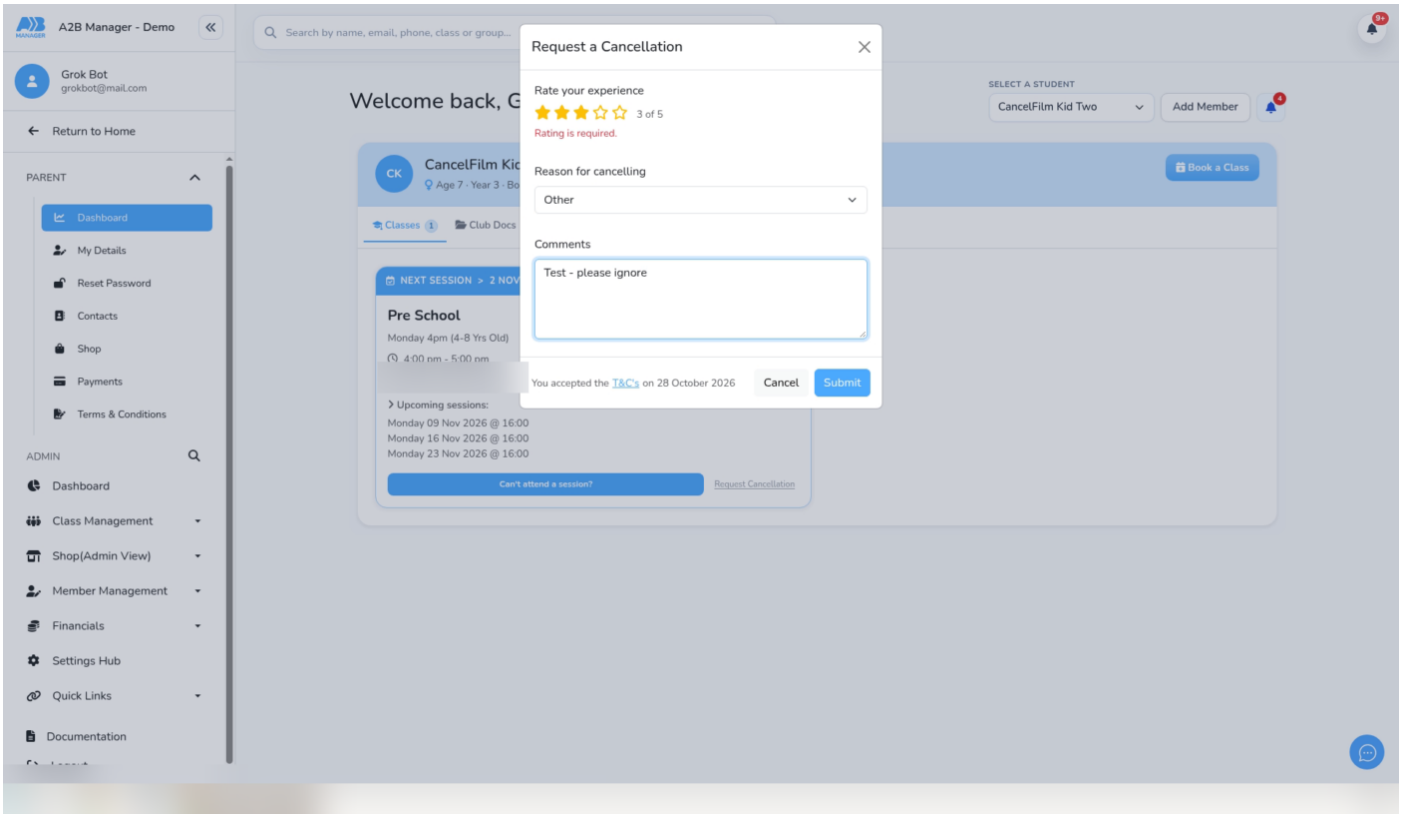
Step 2: The Request a Cancellation form

Step 3: Parent provides feedback and cancellation details (0:37)

- The form asks the parent to **rate the experience** with a star rating, under **Rate your experience** (1 to 5 stars).
- They select a **reason for cancelling** from the available options.
- If their reason is not listed, they can choose **Other**.
- They can also leave **comments** to explain why they want to cancel.
- A rating and a reason are both needed. If the parent clicks **Submit** without them, the form shows *“Rating is required.”* and *“Reason is required.”*
- At the bottom, the form shows the date the parent accepted the club's T&C's, with **Cancel** and **Submit** buttons. With **Ask the club to confirm** there's no last class to choose and no price.
- Depending on the club’s cancellation settings, the form may be called **Cancel this class** and include a **Last class** list under **Comments**. See Steps 11 to 14.
- If the club cancels places straight away and there’s no payment due on the child’s place (for example, there’s no subscription for them), the **Last class** list only goes up to the end of this month. If no class is left this month, the most recent class is shown, with the note *“There is no class left in the month already paid for. The last class that month offered is shown.”*



Step 3: Rating and reason are both required

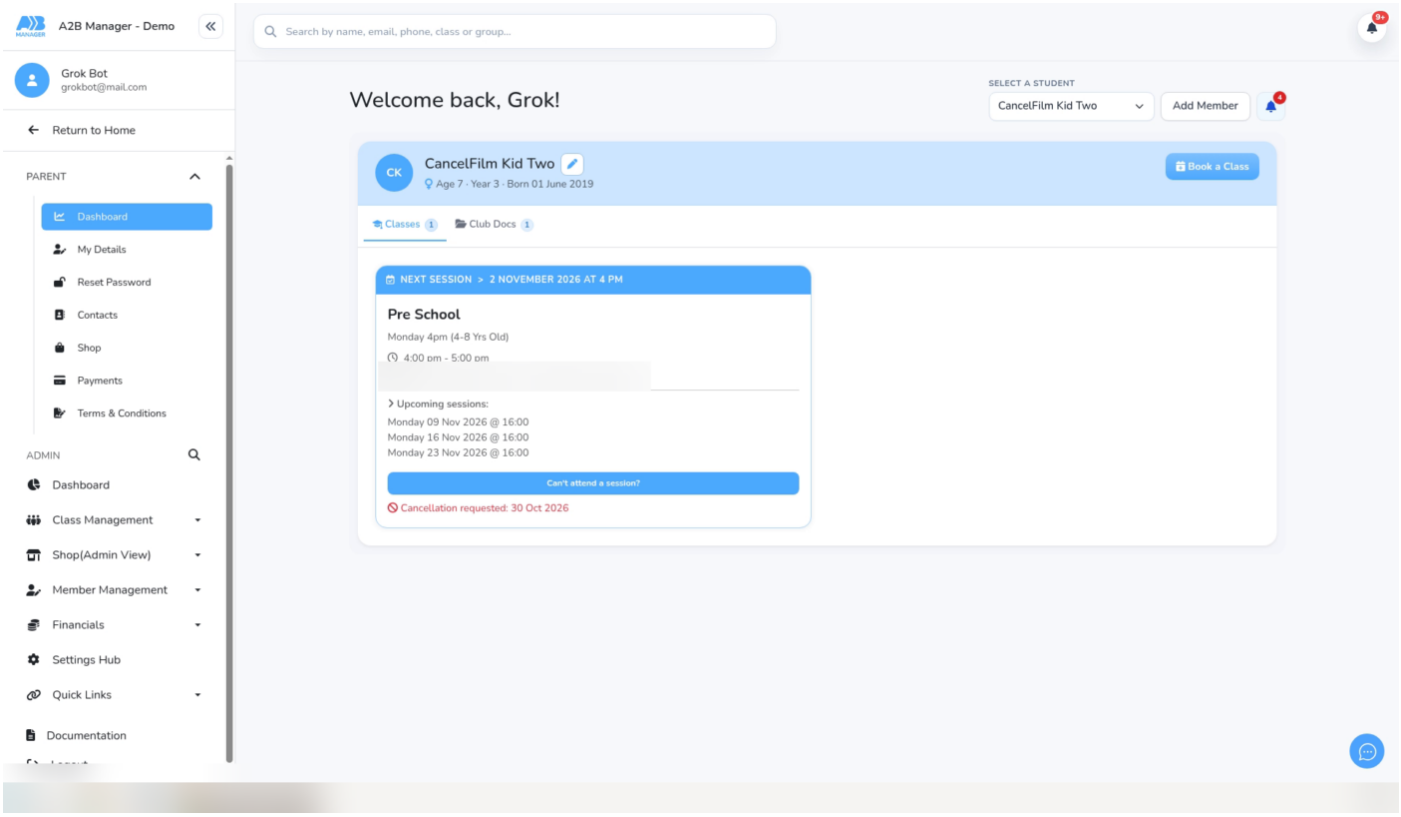


Step 3: The completed form, ready to submit

Step 4: Parent submits the request (1:03)

- After filling out the form, the parent clicks **Submit**.

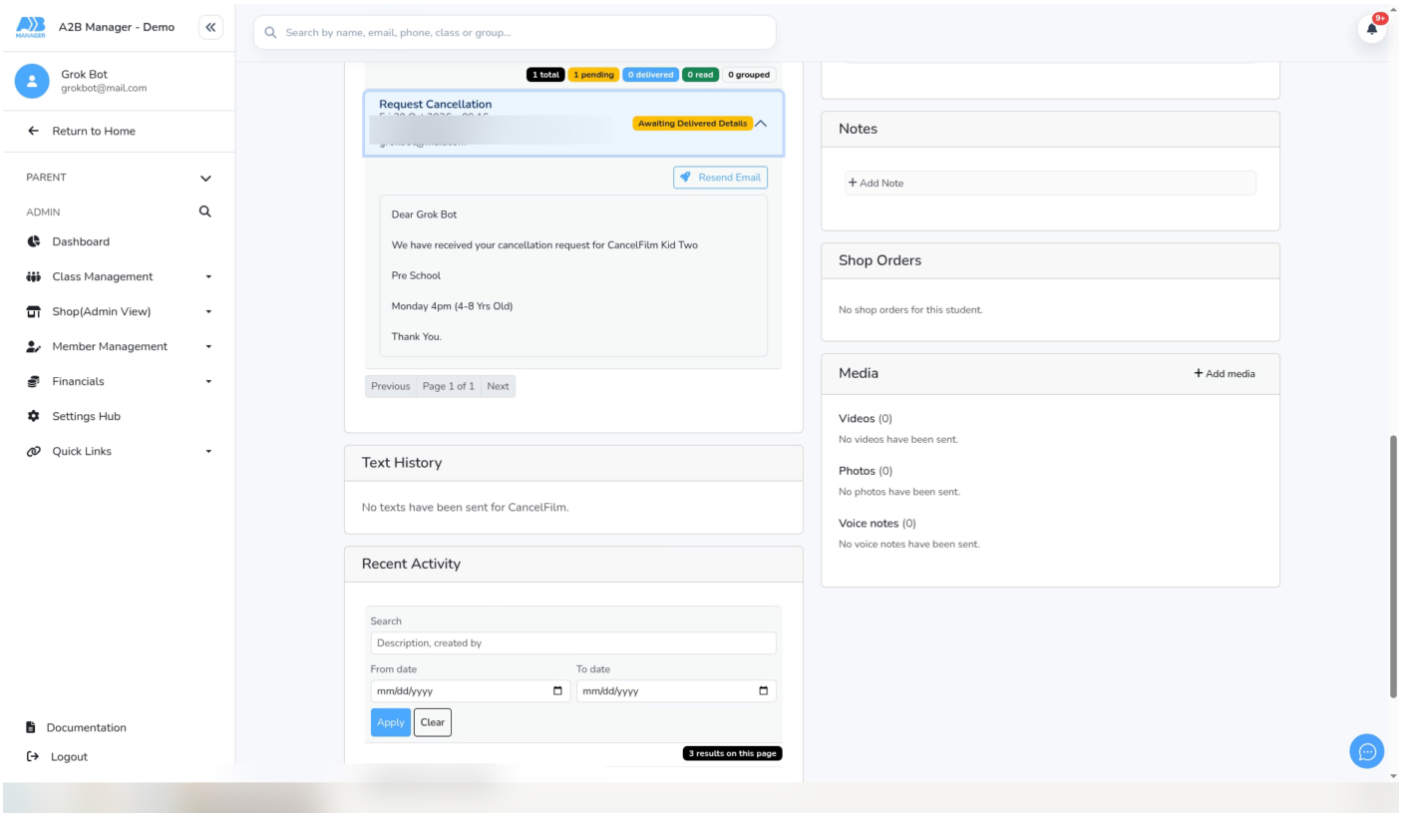
- The system confirms that the cancellation has been requested. The form closes and the class card shows the date, for example *“Cancellation requested: 30 Oct 2026”*.
- While the request is waiting, the **Request Cancellation** link no longer shows on that card.



