How parents request to cancel their child’s space

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.

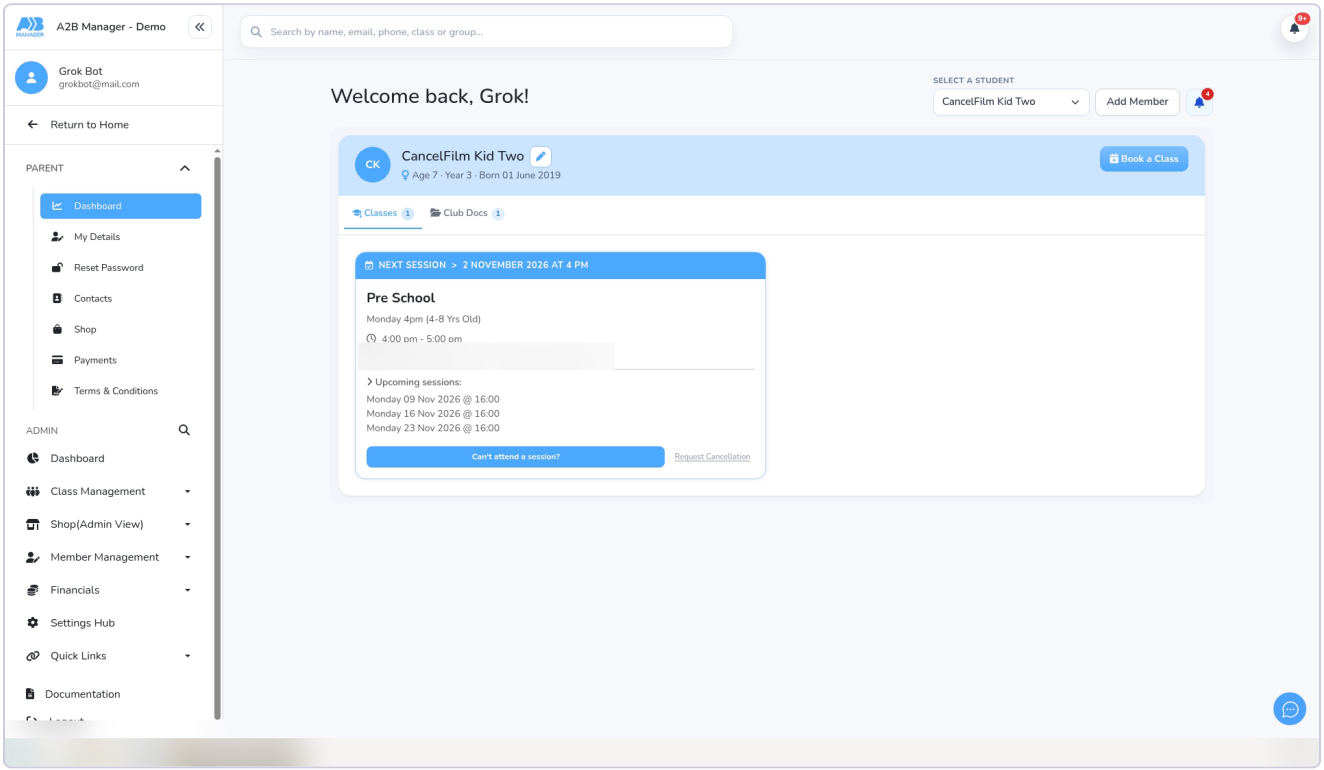
Before you start

- 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

