How the Waiting List Email Is Triggered

Emails · https://a2bmanager.com/docs/waiting-list-email-trigger/

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

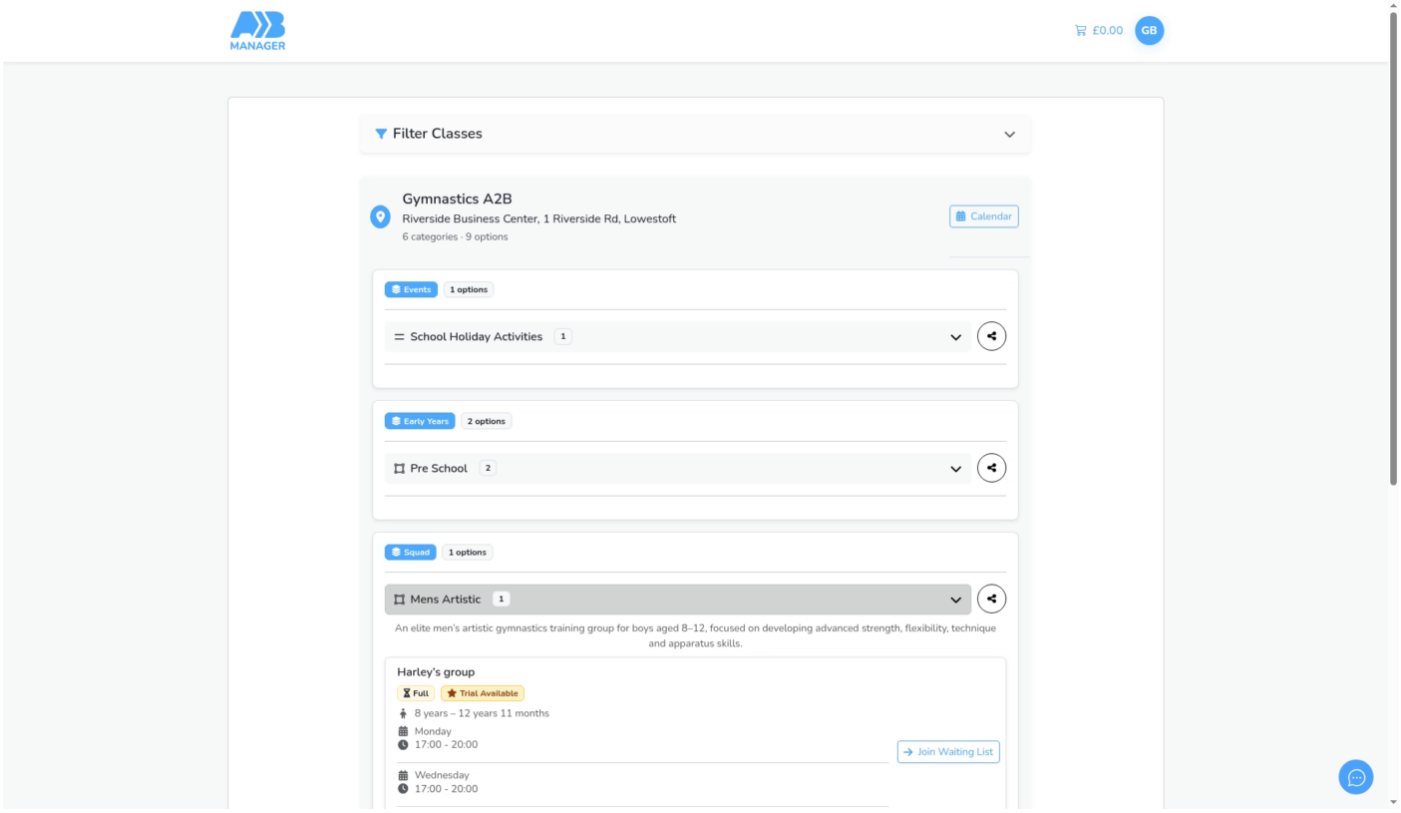
Video walkthrough: joining a waiting list

When a parent joins the waiting list for a full group, they get a waiting list email. Each group type has its own template.

