How to Choose How Parents Cancel a Class Place

General Settings · https://a2bmanager.com/docs/how-to-choose-how-parents-cancel-a-class-place/

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Walkthrough: choosing how parents cancel a class place

Choose what a parent sees when they click **Request Cancellation** on their dashboard. For subscription classes you can pick **Ask the club to confirm**, **Cancel straight away**, **End after a final payment** or **Pro rata**, and you can set how many days' notice parents must give.

Before you start

- You need club admin access to **Settings Hub**.
- The Cancellations page has one dropdown for **Subscription classes** and one for **Term classes**, plus **Notice required**.
- After you save, the parent sees the new choice once their dashboard is reloaded.

The choices at a glance

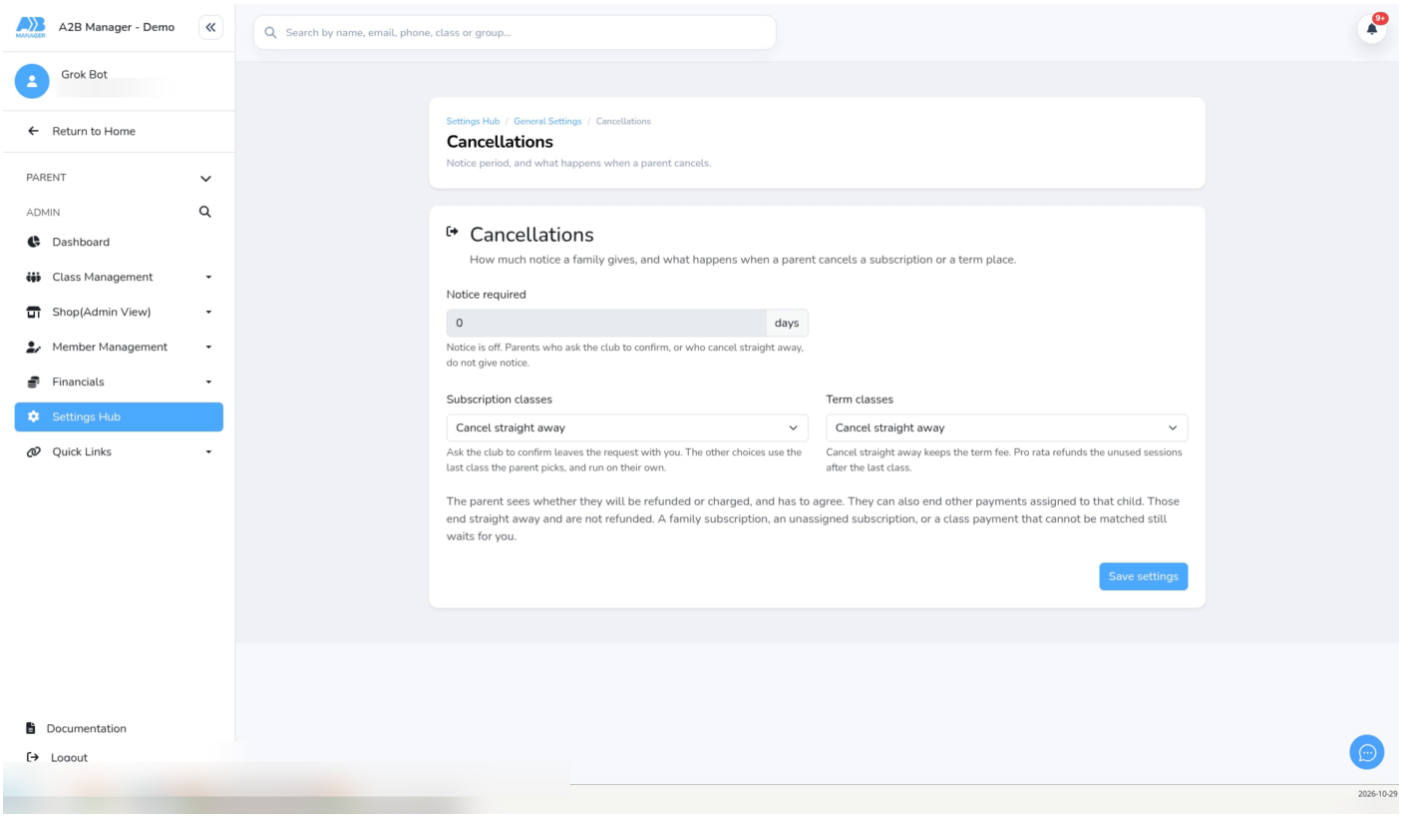
Subscription classes:

- **Ask the club to confirm**: the parent sees a request form with no last class and no price.
- **Cancel straight away**: the parent picks a last class and sees a quote.
- **End after a final payment**: the parent picks a last month and sees a quote.
- **Pro rata**: the parent picks a last class and sees a quote.
- **Term classes**: the dropdown offers **Ask the club to confirm**, **Cancel straight away** and **Pro rata refund**.