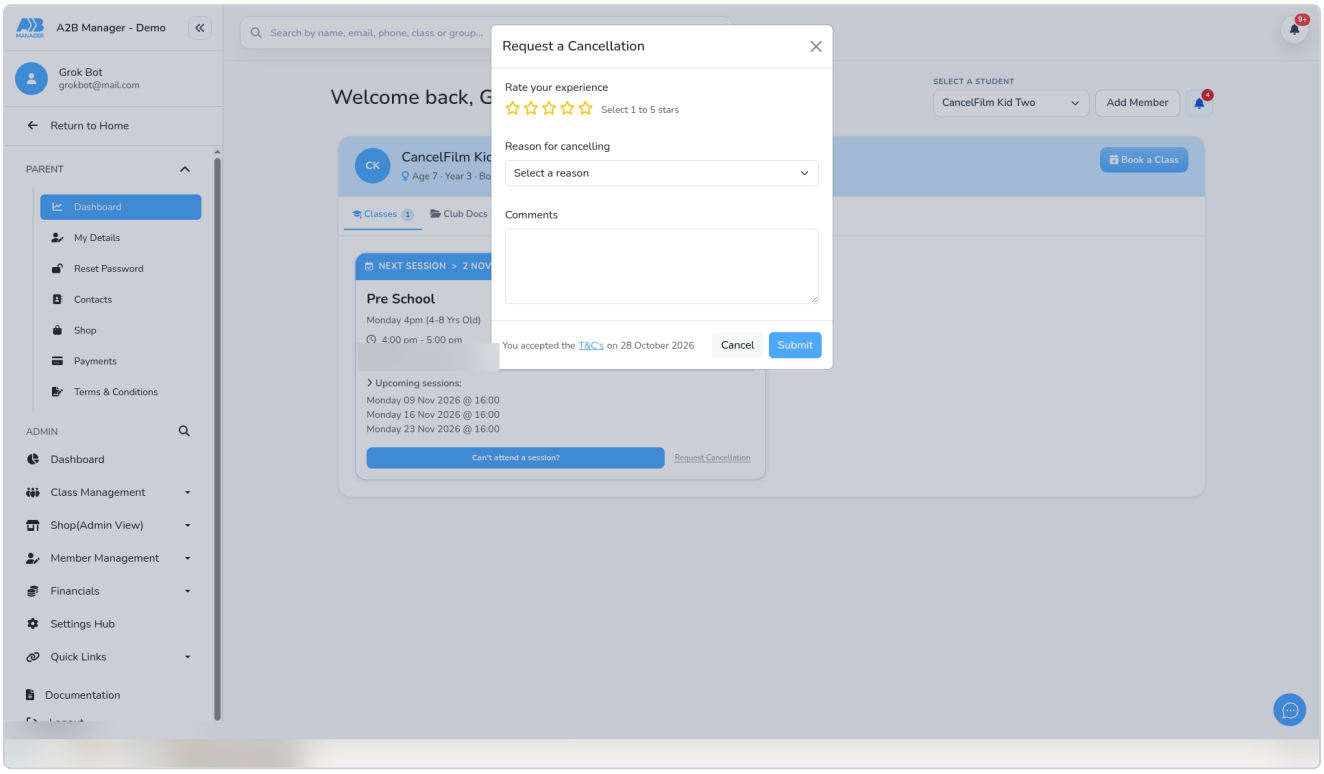
1. Parent opens their dashboard and finds the booked class (0:16)

- 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.



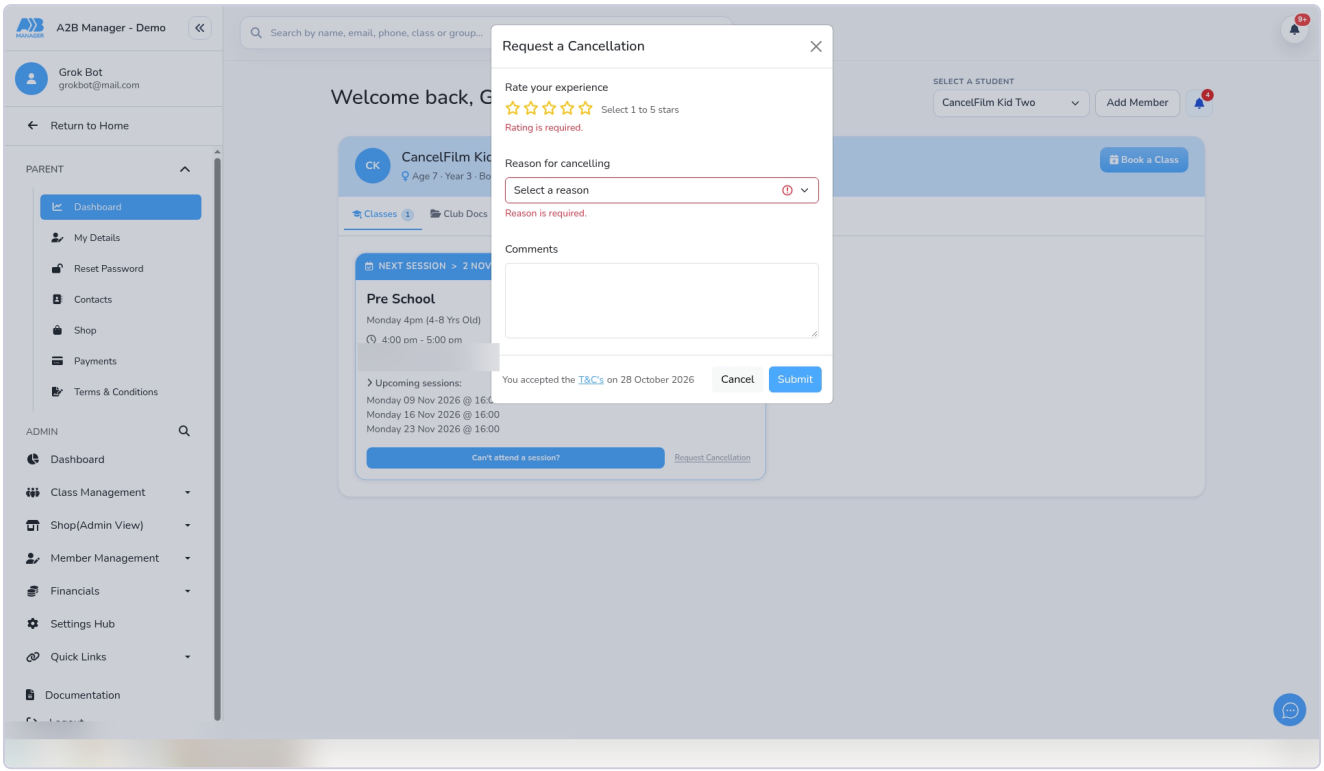
2. Parent starts the cancellation request (0:31)