Joining the waiting list (parent view)

Step 1: Find the full group (0:00)

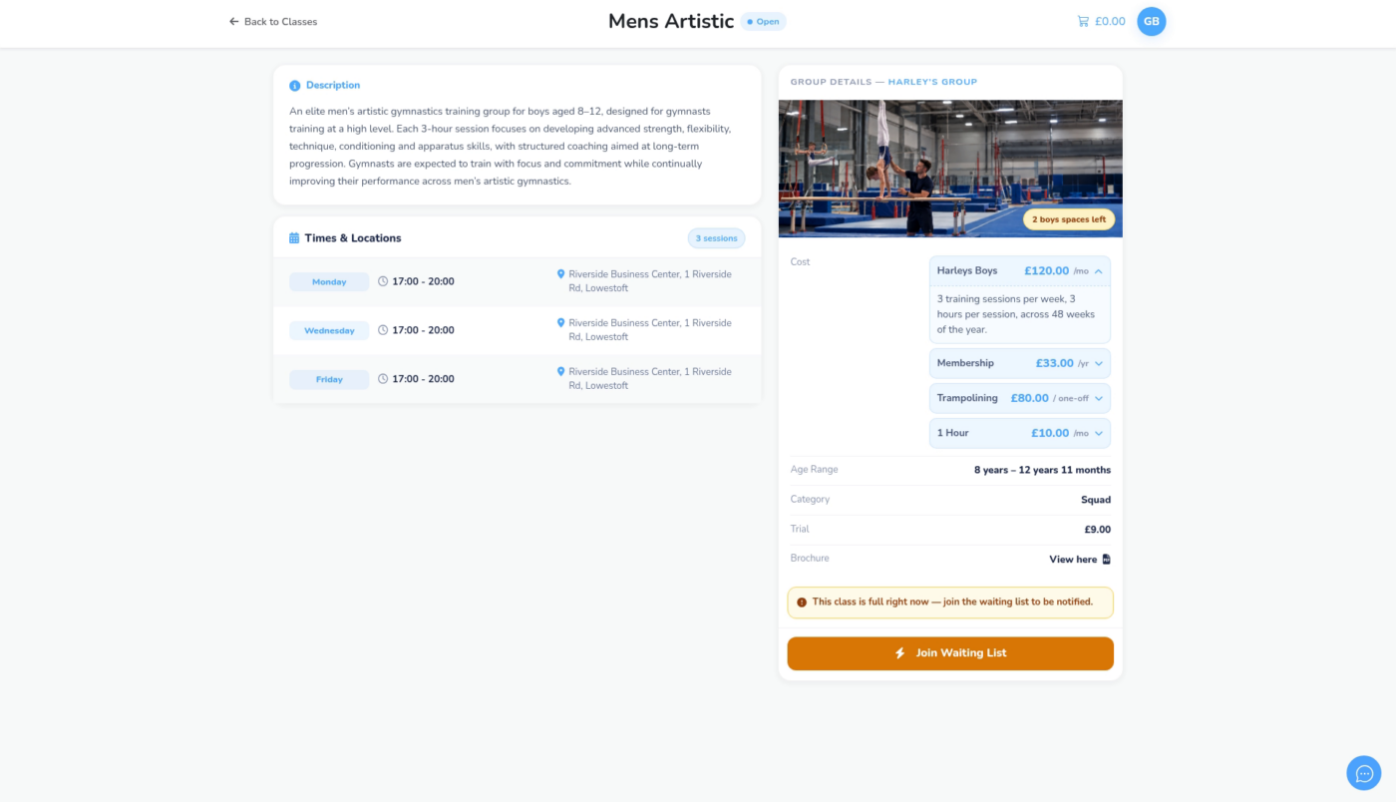
- On your club's classes page, open the category. A full group shows **Full** and a **Join Waiting List** button.
- The parent clicks **Join Waiting List**.