Choosing how parents cancel

Step 1: Open the Cancellations settings (0:00)

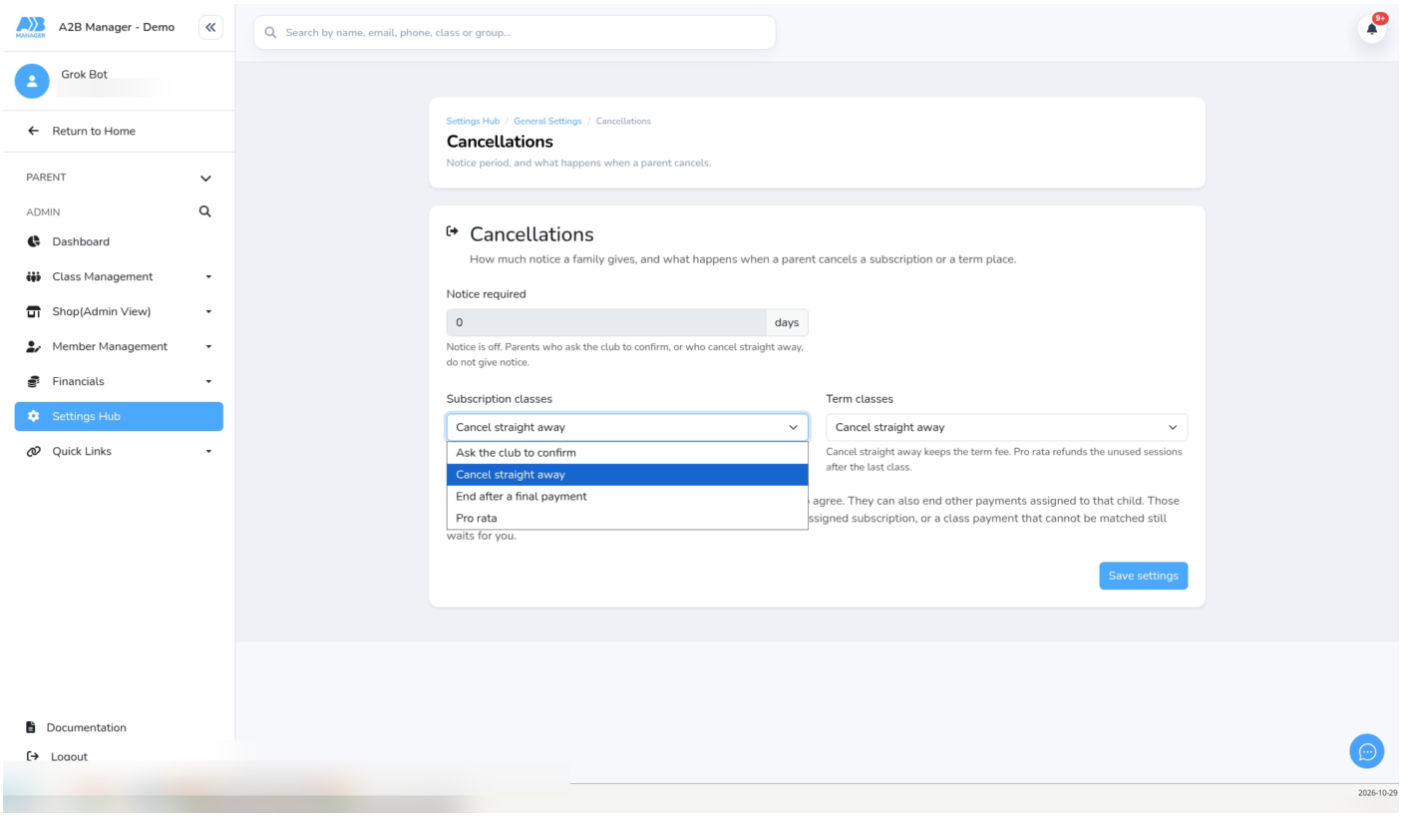
- In the menu on the left, click **Settings Hub**.
- Scroll down to **System Settings** and click **Settings**.
- In **General Settings**, under **Club**, click **Cancellations**.
- The page shows **Notice required**, **Subscription classes** and **Term classes**. Under them, the page says: *“The parent sees whether they will be refunded or charged, and has to agree. They can also end other payments assigned to that child. Those end straight away and are not refunded. A family subscription, an unassigned subscription, or a class payment that cannot be matched still waits for you.”*



Step 1: The Cancellations page in General Settings

Step 2: Choose what happens for subscription classes (0:27)