Step 4: The class card after the request is sent

Step 5: Confirmation is sent and the request is handed over (1:13)

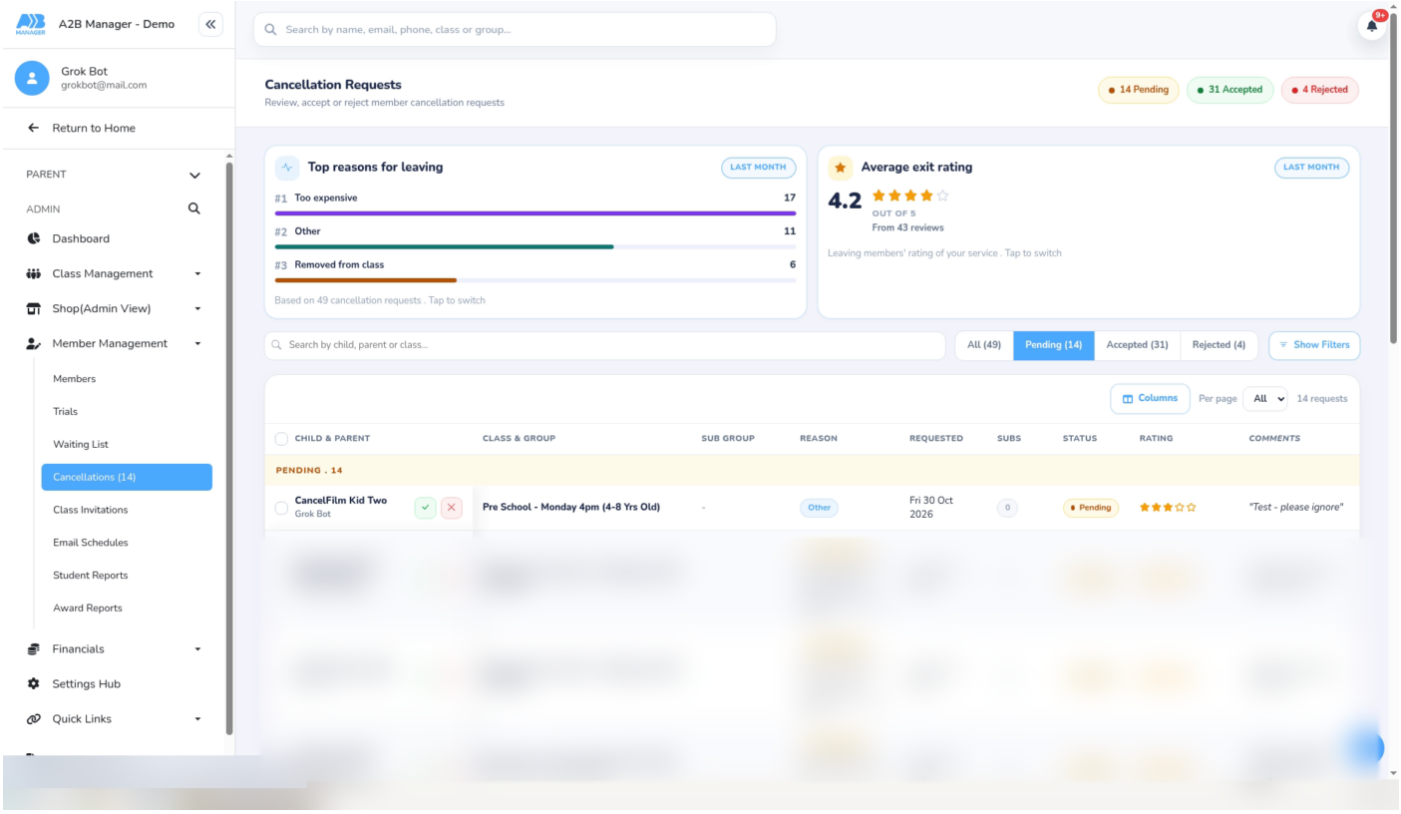
- The parent receives a **Request Cancellation** email confirming the request has been received. In this example it reads *“We have received your cancellation request for CancelFilm Kid Two”*, followed by the class and group.
- You can see the email in the child's profile, under **Email History**.
- The cancellation is then passed to your team to review and process.



Step 5: The Request Cancellation email in the child's Email History

Step 6: Your team finds the request (1:22)

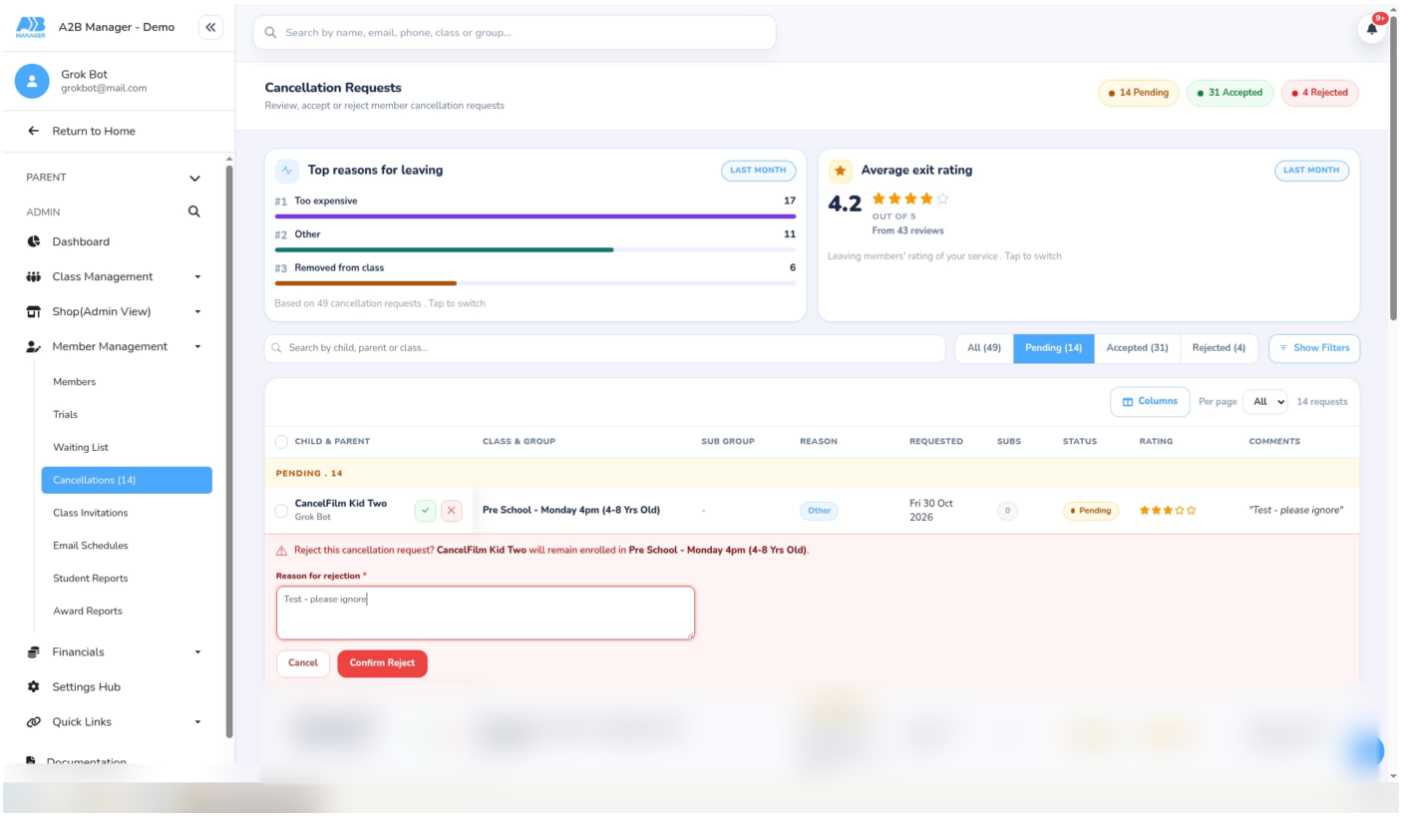
- In the menu on the left, click **Member Management**, then **Cancellations**.
- The **Cancellation Requests** page opens, with **All**, **Pending**, **Accepted** and **Rejected** tabs and a count on each.
- The new request is in the **Pending** tab. Its row shows the child and parent, the class and group, the reason, the date requested, the rating and the comments.
- Each pending row has a tick to accept the request and a cross to reject it.



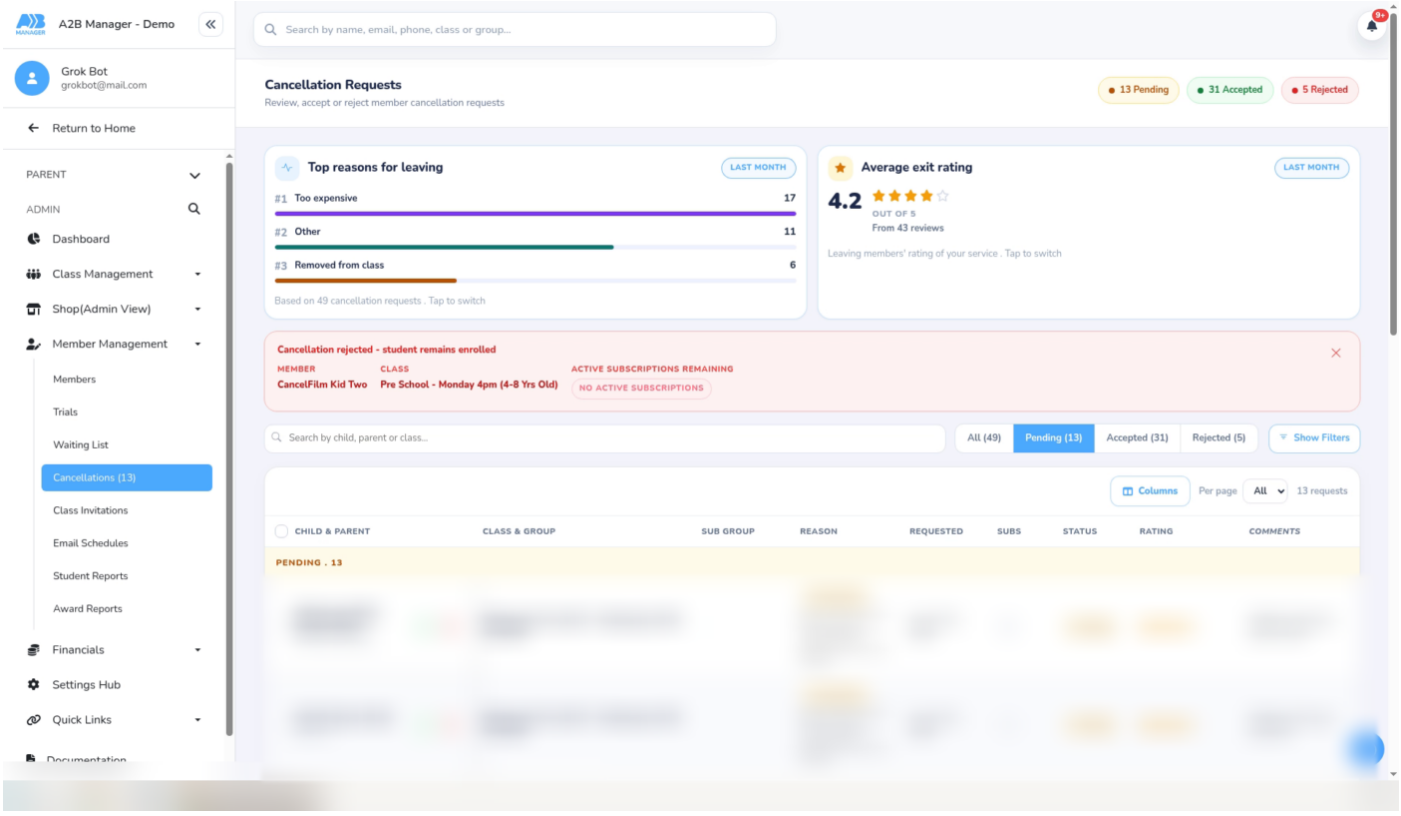
Step 6: The request in the Pending tab

Step 7: Rejecting a request (1:33)

- Click the cross on the request's row.
- The row asks you to confirm, for example: *“Reject this cancellation request? CancelFilm Kid Two will remain enrolled in Pre School - Monday 4pm (4-8 Yrs Old).”*
- Type a **Reason for rejection**, then click **Confirm Reject**.
- You'll see **Cancellation rejected - student remains enrolled**, with the member, the class and the active subscriptions remaining (here, **No active subscriptions**).
- The request moves to the **Rejected** tab.