Step 1: A full group

Step 2: Open the waiting list (0:13)

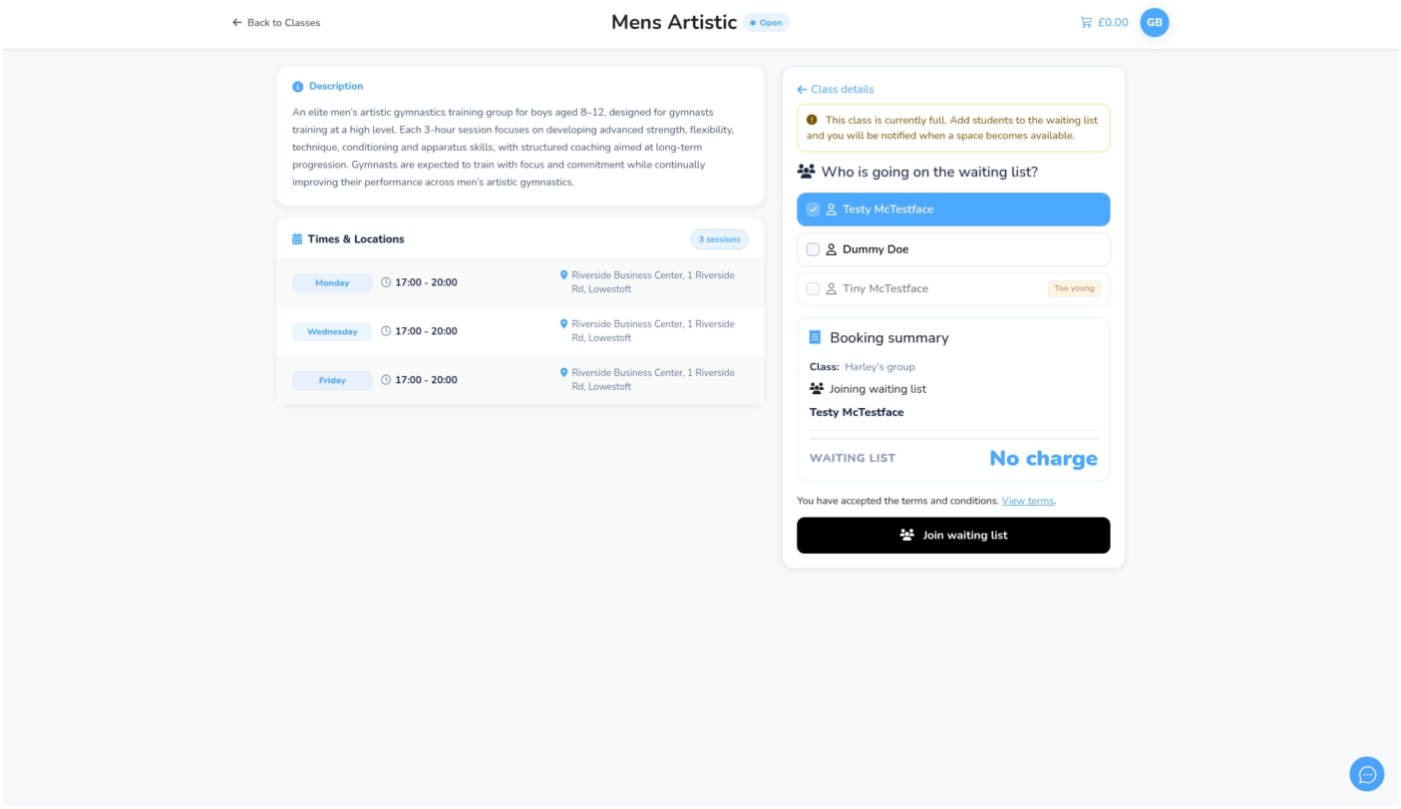
- The class page says the class is full and the child will be notified when a space becomes available.



Step 2: The class page

Step 3: Choose the child (0:22)