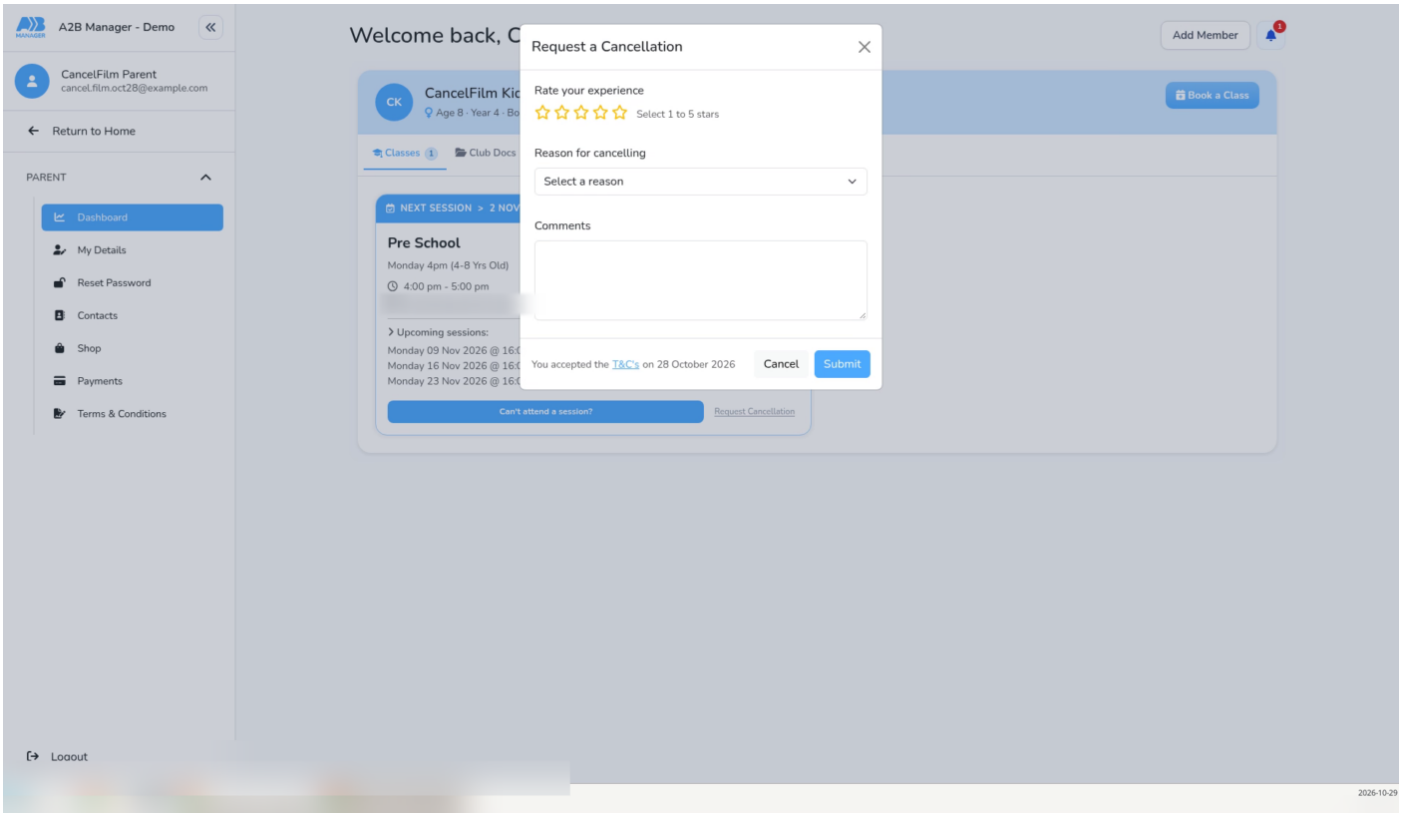
- Open the **Subscription classes** dropdown.
- Choose **Ask the club to confirm**, **Cancel straight away**, **End after a final payment** or **Pro rata**.
- Click **Save settings**. You'll see **Cancellation settings saved.**
- Steps 3 to 6 show what the parent sees with each choice, after their dashboard is reloaded.



Step 2: The four Subscription classes choices

Step 3: Ask the club to confirm (0:37)

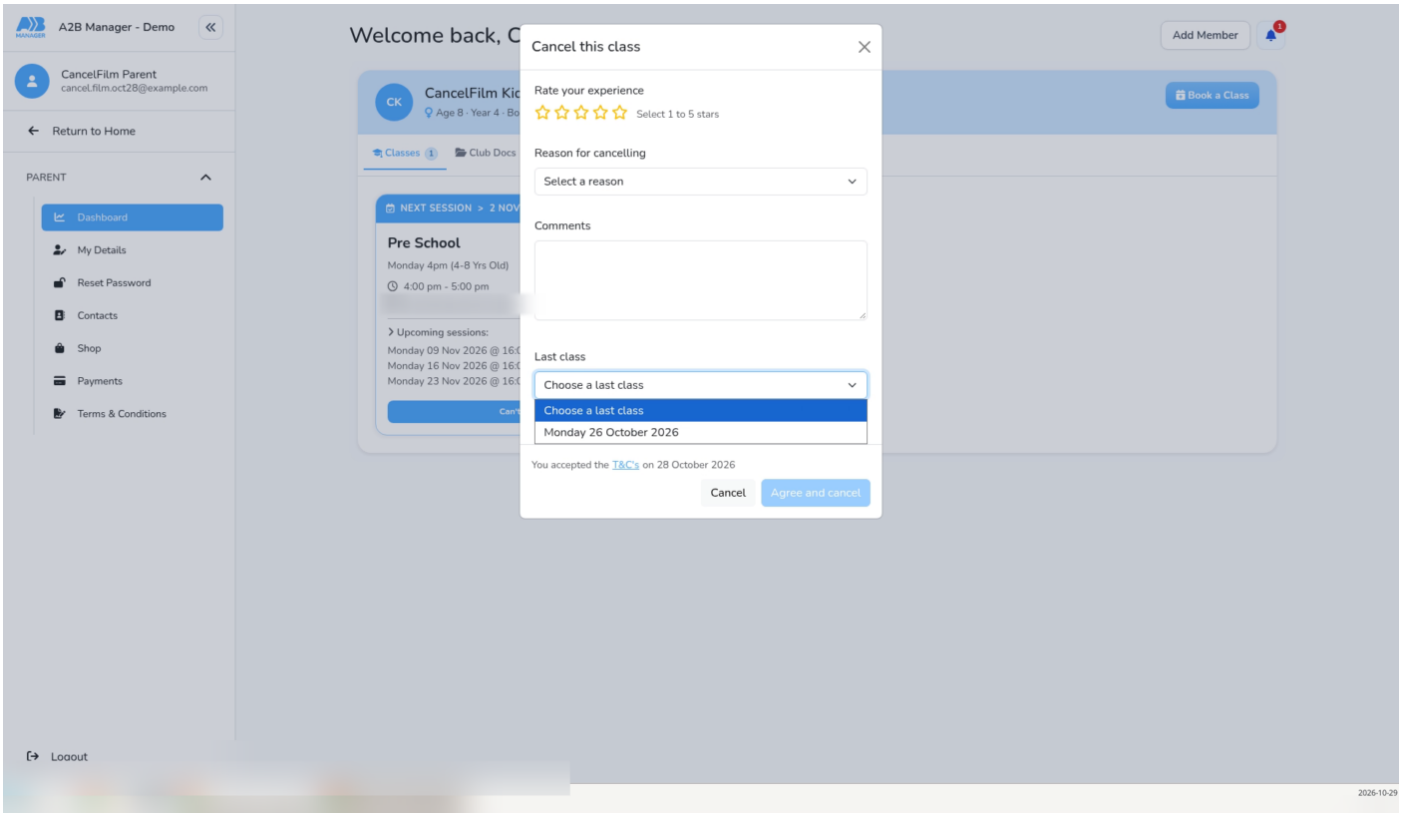
- **Notice required** is greyed out. The page says: *“Notice is off. Parents who ask the club to confirm, or who cancel straight away, do not give notice.”*
- On the parent's dashboard, the class card has a **Request Cancellation** link. It opens **Request a Cancellation**.
- The pop-up has **Rate your experience**, **Reason for cancelling** and **Comments**, with **Cancel** and **Submit** buttons. There's no last class to choose and no price.



