How the Request Cancellation Email Is Triggered

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

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

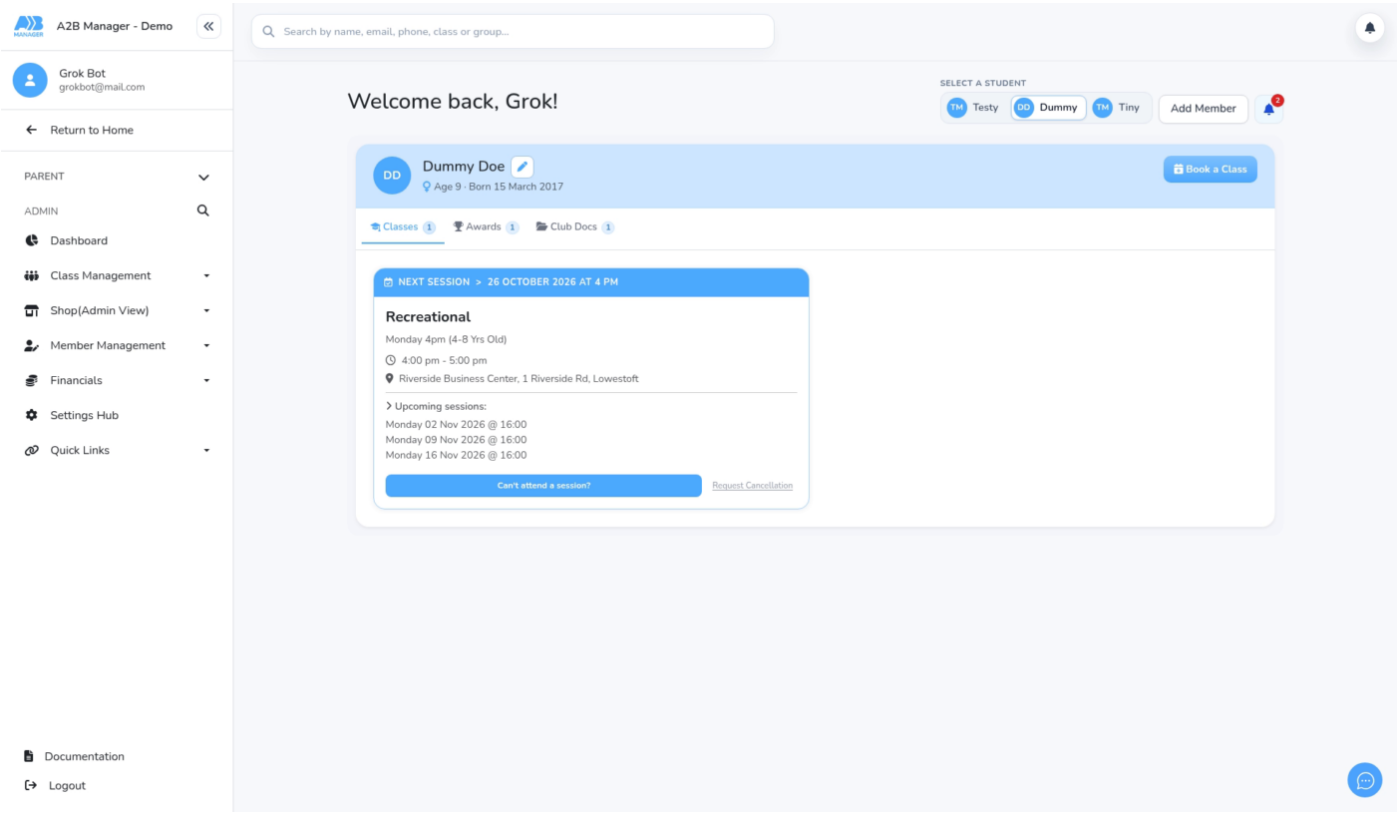
Video walkthrough

Parents can ask to cancel a class from their dashboard. They get an email confirming the request, and it waits for you to accept or reject it.