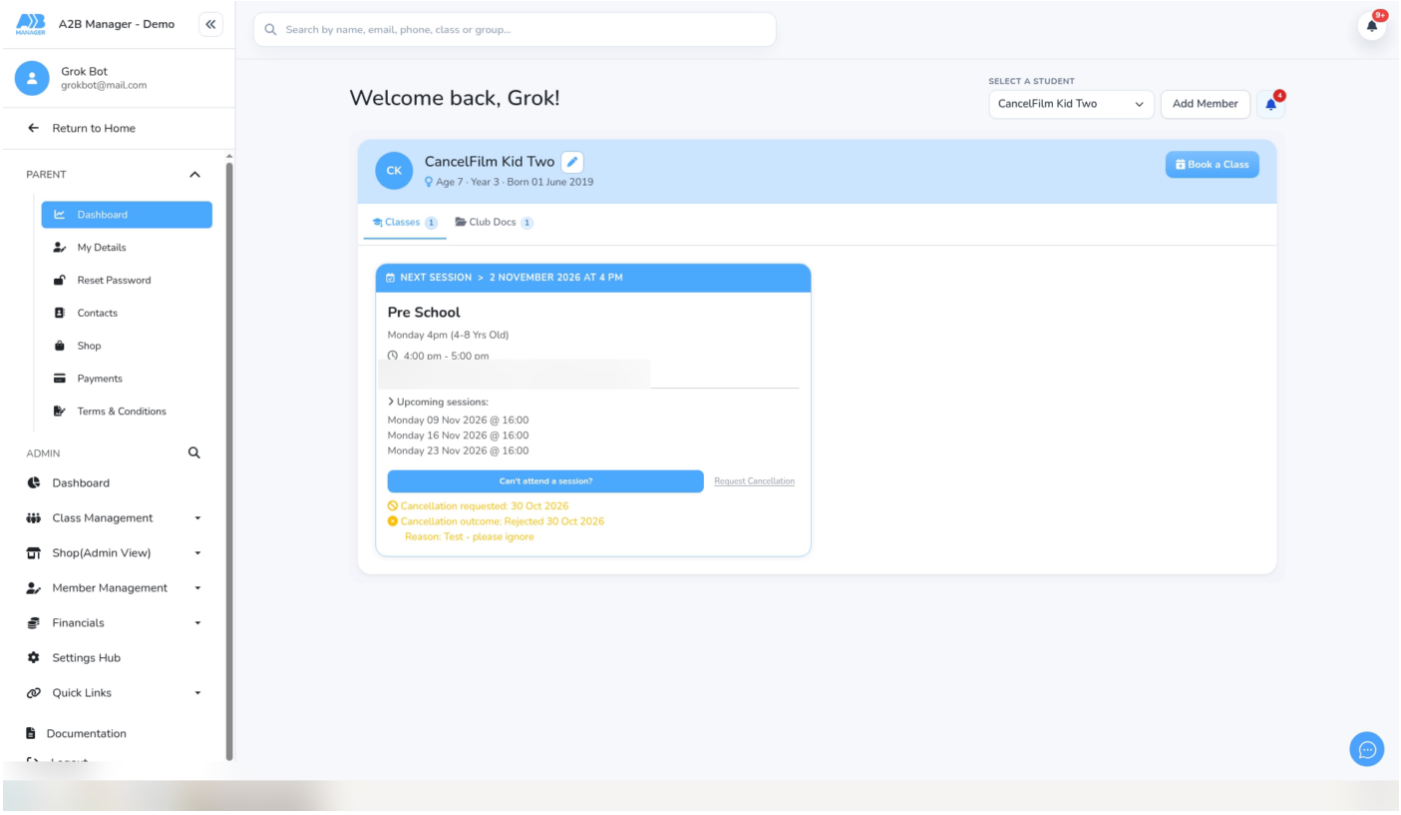
Step 7: Giving a reason for rejection



Step 7: Cancellation rejected - student remains enrolled

Step 8: What the parent sees after a rejection (1:51)

- The class card shows when they asked, the outcome and your reason, for example *“Cancellation outcome: Rejected 30 Oct 2026”* and *“Reason: Test - please ignore”*.
- The **Request Cancellation** link comes back, so the parent can ask again.
- The parent is sent a **Cancellation Rejection** email. Its wording comes from your club's Cancellation Rejection email template.

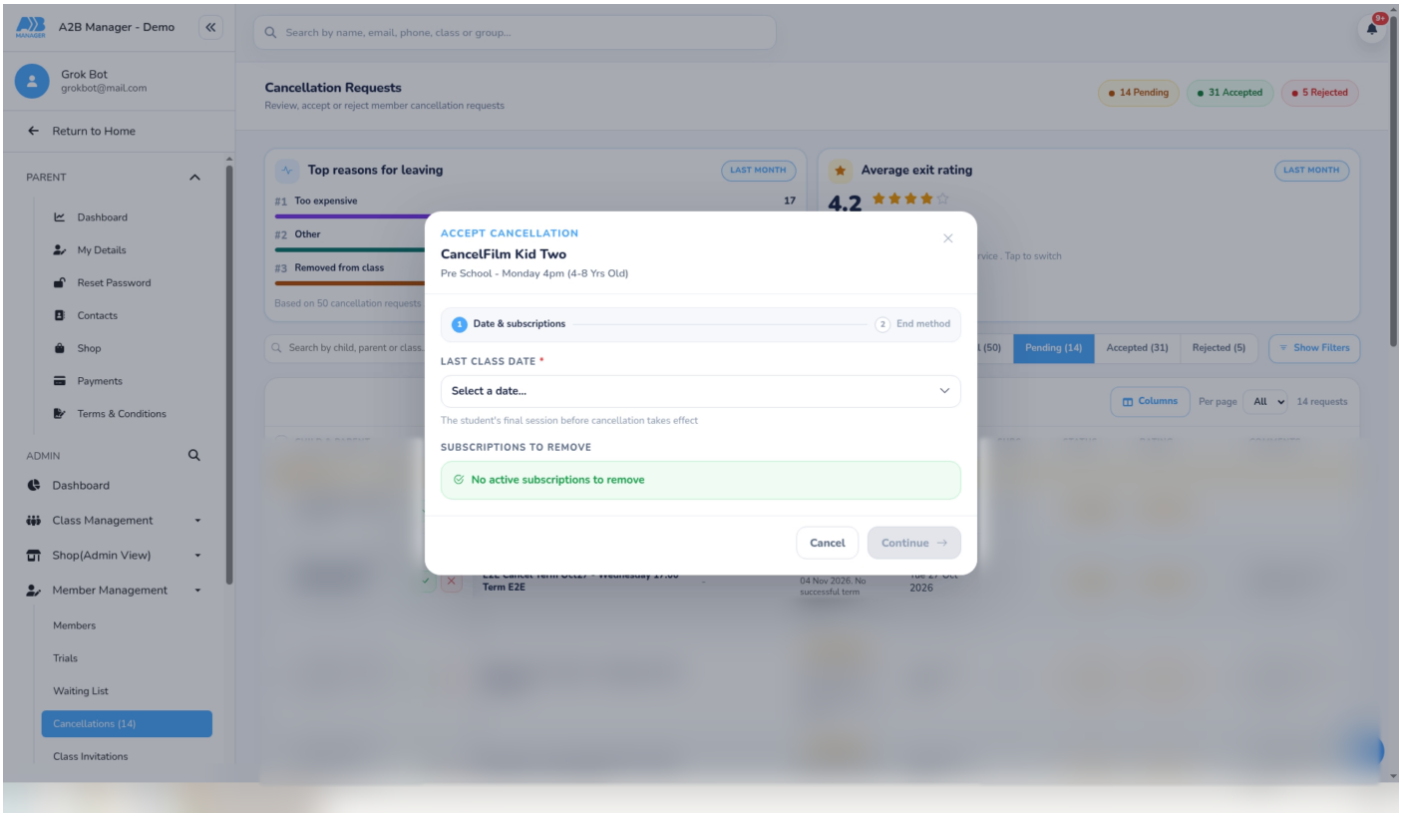


Step 8: The parent's card after a rejection

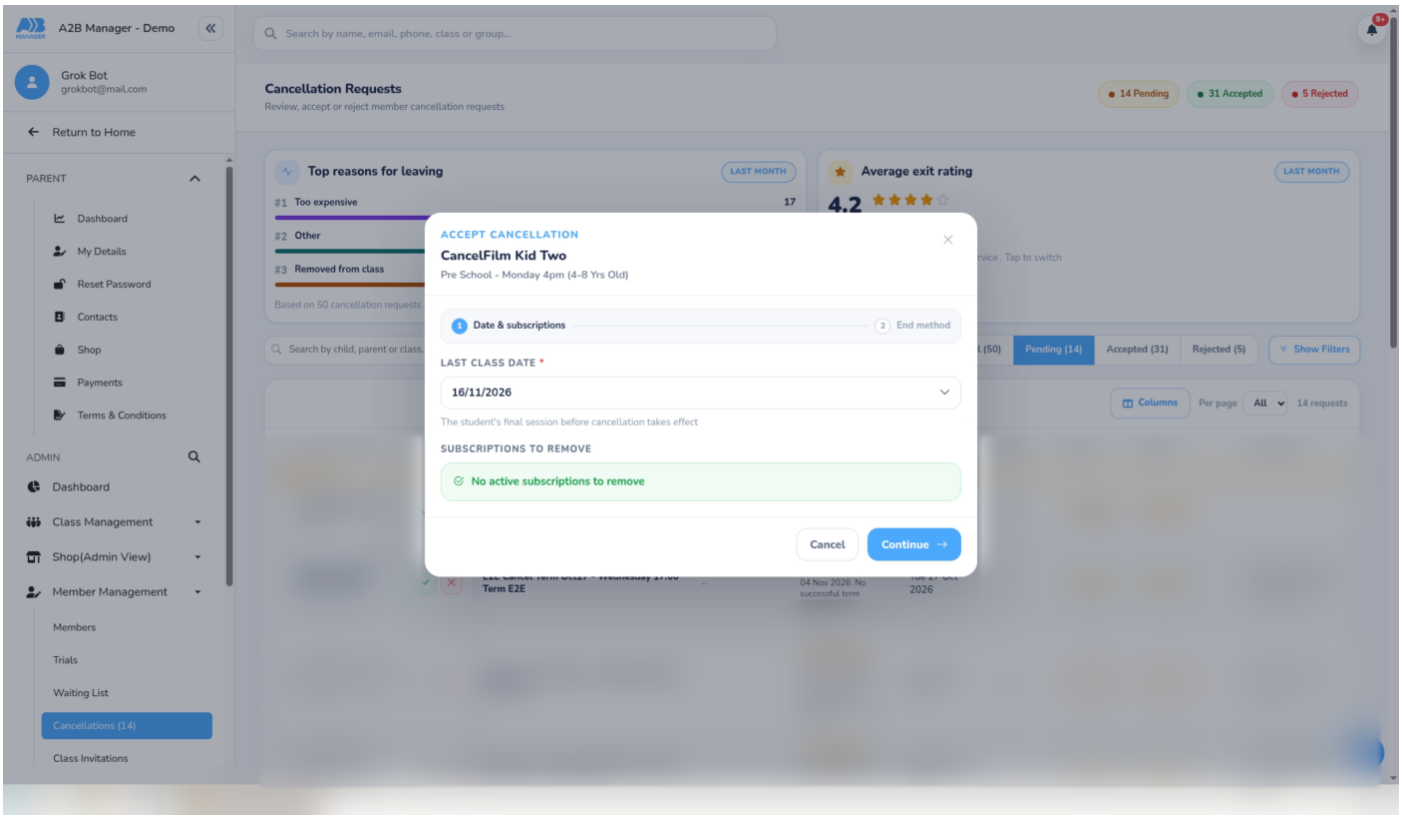
Step 9: Accepting a request (2:09)