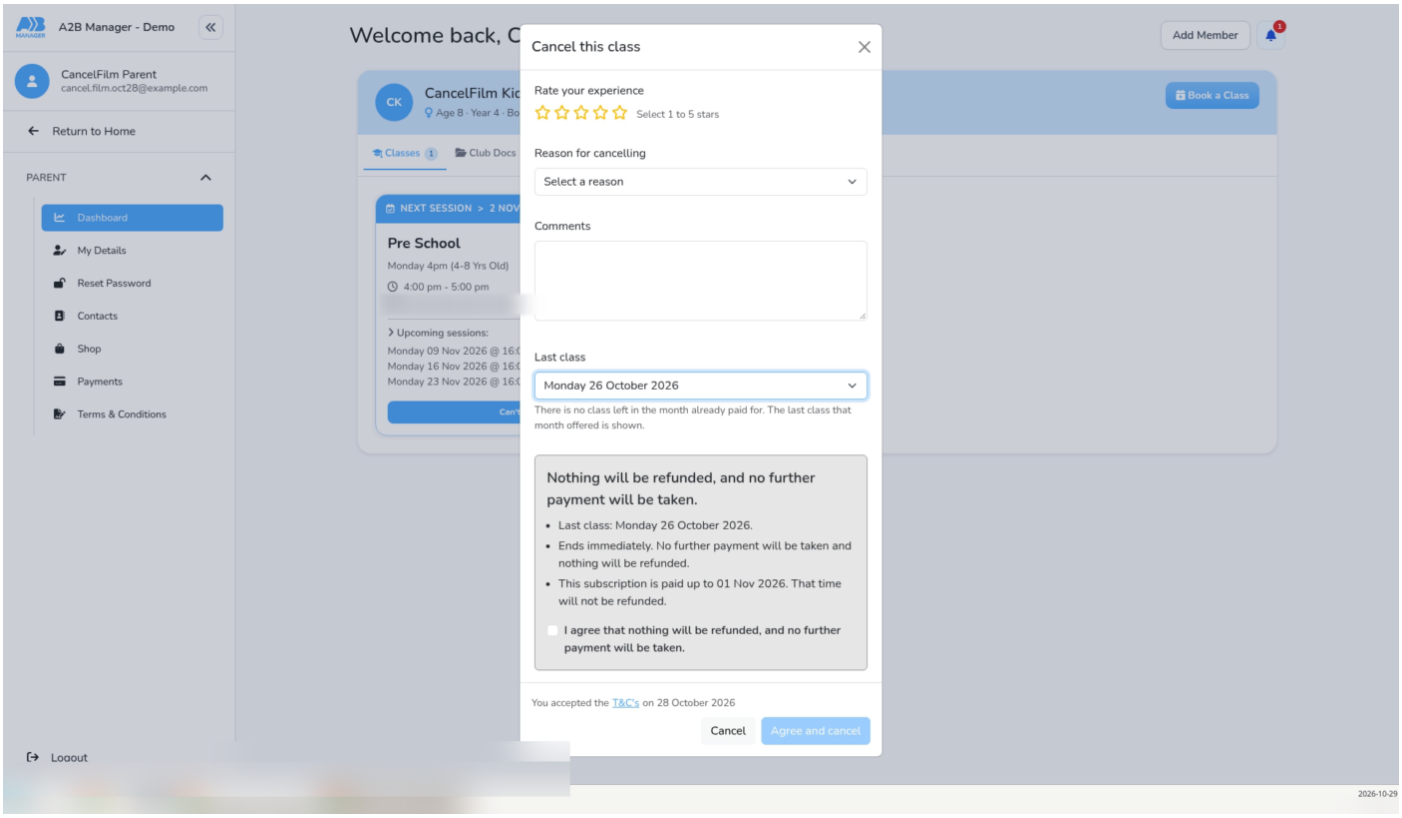
Step 3: With Ask the club to confirm, the parent sees Request a Cancellation

Step 4: Cancel straight away (1:13)

- Choose **Cancel straight away** and click **Save settings**. **Notice required** stays greyed out.
- The parent's **Request Cancellation** link now opens **Cancel this class**, with a **Last class** list as well as the rating, reason and comments.
- In this example, the list offers only **Monday 26 October 2026**, and the hint reads *“There is no class left in the month already paid for. The last class that month offered is shown.”*
- If the child has no payment due, for example they have no subscription of their own, the **Last class** list stops at the end of this month. If no class is left this month, the list offers this month's last class instead, even if it has already taken place.
- The quote reads **Nothing will be refunded, and no further payment will be taken.** It also lists *“Ends immediately. No further payment will be taken and nothing will be refunded.”* and *“This subscription is paid up to 01 Nov 2026. That time will not be refunded.”*
- Under the quote is the box **I agree that nothing will be refunded, and no further payment will be taken.** While it's unticked, **Agree and cancel** is greyed out.