Requesting a cancellation (parent view)

Step 1: Open the child's class card (0:00)

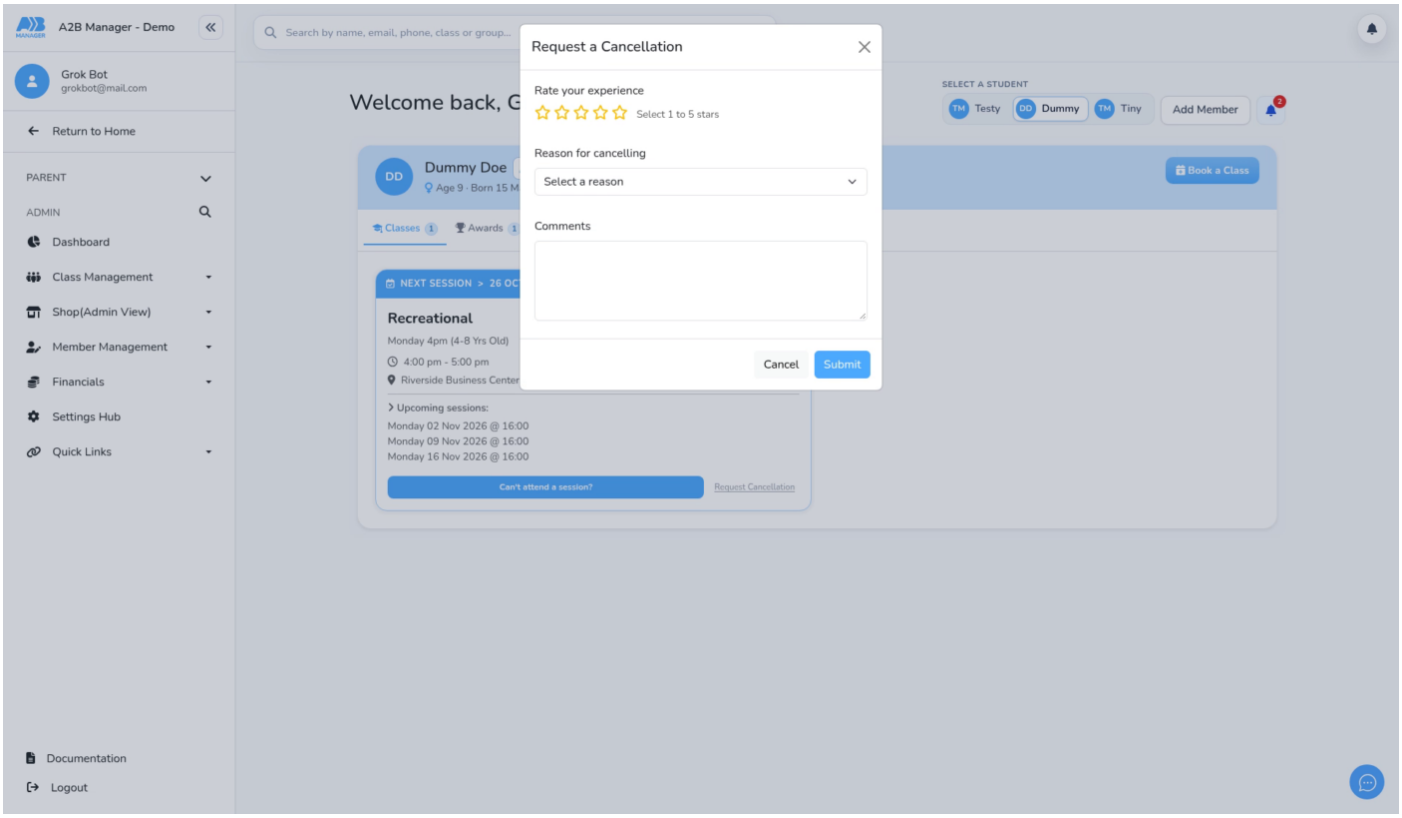
- The parent logs in and picks the child under **Select a student**.
- Each class card shows **Can't attend a session?** and a **Request Cancellation** link.