- Click the tick on the request's row. The **Accept Cancellation** window opens, showing the child and the class.
- Under **Last class date**, choose the child's final session. The list shows the dates this class runs, and dates that have gone are marked **Past**.
- Under **Subscriptions to remove**, the child in this example has no subscriptions, so it says *“No active subscriptions to remove”*.
- Click **Continue**. **How Subscriptions End** shows the last class date and the subscriptions chosen. With none chosen, it says *“No subscriptions are selected to cancel. Accepting will still record the last class date.”*

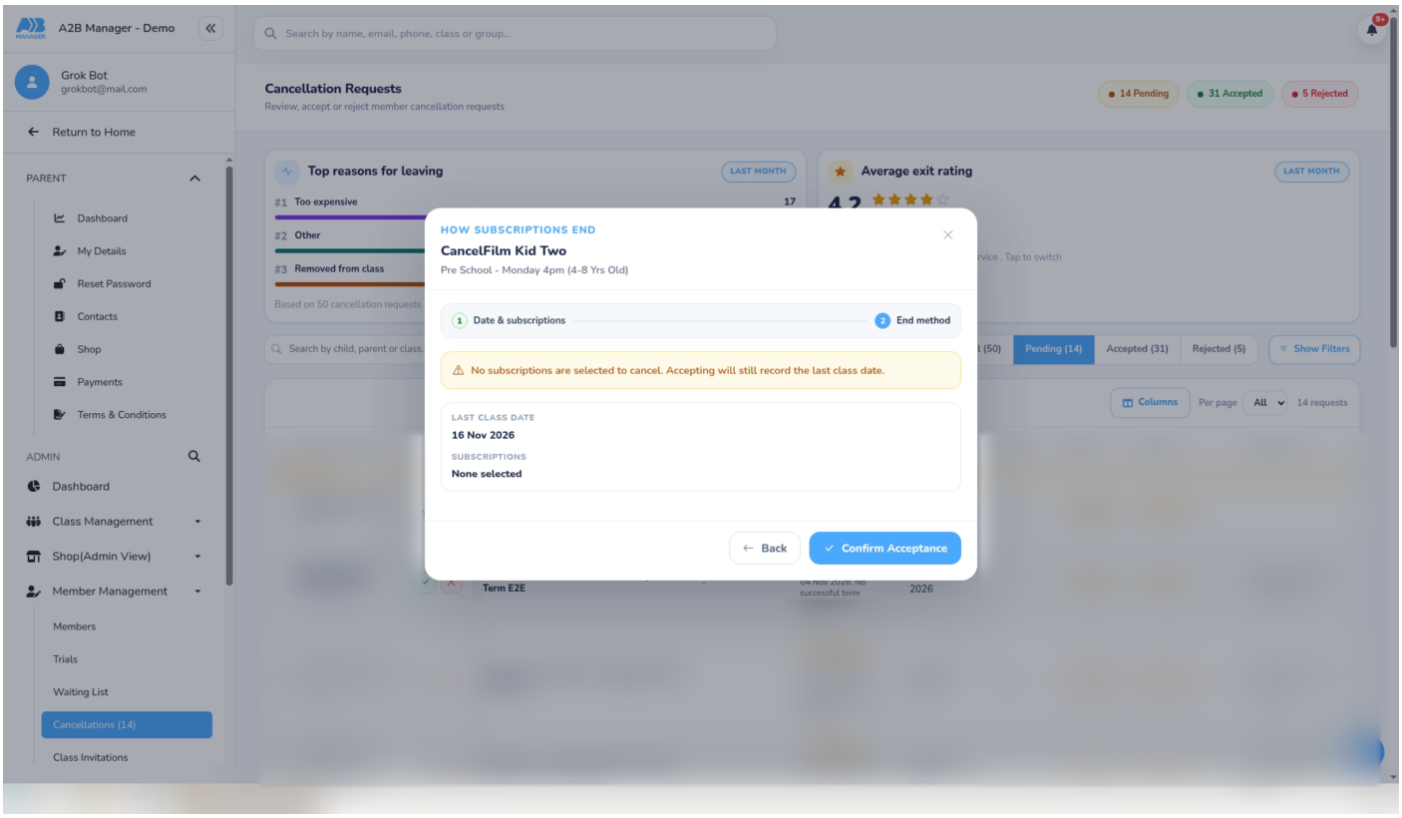
- Click **Confirm Acceptance**. You'll see **Cancellation accepted**, for example *“CancelFilm Kid Two has been removed from Pre School - Monday 4pm (4-8 Yrs Old). Their final session was 16/11/2026.”*, and **0 subscriptions cancelled**. Click **Done**.
- The request moves to the **Accepted** tab.



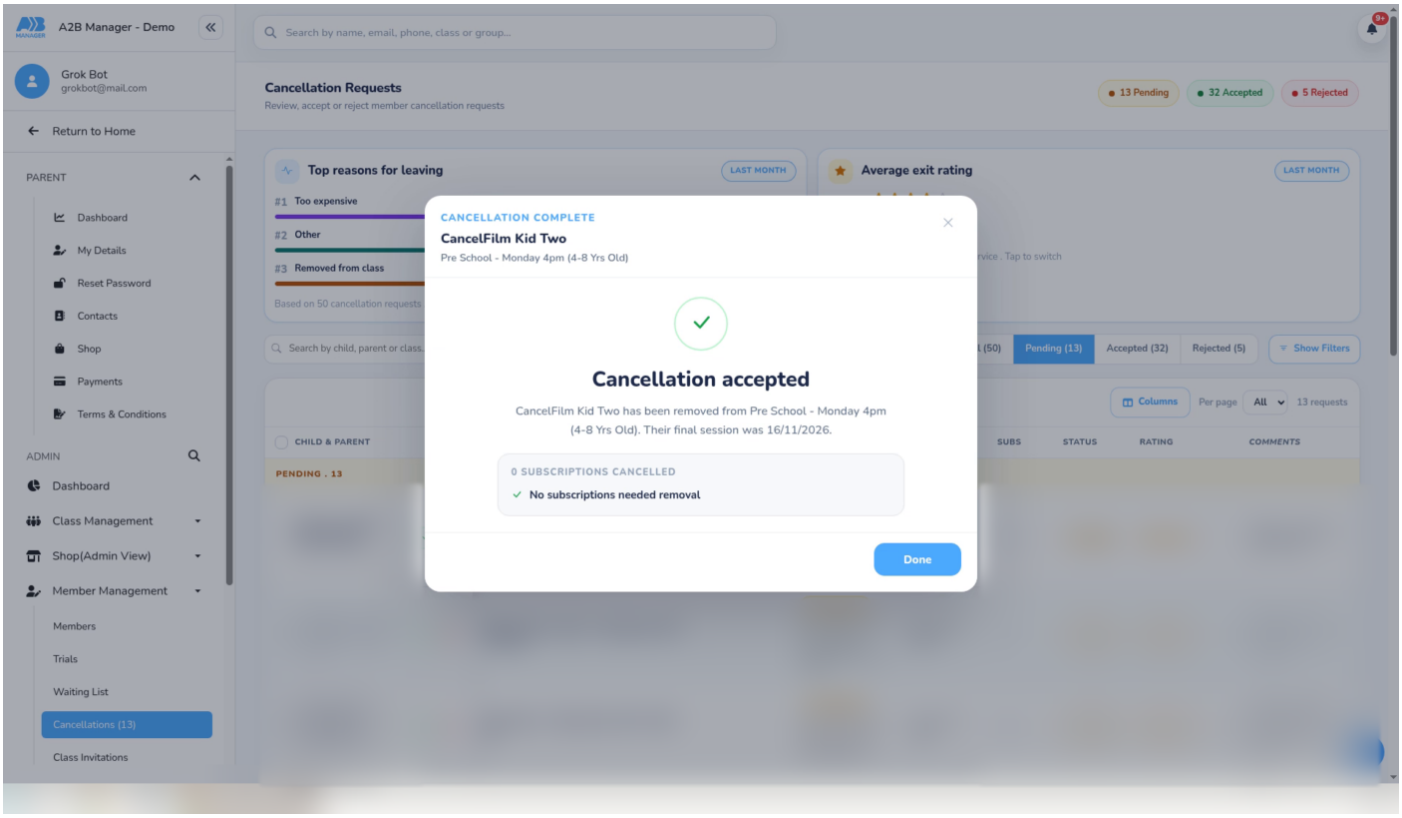
Step 9: The Accept Cancellation window



Step 9: Choosing the last class date



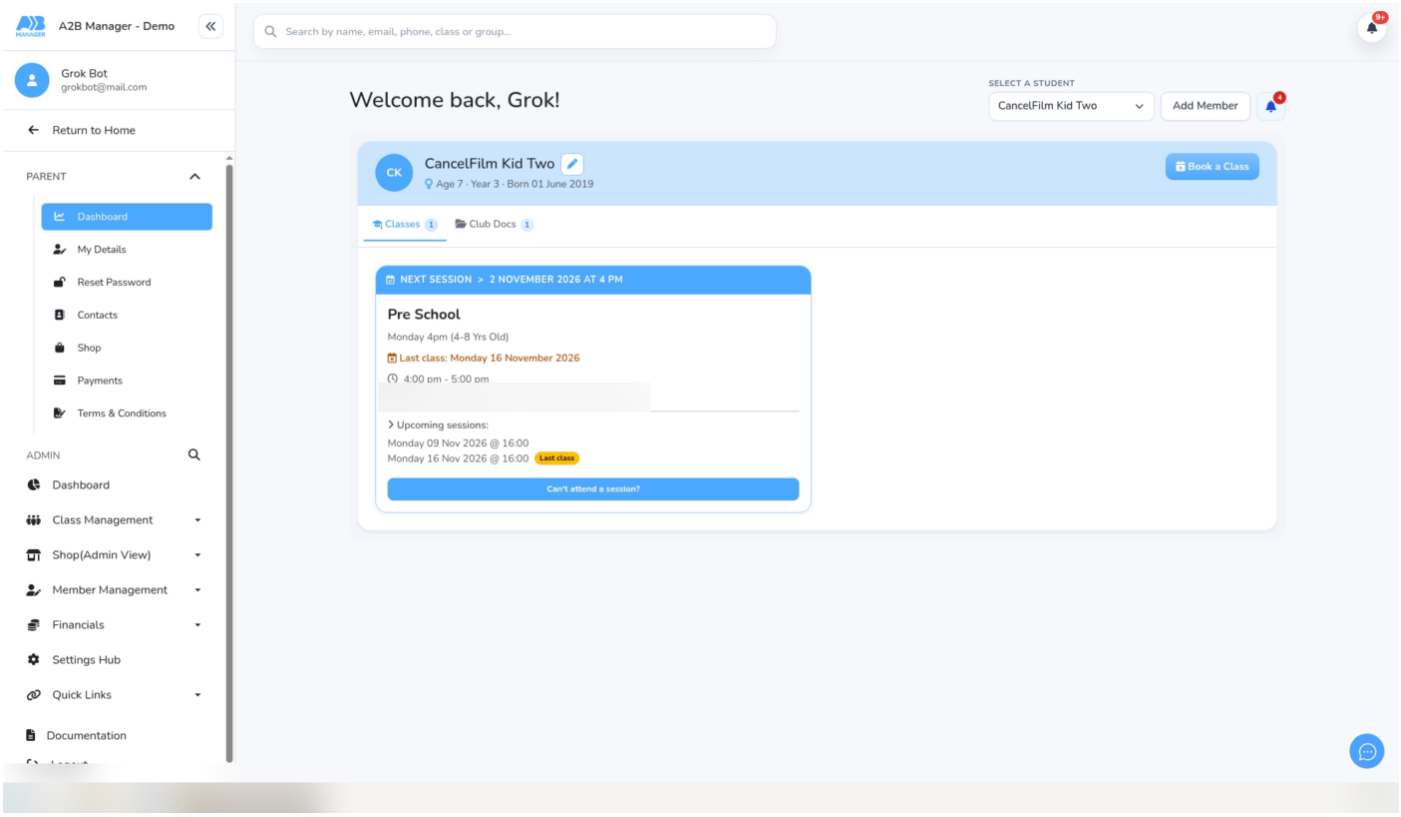
Step 9: How Subscriptions End, before Confirm Acceptance