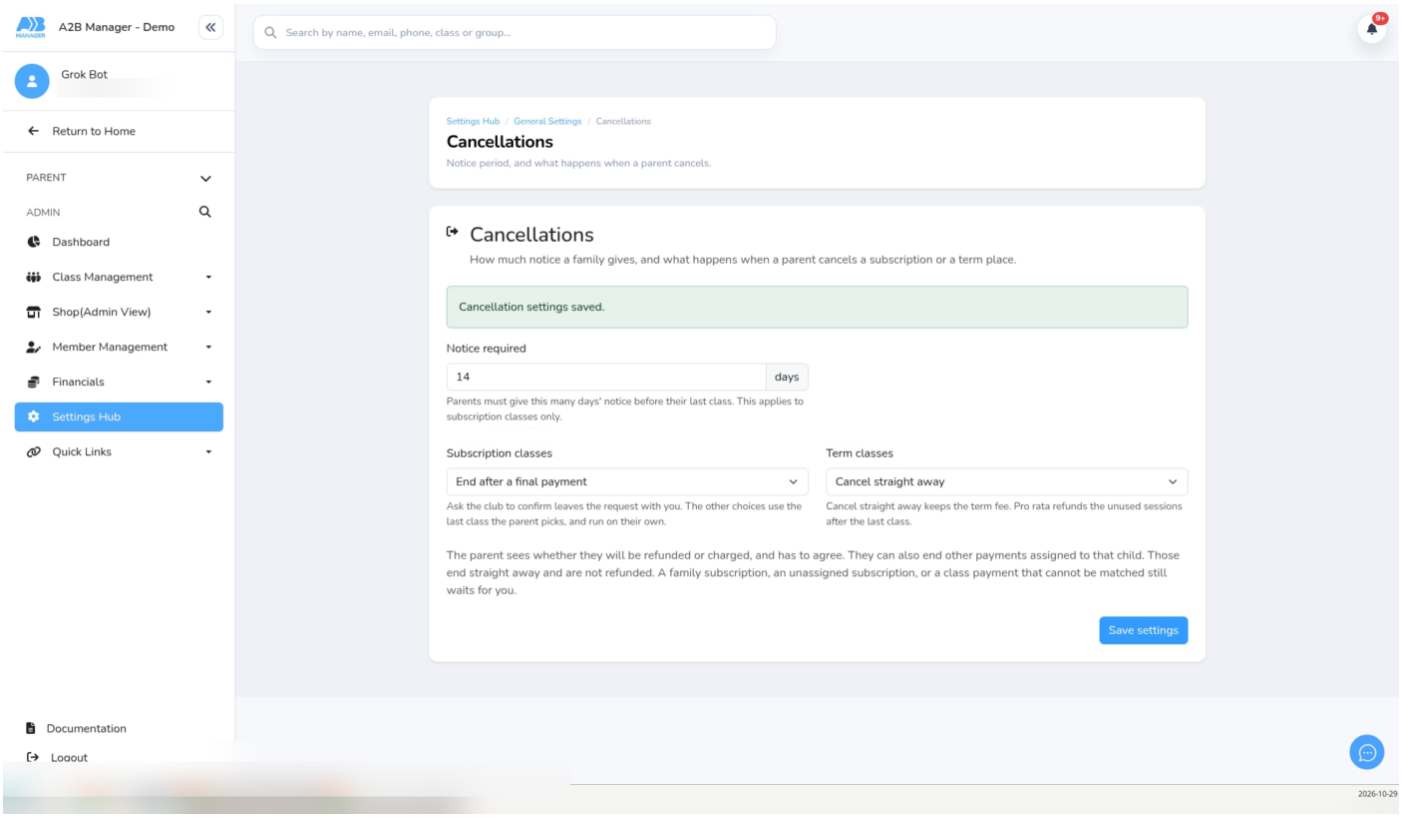
Step 4: The Last class list for Cancel straight away