Step 1: The class card

Step 2: Click Request Cancellation (0:10)

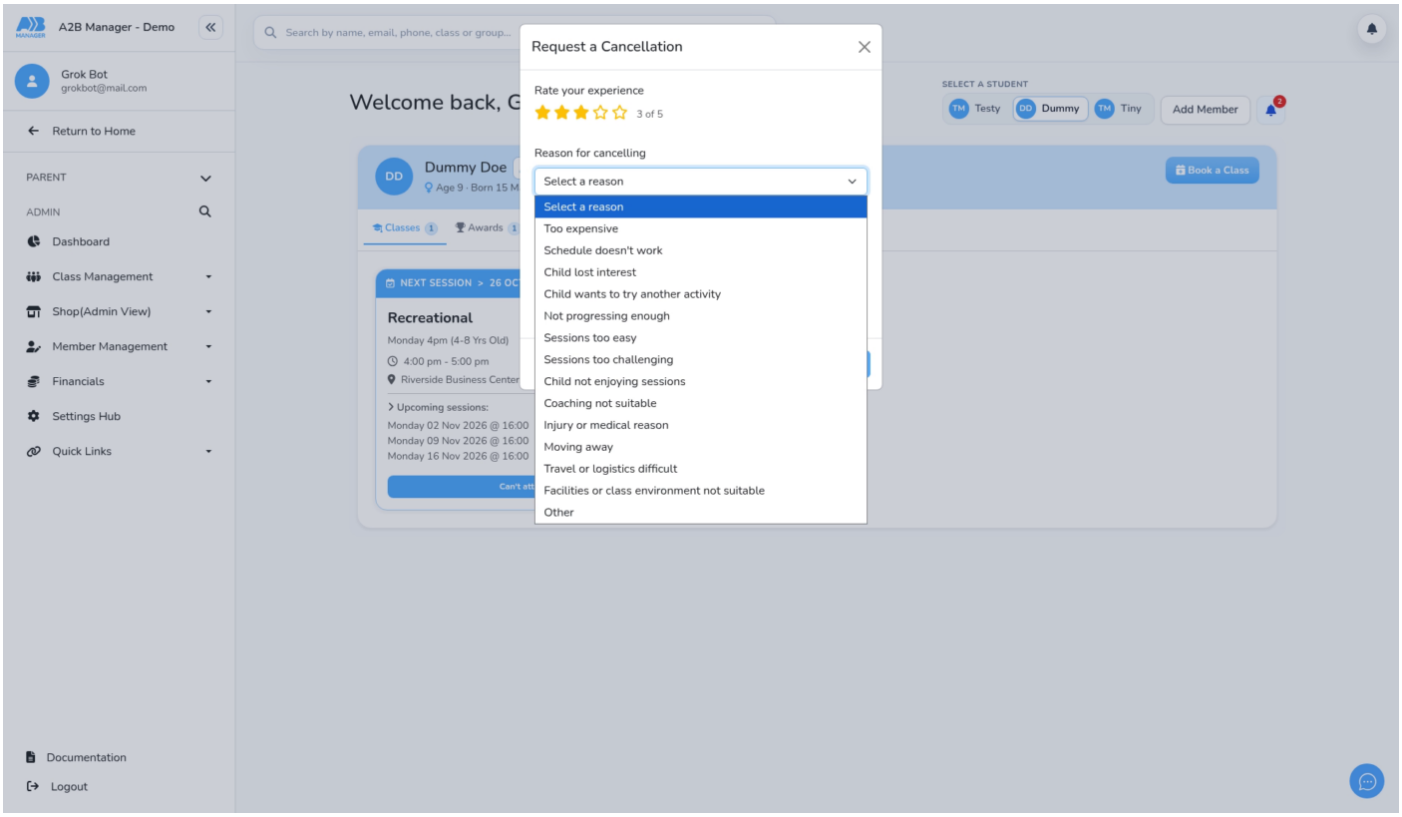
- Click **Request Cancellation** on the card.