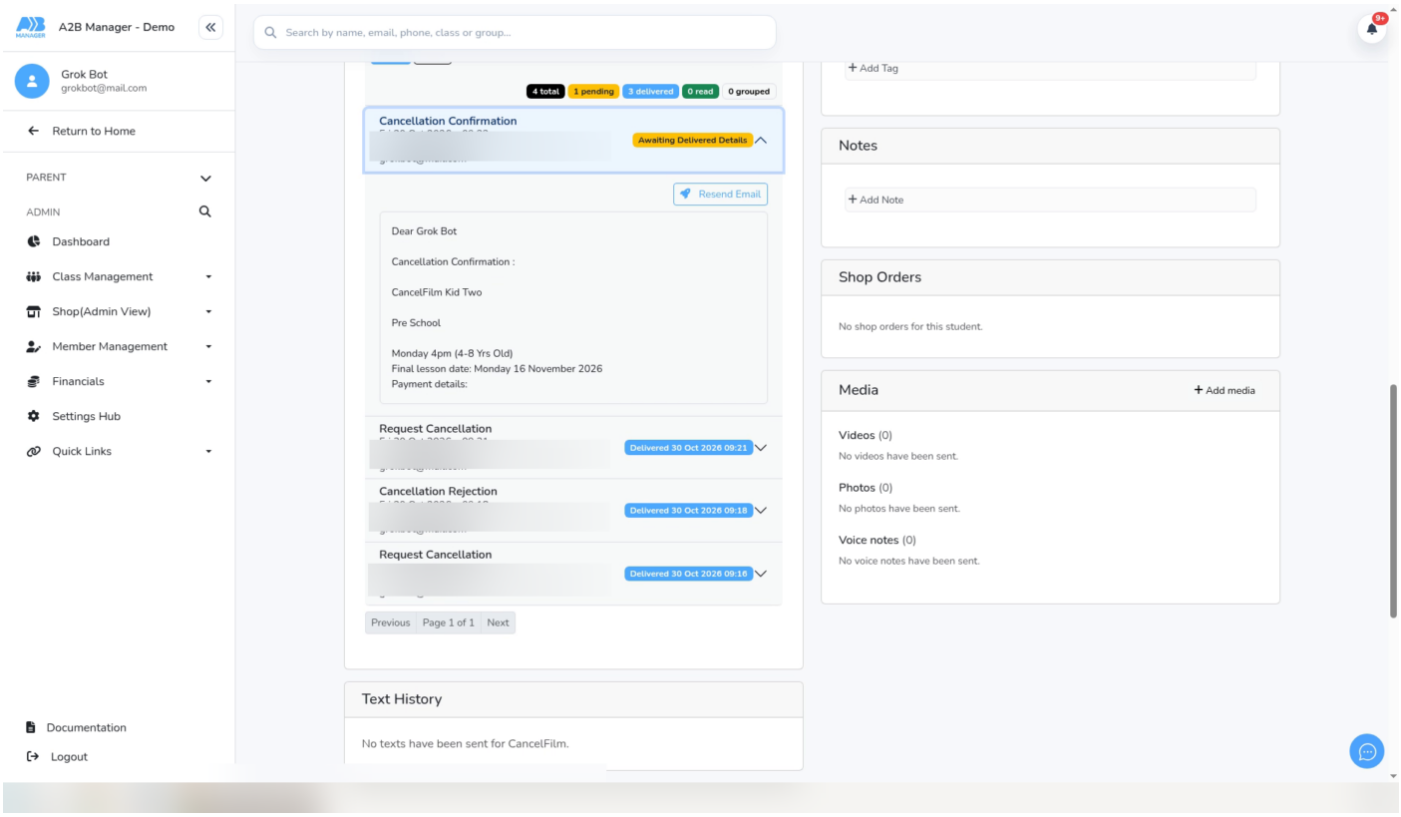
Step 9: Cancellation accepted

Step 10: What the parent sees after acceptance (3:01)

- The class card shows the last class, for example *“Last class: Monday 16 November 2026”*, and that session has a **Last class** badge.
- The **Request Cancellation** link no longer shows for that class.
- The parent is sent a **Cancellation Confirmation** email with their **Final lesson date**.
- In the child's profile, **Recent Activity** records the change, for example *“Last lesson date has been changed to 16/11/2026.”*



Step 10: The parent's card after acceptance

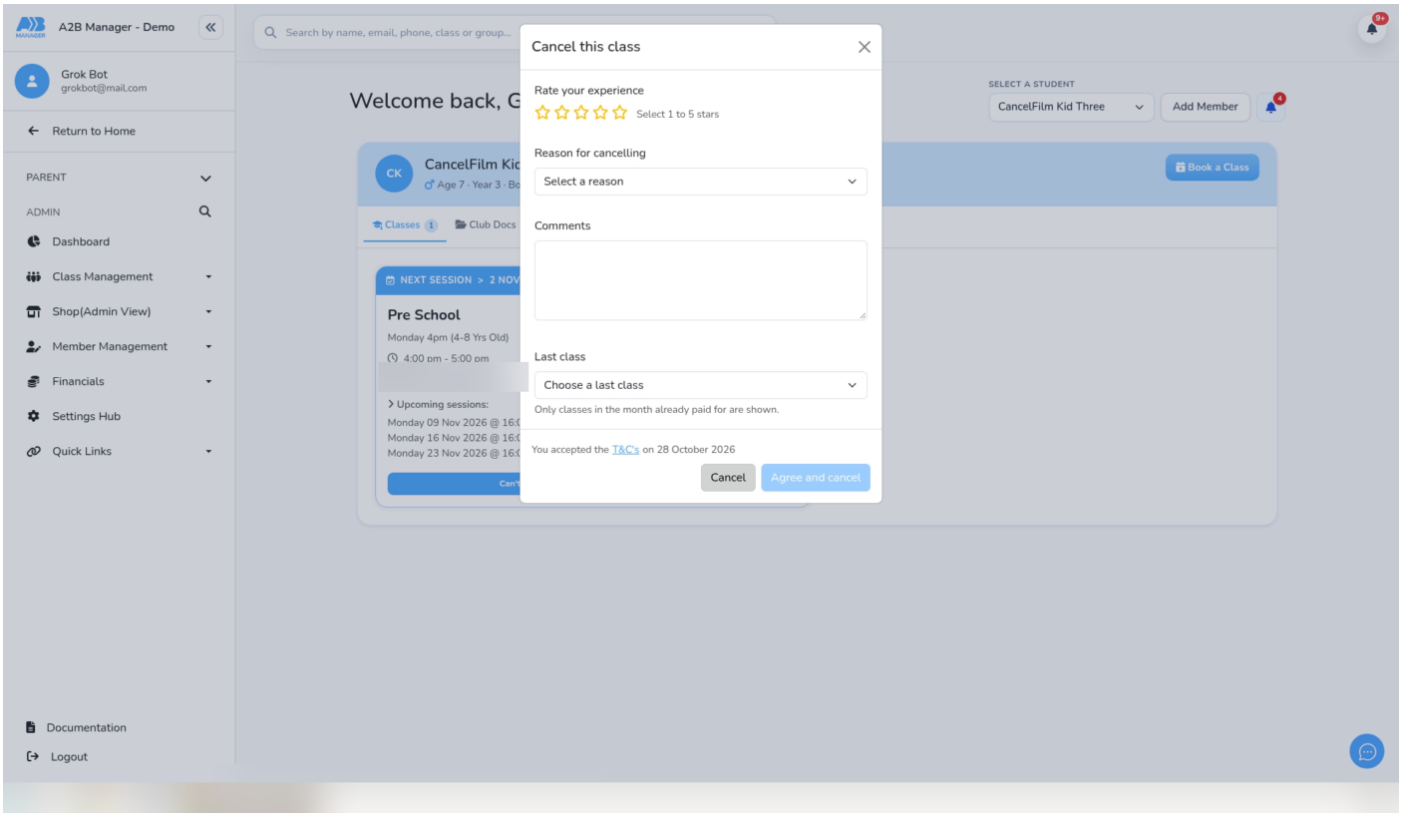


Step 10: The Cancellation Confirmation email

When parents cancel straight away

Step 11: Parent opens Cancel this class (3:22)