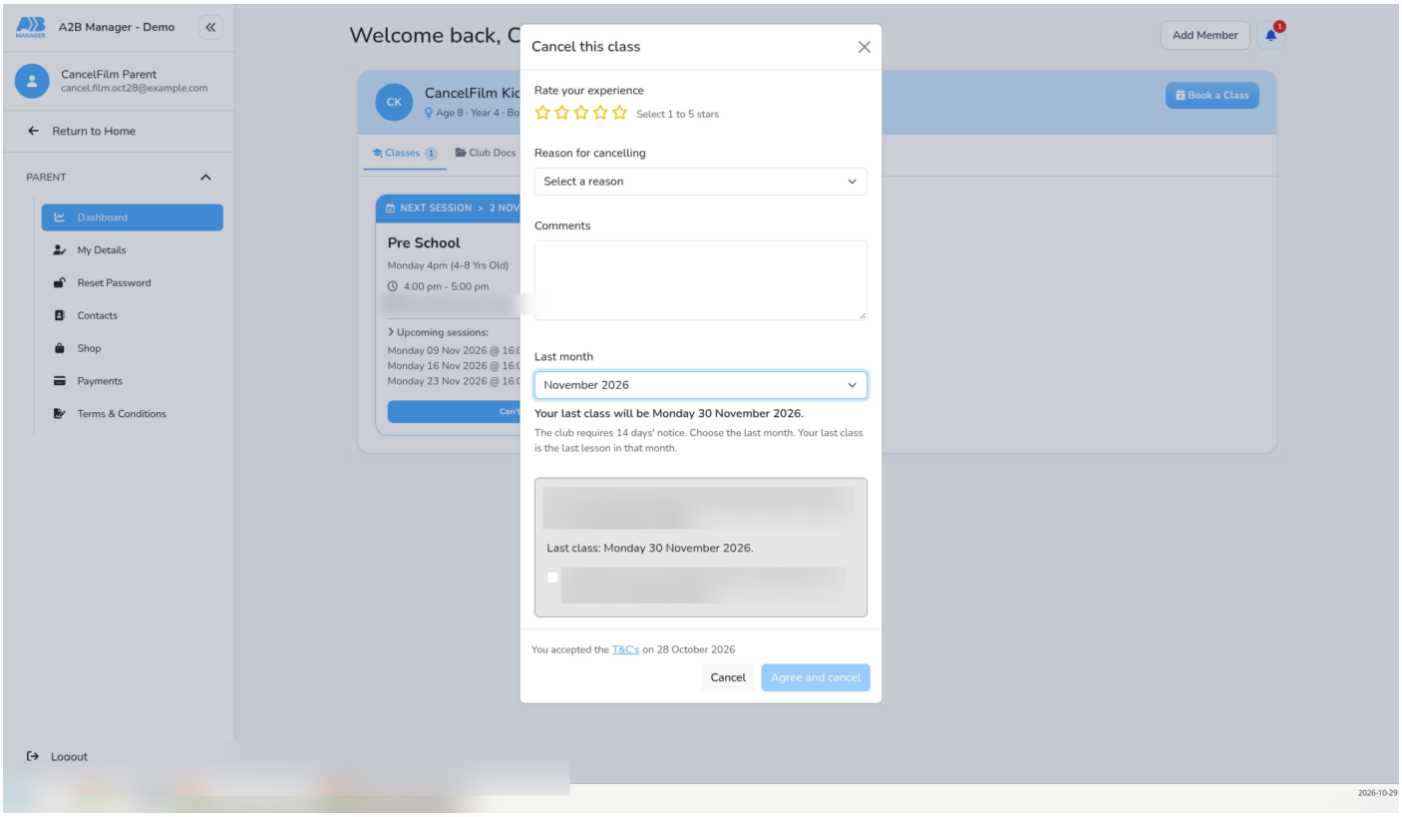
Step 4: The Cancel straight away quote and agreement box

Step 5: End after a final payment, with notice (1:57)

- Choose **End after a final payment**. **Notice required** is no longer greyed out. This example uses **14** days, and the page says: *“Parents must give this many days' notice before their last class. This applies to subscription classes only.”*
- Click **Save settings**.
- On the parent's side, **Cancel this class** asks for a **Last month**. In this example the list runs from **November 2026** to **May 2027**, and the hint reads *“The club requires 14 days' notice. Choose the last month. Your last class is the last lesson in that month.”*
- Choosing **November 2026** shows **Your last class will be Monday 30 November 2026.** The screen also shows the amount of the parent's normal payment and when it will be taken.
- Choosing **December 2026** gives a last class of Monday 28 December 2026, with a quote ending *“…will continue until 1 December 2026.”*
- Under the quote is an agreement box to tick. While it's unticked, **Agree and cancel** is greyed out.



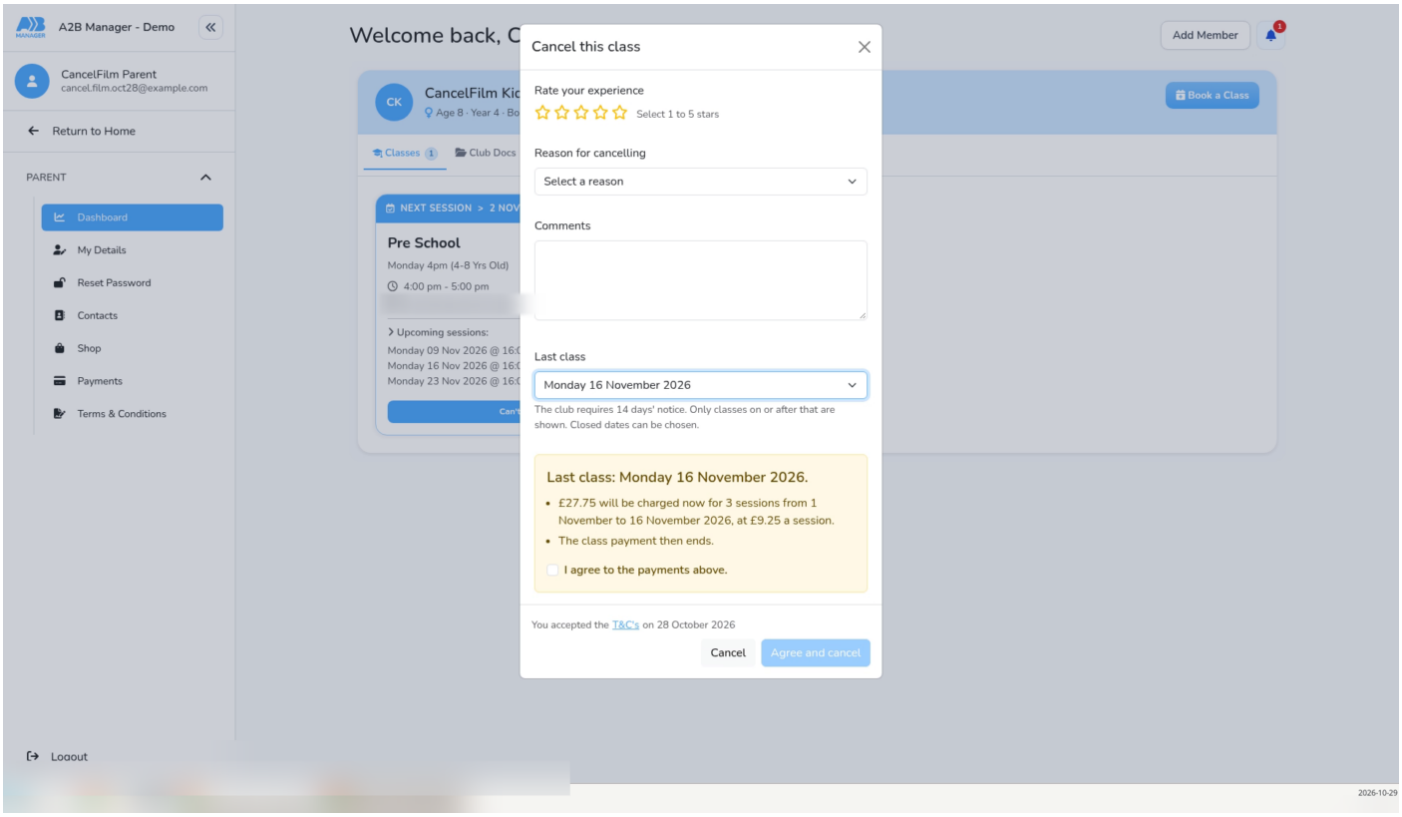
Step 5: End after a final payment, with Notice required set to 14