Step 2: Request a Cancellation

Step 3: Rate and give a reason (0:13)

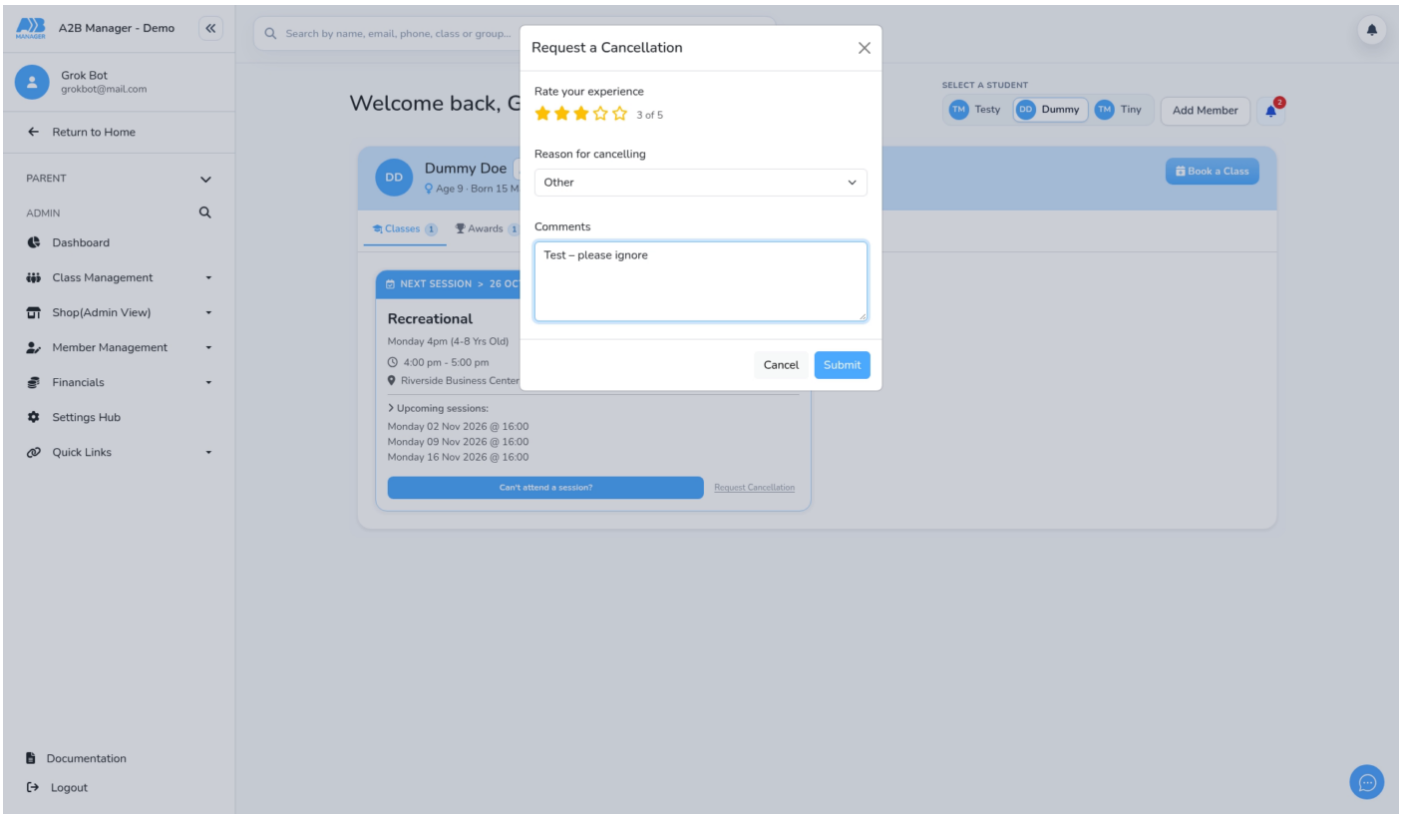
- Under **Rate your experience**, choose 1 to 5 stars.
- Pick a **Reason for cancelling**. If none fit, choose **Other**.



Step 3: Rating and reason

Step 4: Add comments and submit (0:32)