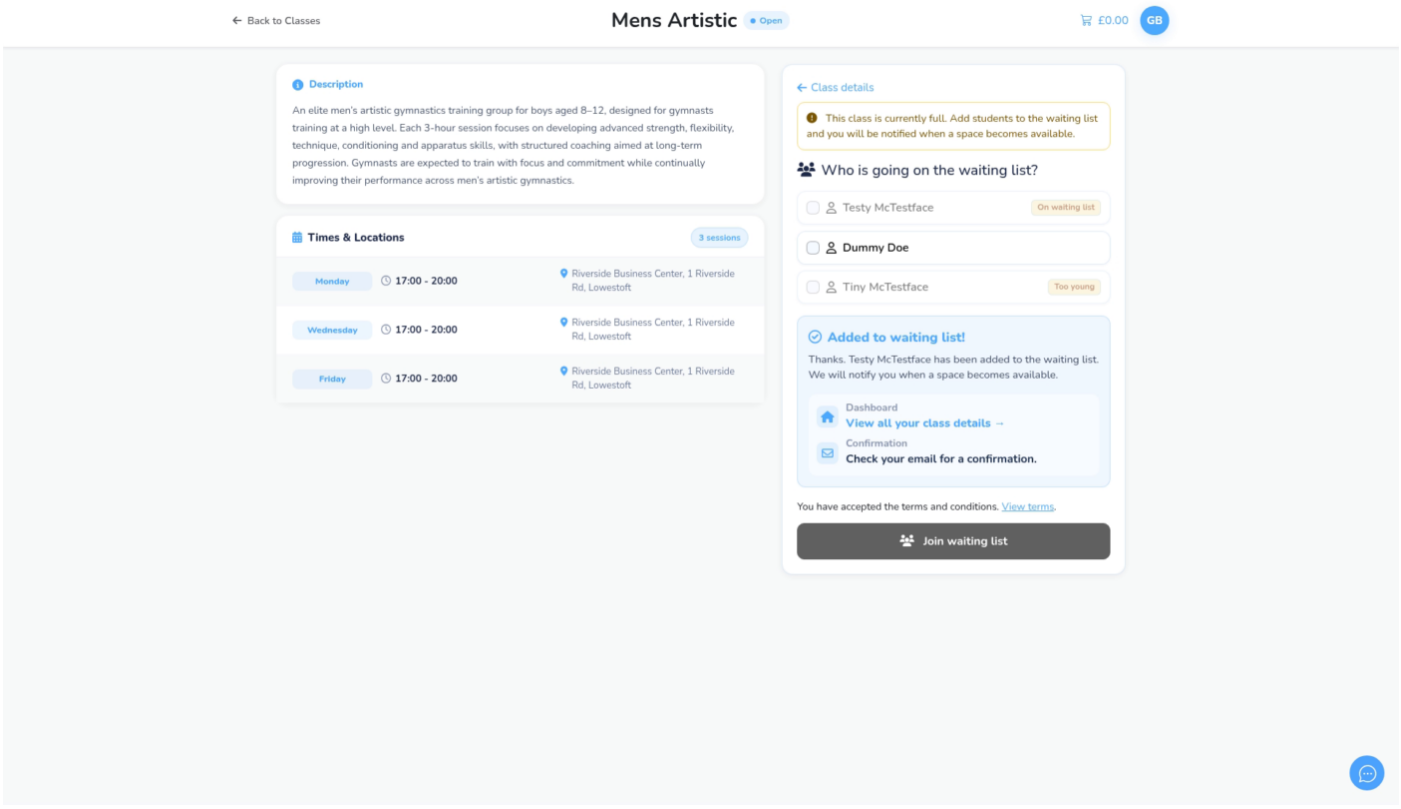
- Under **Who is going on the waiting list?**, the parent ticks their child. Children outside the age range show **Too young** and can't be picked.
- The **Booking summary** shows **Waiting list** and **No charge**.



Step 3: Choosing the child

Step 4: Join the waiting list (0:30)

- The parent clicks **Join waiting list** and sees **Added to waiting list!**
- The waiting list email is sent to the parent straight away.



Which template is used

- Go to **Settings Hub** > **Email Templates**. There's a waiting list template for each group type: **Waiting List Booking** (subscription groups), **Term Waiting List Booking**, **Pay As You Go Waiting List Booking** and **Multi Event Waiting List Booking**.
- The template used depends on the group's **payment structure** in its settings. For subscription groups it's **Recurring subscription**.
- The default subscription message is: *Hi {ParentFirstName} {ParentLastName}, {StudentFirstName} {StudentLastName} has been added to the waiting list for the class below. {ClassName} {ClassGroupName} {ClassTimesAndLocations} Thank you.*

Admin view

- The child appears in the group's **Waiting list** section in **Class Management** > **Classes**. From there you can send them an offer when a space comes up.
- Admins can also add a child to a waiting list from the member's profile; the same email is sent.

Download the PDF guide (optional)