Step 5: The parent picks a last month and sees their final payment

Step 6: Pro rata (2:44)

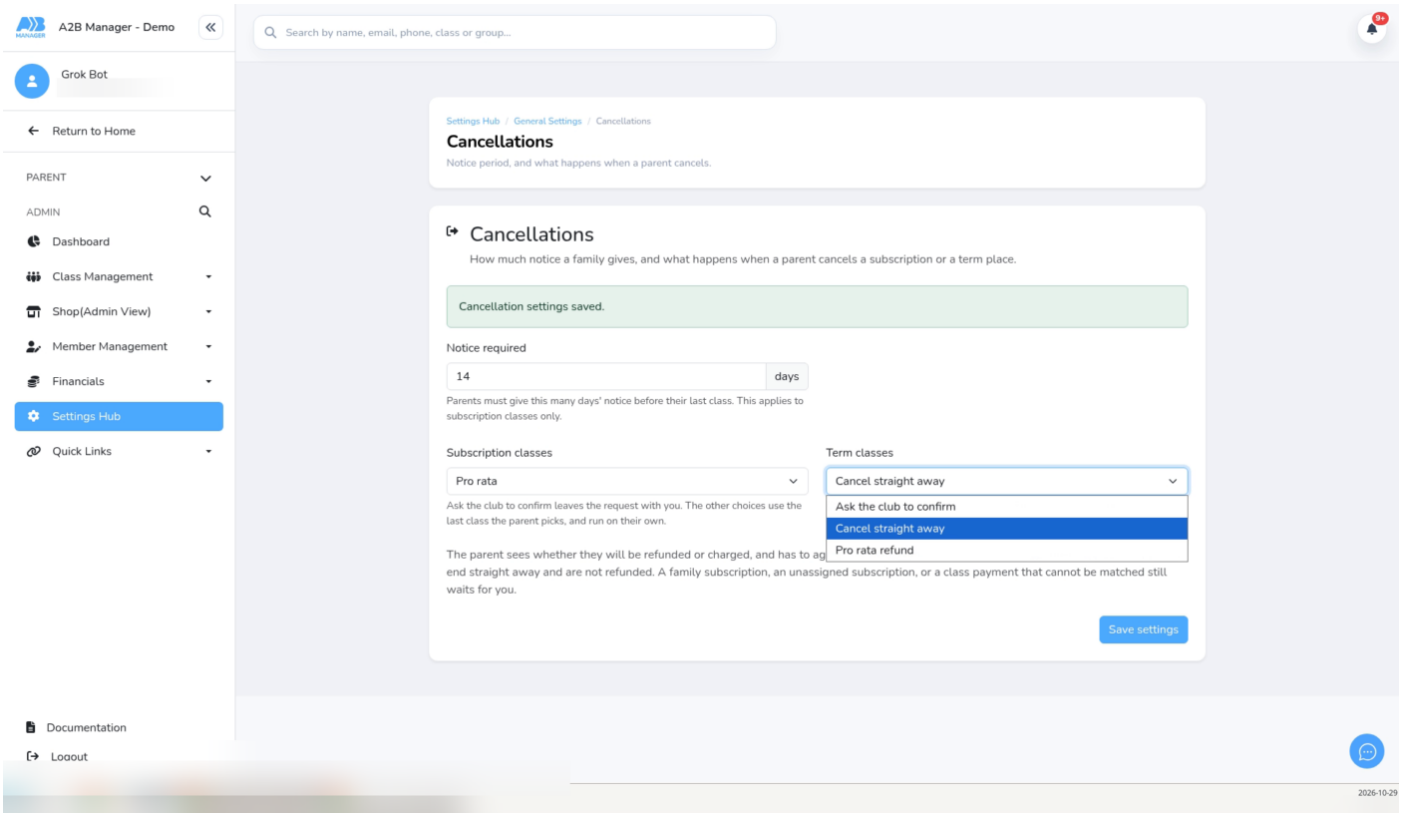
- Choose **Pro rata** and click **Save settings**. **Notice required** still shows 14 days in this example.
- The parent chooses a **Last class**. In this example the list starts at **Monday 16 November 2026**, and the hint reads *“The club requires 14 days' notice. Only classes on or after that are shown. Closed dates can be chosen.”*
- Choosing **Monday 16 November 2026** shows **Last class: Monday 16 November 2026.** and **£27.75 will be charged now for 3 sessions from 1 November to 16 November 2026, at £9.25 a session.** followed by *“The class payment then ends.”*
- Choosing **Monday 23 November 2026** shows £37.00 to be charged for 4 sessions.
- Under the quote is the box **I agree to the payments above.** While it's unticked, **Agree and cancel** is greyed out.