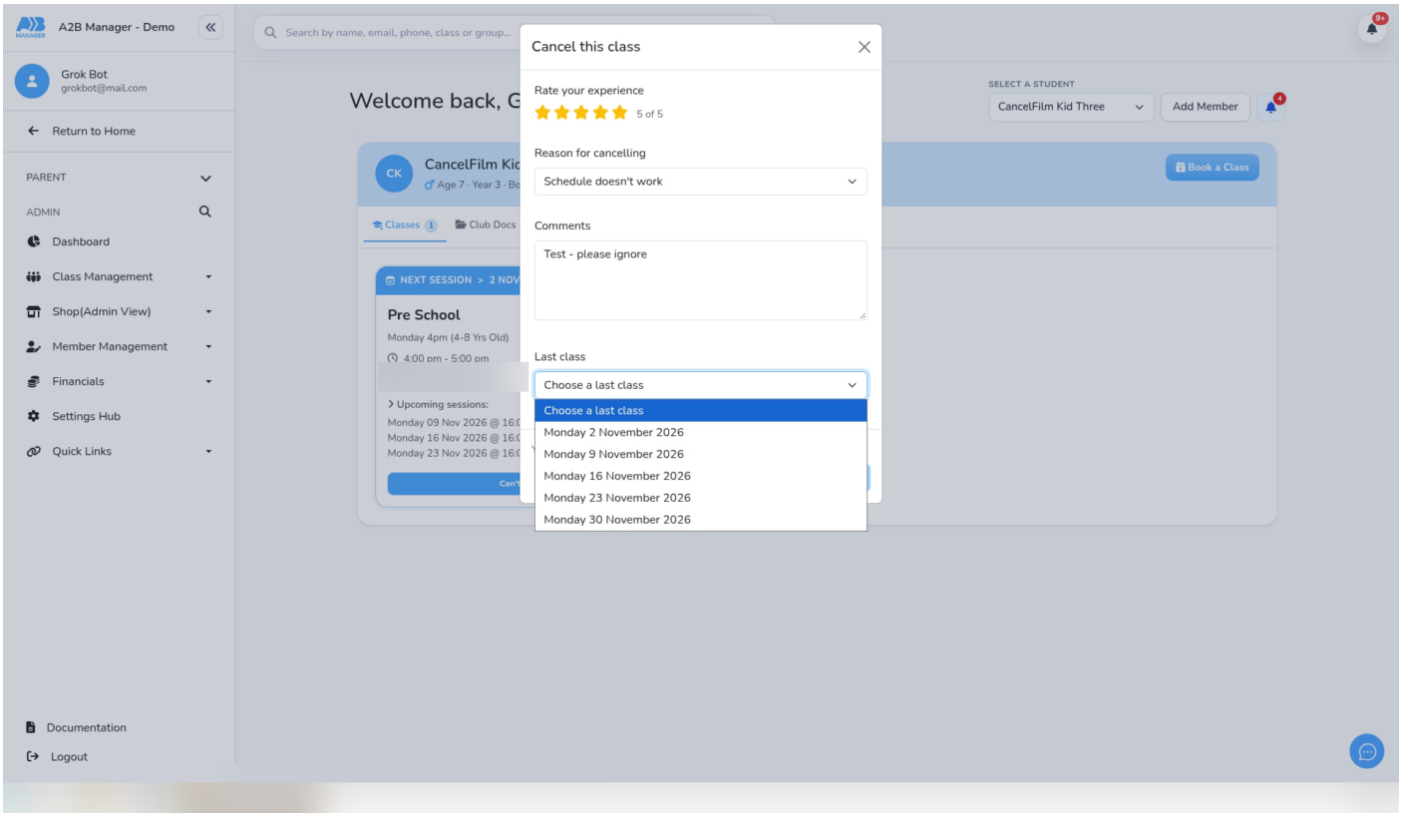
- When **Subscription classes** is set to **Cancel straight away**, the **Request Cancellation** link opens **Cancel this class**.
- It has the same **Rate your experience**, **Reason for cancelling** and **Comments**, plus a **Last class** list (**Choose a last class**).
- The hint under the list reads *“Only classes in the month already paid for are shown.”*
- The buttons are **Cancel** and **Agree and cancel**. **Agree and cancel** is greyed out to start with.



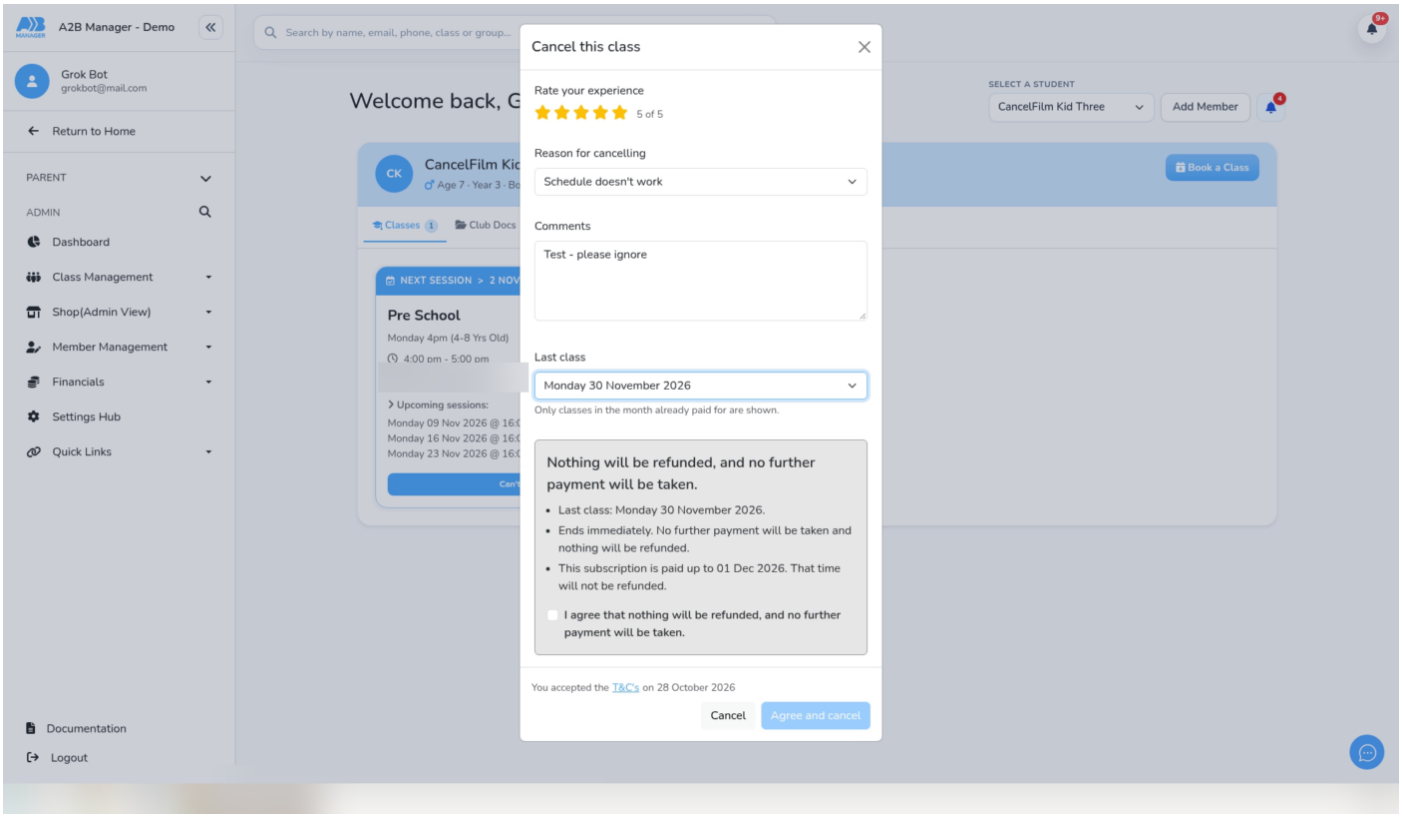
Step 11: Cancel this class, with the Last class list

Step 12: Parent chooses their last class and reads the quote (3:42)

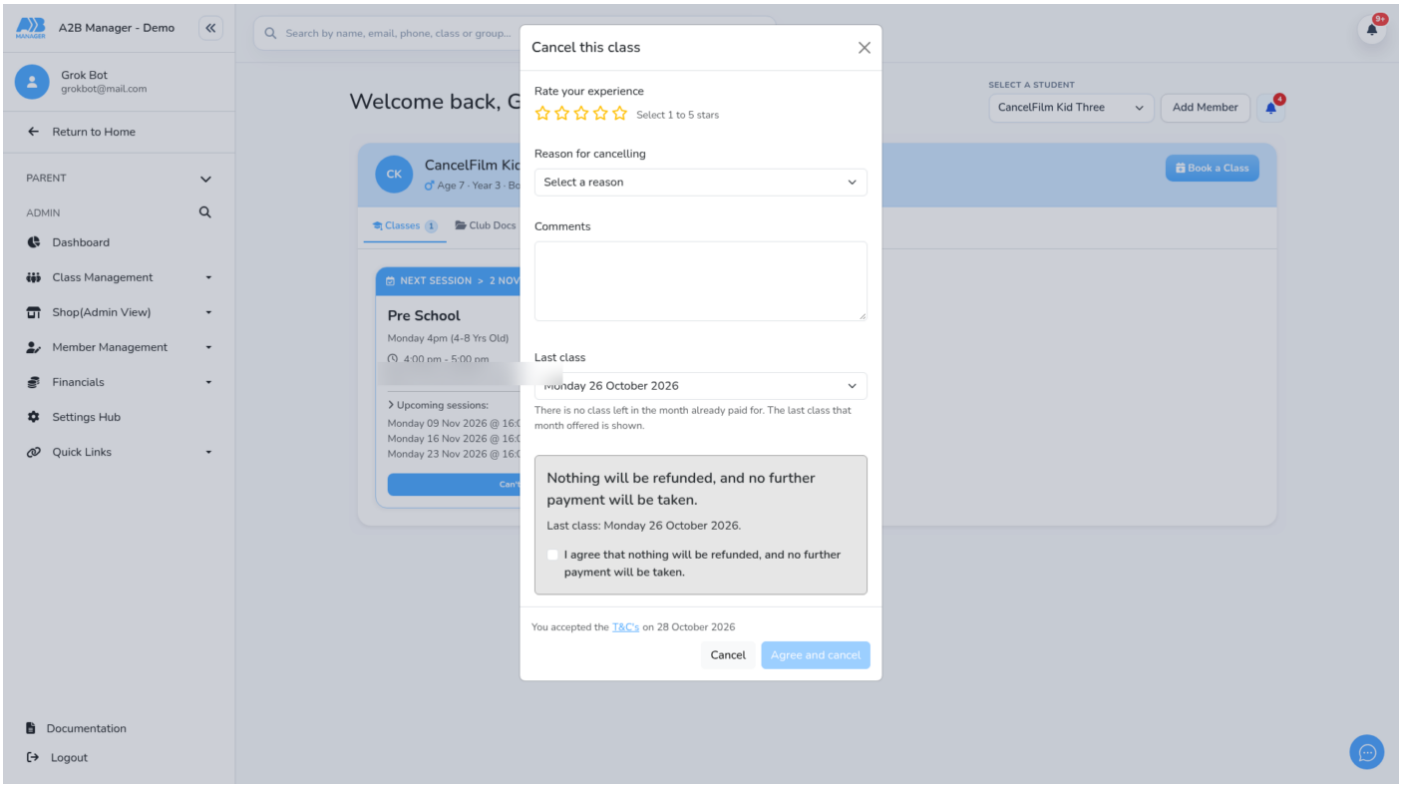
- In this example, the child has a monthly subscription with its next payment on 1 December 2026, and the list offers each Monday from 2 to 30 November 2026.
- The parent picks their last class. The form shows *“Working out the refund or charge...”*, then the quote.
- For Monday 30 November 2026, the quote reads **Nothing will be refunded, and no further payment will be taken.** It lists *“Last class: Monday 30 November 2026.”*, *“Ends immediately. No further payment will be taken and nothing will be refunded.”* and *“This subscription is paid up to 01 Dec 2026. That time will not be refunded.”*
- If the child has no subscription, the list in this example offered only **Monday 26 October 2026** , with the hint *“There is no class left in the month already paid for. The last class that month offered is shown.”* The quote reads **Nothing will be refunded, and no further payment will be taken.**