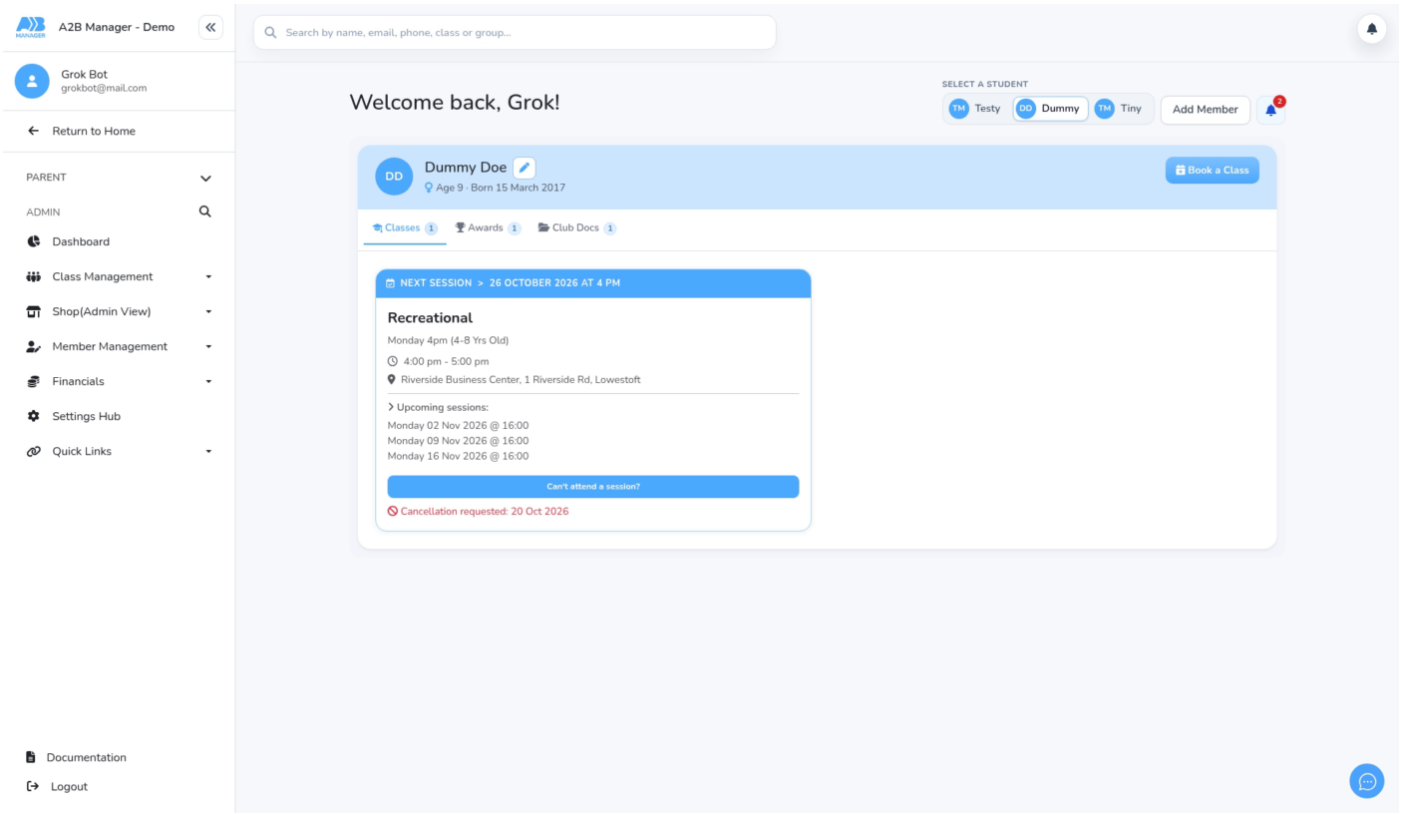
- Add any **Comments**, then click **Submit**.



Step 4: Comments

Step 5: Request sent (0:46)

- The card now shows **Cancellation requested: <date>**, and the link disappears while the request is pending.
- The parent is emailed straight away, and the request appears in **Member Management** > **Cancellations** as **Pending**.



Step 5: Cancellation requested

The Request Cancellation email

- Find it under **Settings Hub** > **Email Templates** > **Request Cancellation**. Term groups use **Term Request Cancellation** instead.
- The default message is: *Dear {ParentFirstName} {ParentLastName}, We have received your cancellation request for {StudentFirstName} {StudentLastName}. {ClassName} {ClassGroupName} Thank You.*
- It confirms the request has been received; nothing is cancelled until you accept it.

When the link shows

- There's no setting for it. It's hidden while a request is pending, and after a request has been accepted.

- If a request is rejected, the link comes back so the parent can ask again.
- For pay-as-you-go and multi-event classes, parents cancel individual sessions instead.

Download the PDF guide (optional)