Step 6: The Pro rata quote shows the amount to be charged

Step 7: Choose what happens for term classes (3:28)

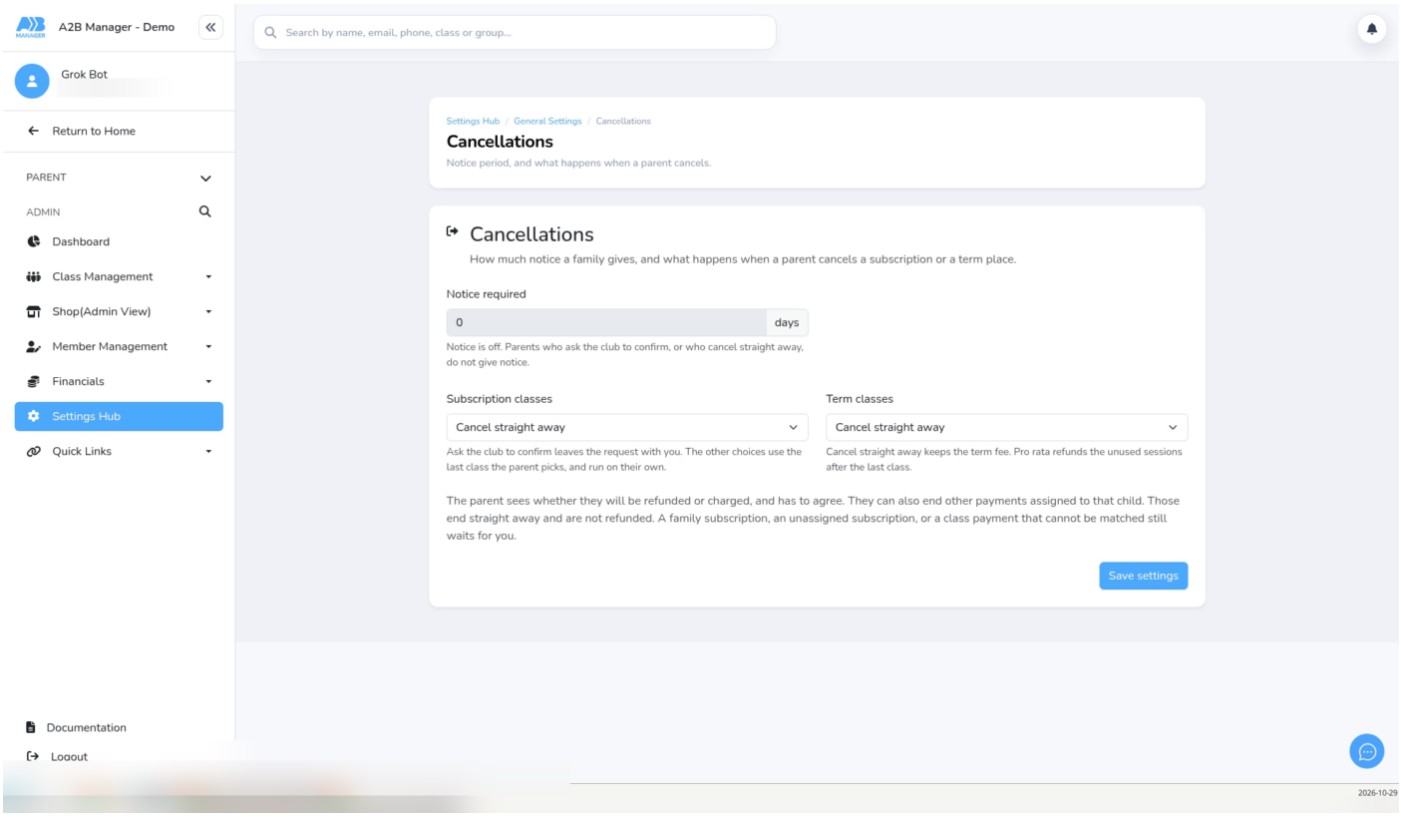
- Open the **Term classes** dropdown. It offers **Ask the club to confirm**, **Cancel straight away** and **Pro rata refund**.
- Under the dropdown, the page says: *“Cancel straight away keeps the term fee. Pro rata refunds the unused sessions after the last class.”*



Step 7: The three Term classes choices

Step 8: Save your choices (3:41)

- Set both dropdowns, and **Notice required** if it isn't greyed out, the way you want them.
- Click **Save settings**. You'll see **Cancellation settings saved.**
- After a reload, the page keeps your saved choices. In this example, both dropdowns are back to **Cancel straight away**, and Notice required is greyed out.



Step 8: Your saved choices stay in place after a reload

Good to know

- In the parent's pop-up, clicking **Cancel** closes it without sending or cancelling anything.
- If a child's class payment can't be matched, **End after a final payment** and **Pro rata** show **The class payment could not be matched.** instead of a price.

> **Tip:** To see the exact wording your parents will get, try a cancellation on a dummy parent account and click **Cancel** in the pop-up instead of finishing.

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