Step 12: The Last class list for a child whose next payment is on 1 December



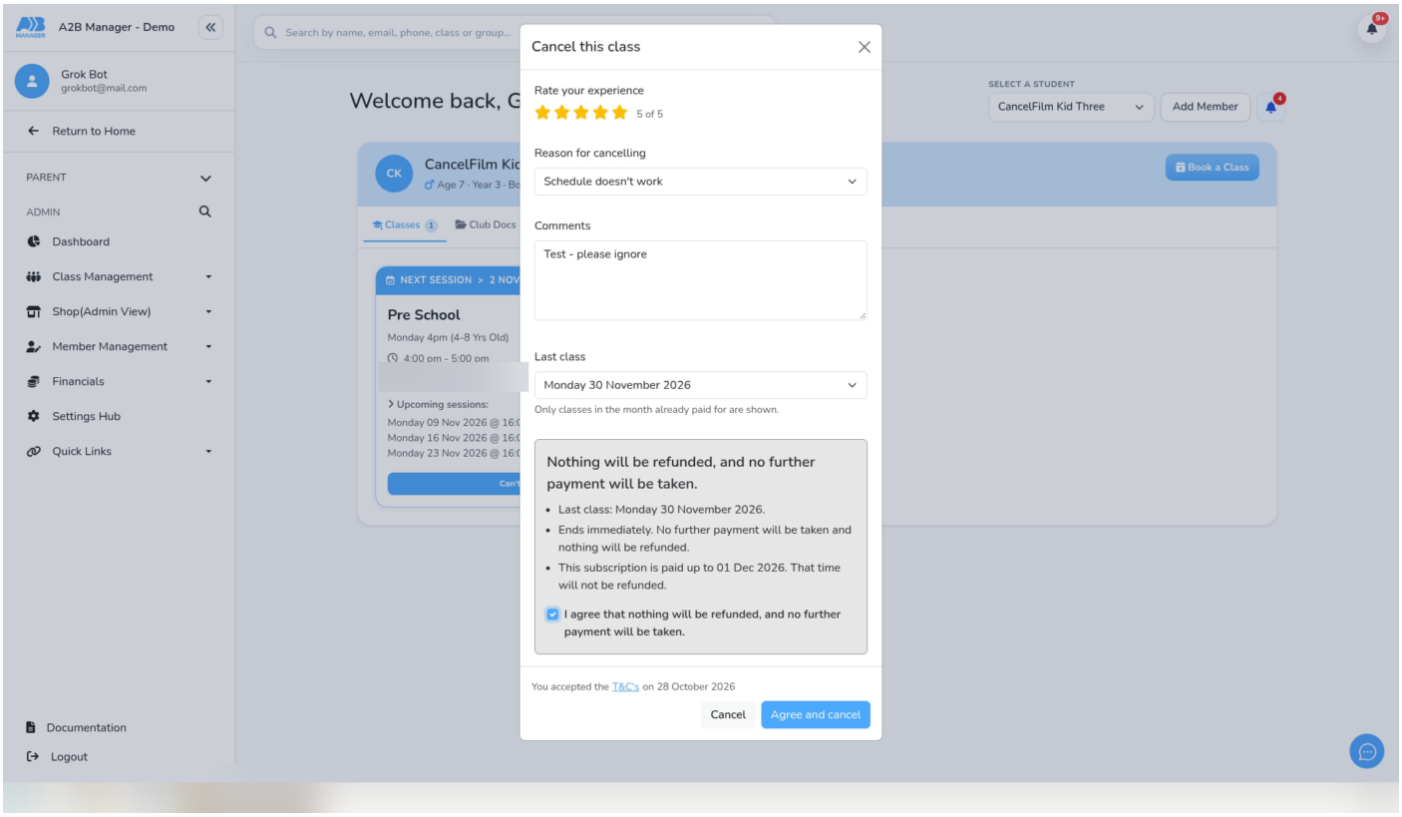
Step 12: The Cancel straight away quote



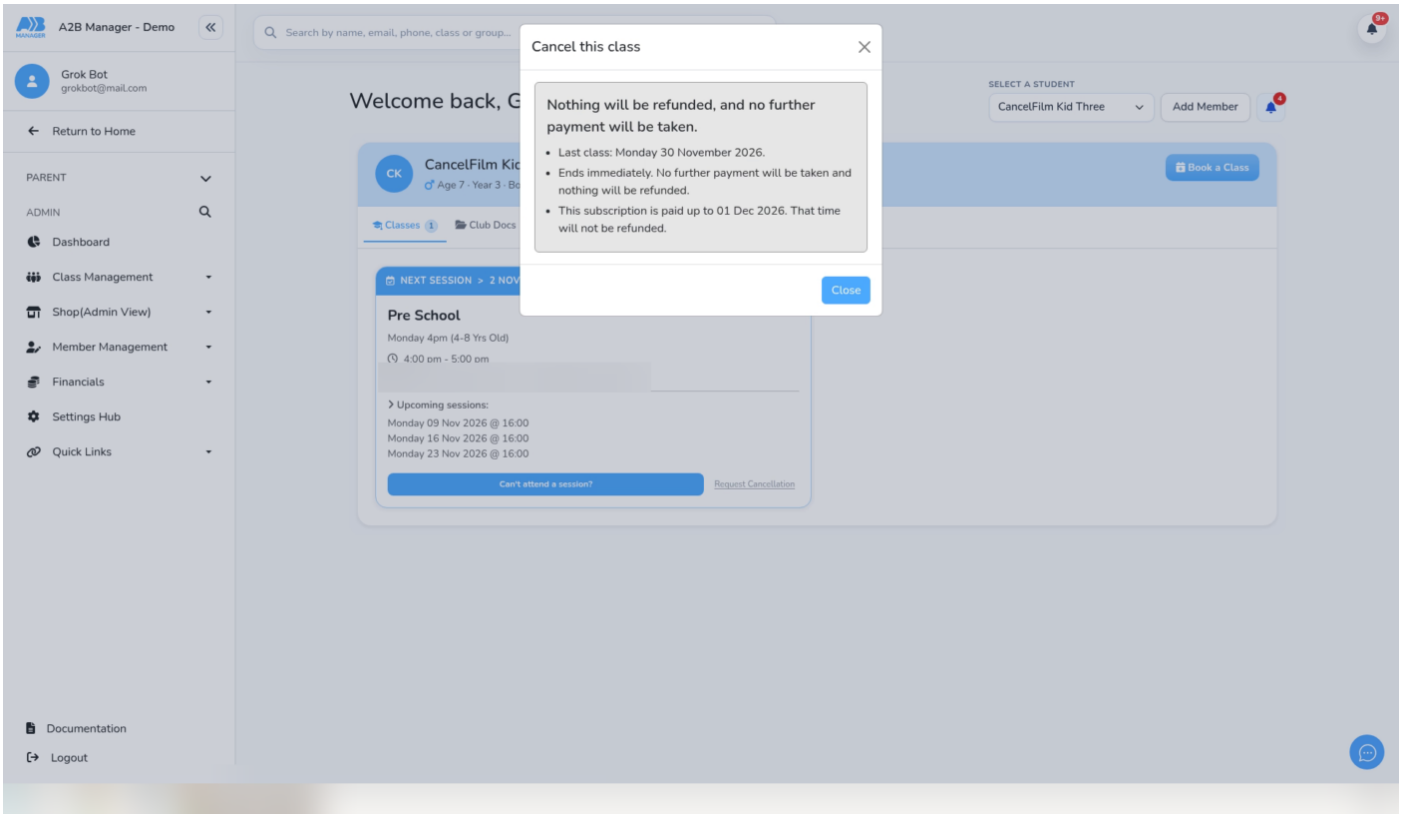
Step 12: With no subscription, only this month's last class is offered

Step 13: Parent agrees and cancels (4:03)

- Under the quote, the parent ticks **I agree that nothing will be refunded, and no further payment will be taken. Agree and cancel** stays greyed out until they tick it.
- They click **Agree and cancel**. The cancellation goes through straight away, without waiting for your team.
- The form shows the same summary, with a **Close** button.



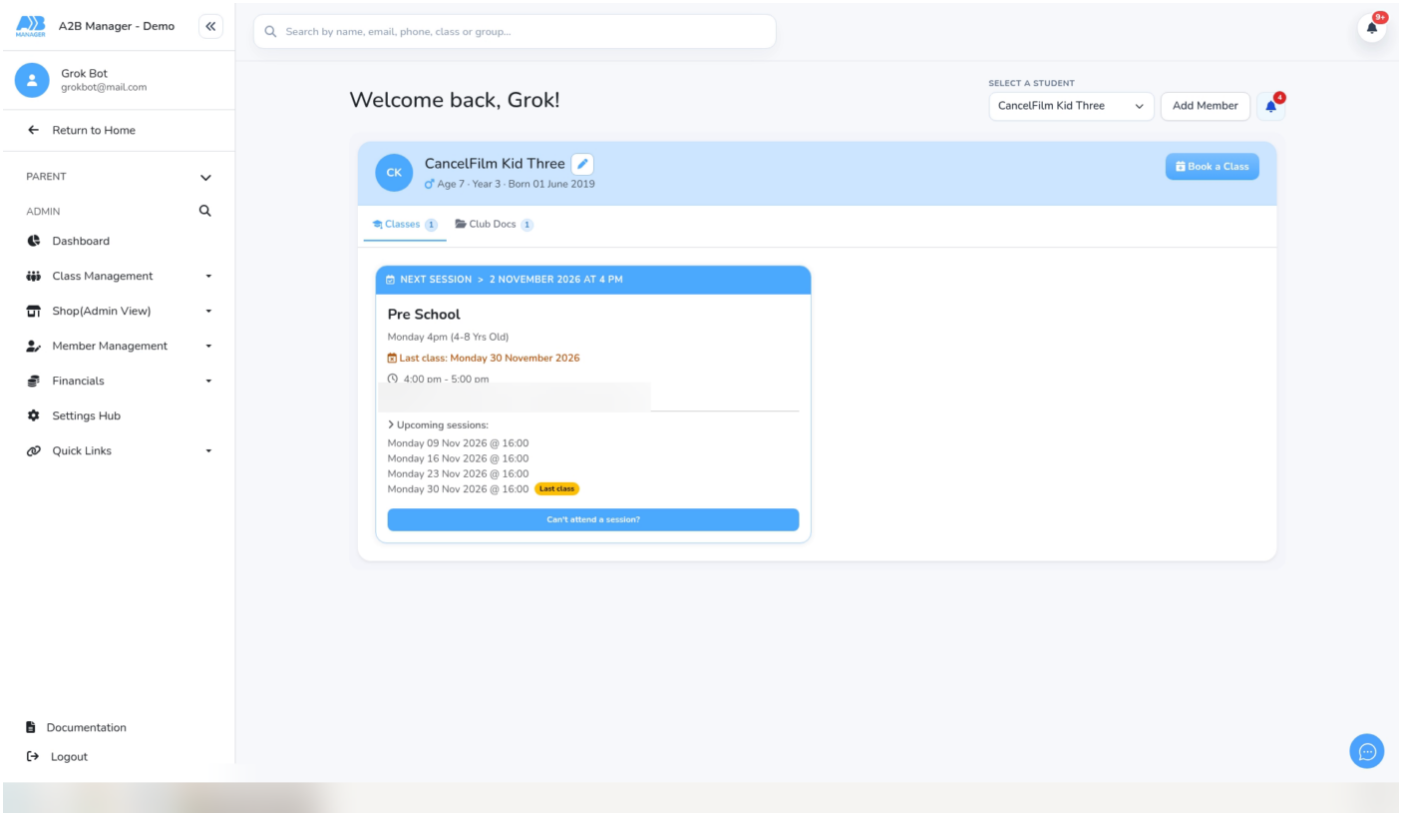
Step 13: The agreement ticked, and Agree and cancel ready



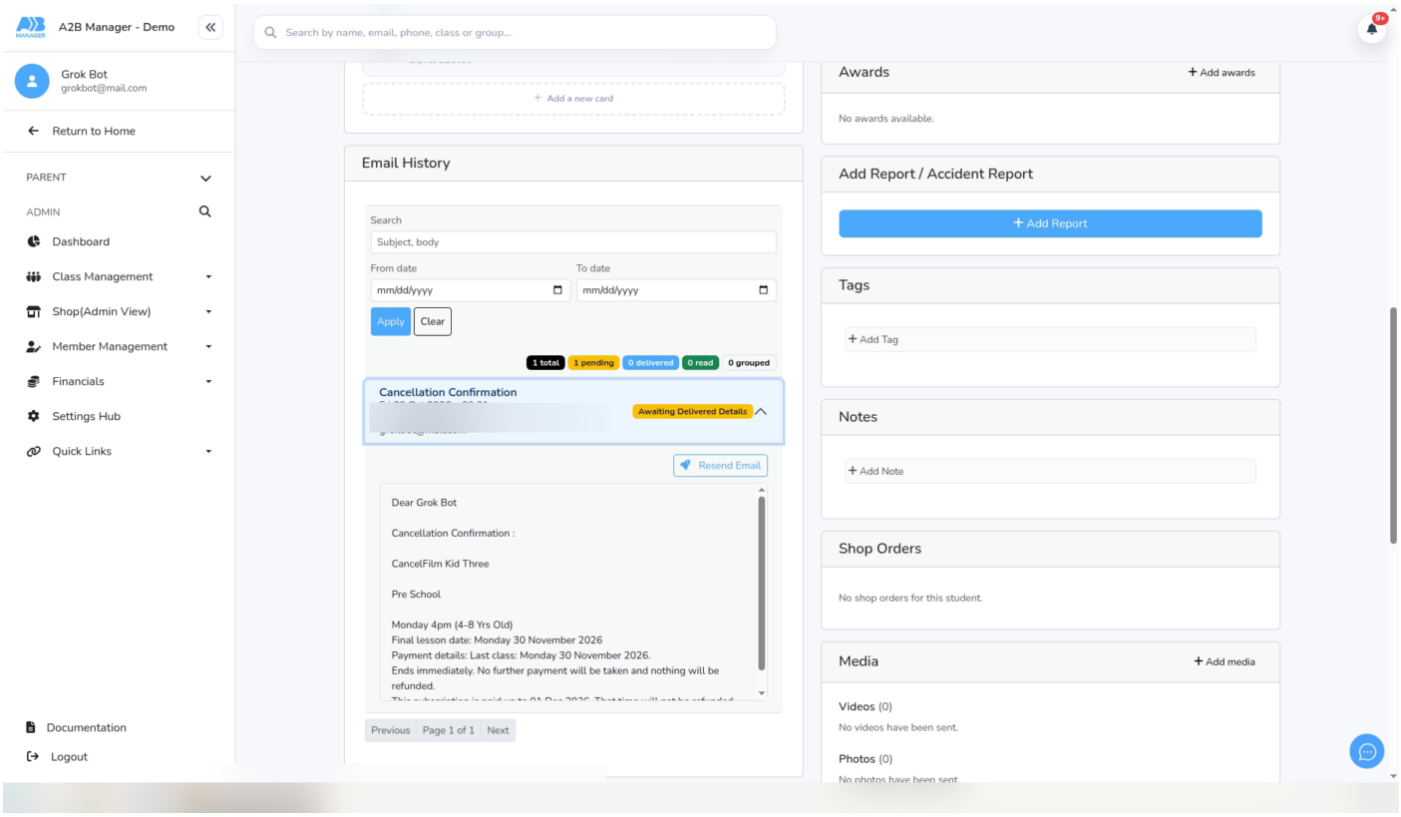
Step 13: The summary after Agree and cancel

Step 14: What happens after the parent cancels (4:16)

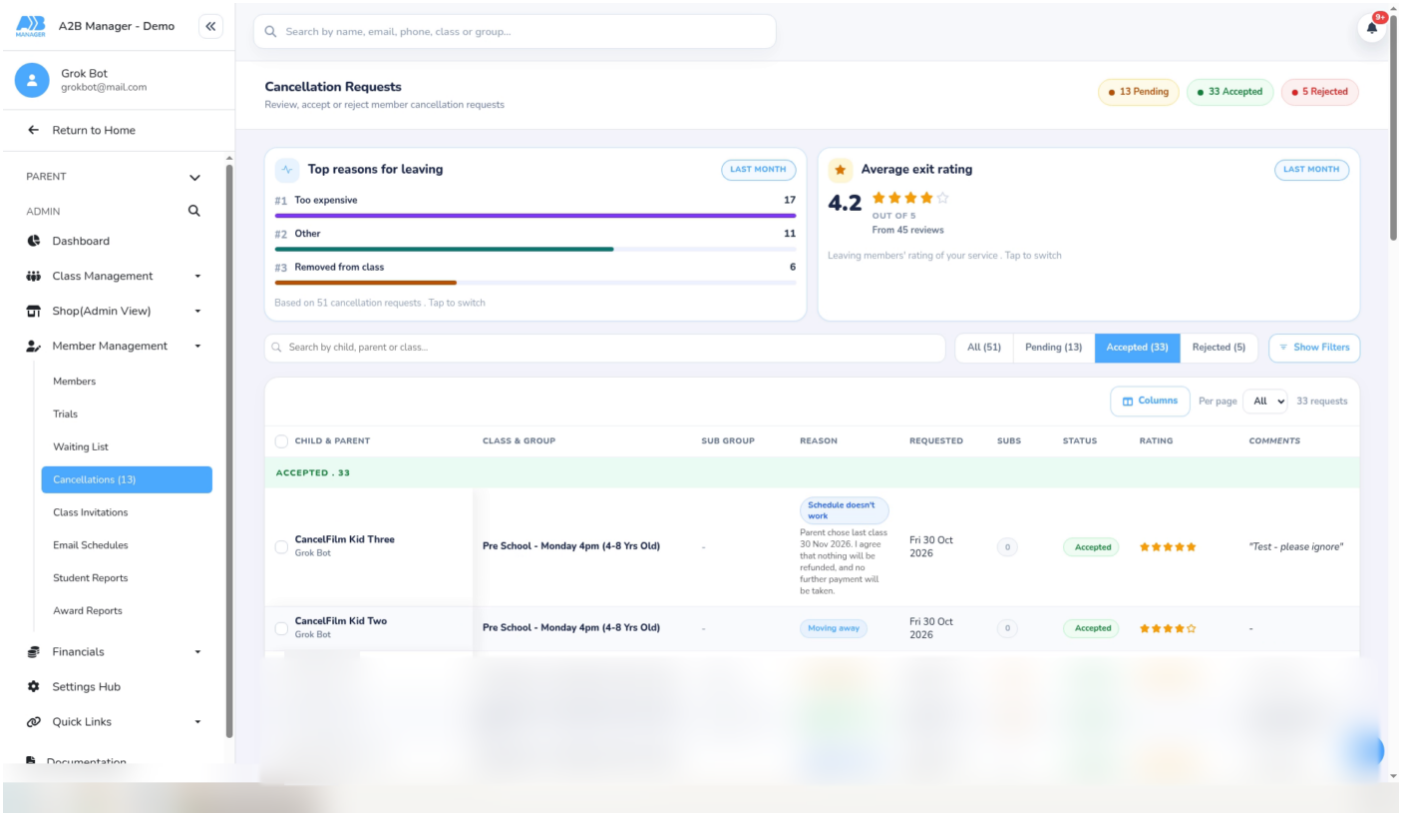
- The class card shows *“Last class: Monday 30 November 2026”*, with the **Last class** badge on that session. The **Request Cancellation** link no longer shows.
- The parent is sent a **Cancellation Confirmation** email with the **Final lesson date** and, under **Payment details**, the lines from the quote.
- The child's subscription is cancelled straight away. In the child's profile it's no longer listed under **Subscriptions**, **Recent Activity** records *“Subscription cancelled immediately: 8 Hours.”*, and the class shows **Last Lesson** 30/11/2026.
- In **Member Management** > **Cancellations**, the request is already in the **Accepted** tab, with the note *“Parent chose last class 30 Nov 2026. I agree that nothing will be refunded, and no further payment will be taken.”* There's nothing for your team to do.



Step 14: The parent's card after Agree and cancel



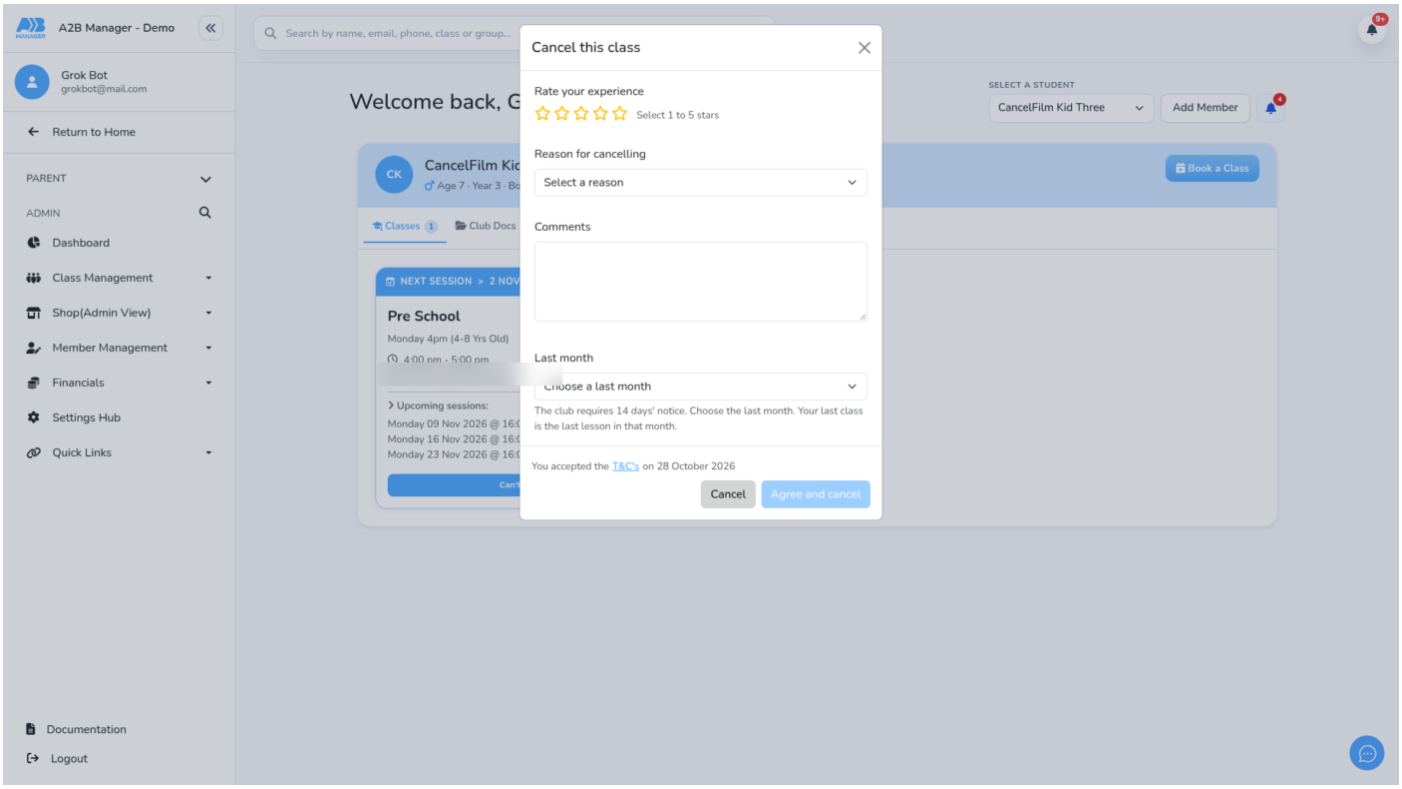
Step 14: The Cancellation Confirmation email with the payment details



Step 14: The request is already in the Accepted tab

Other cancellation settings

- **End after a final payment**: **Cancel this class** has a **Last month** list (**Choose a last month**) instead of a last class. With 14 days' notice set, the hint reads *“The club requires 14 days' notice. Choose the last month. Your last class is the last lesson in that month.”*
- For November 2026, the form says *“Your last class will be Monday 30 November 2026.”* The parent is asked to agree that their normal payment will be taken.
- **Pro rata**: the parent picks a last class. With 14 days' notice set, the hint reads *“The club requires 14 days' notice. Only classes on or after that are shown. Closed dates can be chosen.”* They then see a pro rata quote showing any refund or charge, with a box to agree to it.
- To choose a setting and the notice period, see How to Choose How Parents Cancel a Class Place .



With End after a final payment, the parent chooses a last month

Good to know

- Once a cancellation is accepted, whether by your team or by the parent cancelling straight away, the **Request Cancellation** link no longer shows on that class card.
- After a rejection, the link comes back and the parent can send a new request.
- The emails' wording comes from your email templates: **Request Cancellation**, **Cancellation Confirmation** and **Cancellation Rejection**.

- The Cancellations page also notes: *“A family subscription, an unassigned subscription, or a class payment that cannot be matched still waits for you.”*

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