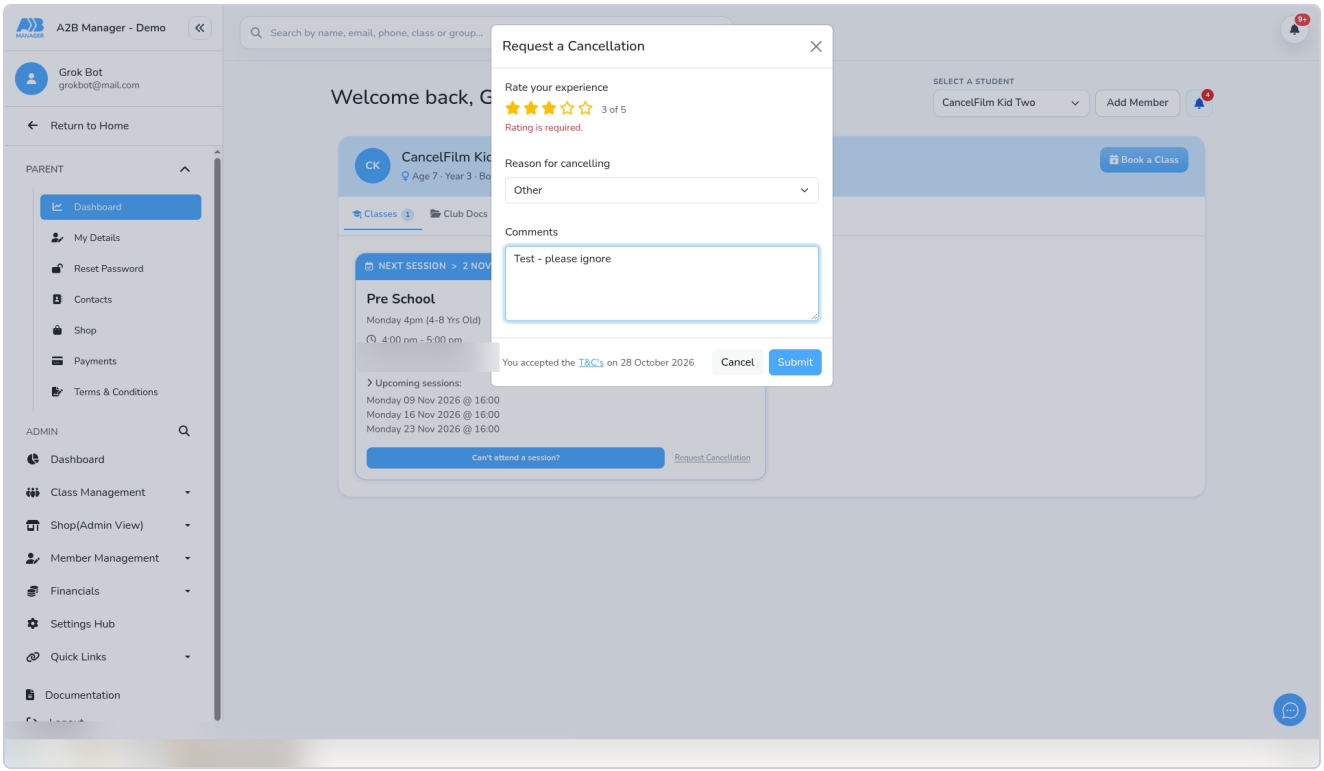
- The parent clicks **Request Cancellation**.
- A cancellation form pops up for them to complete. When your club is set to **Ask the club to confirm**, it's called **Request a Cancellation**.



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

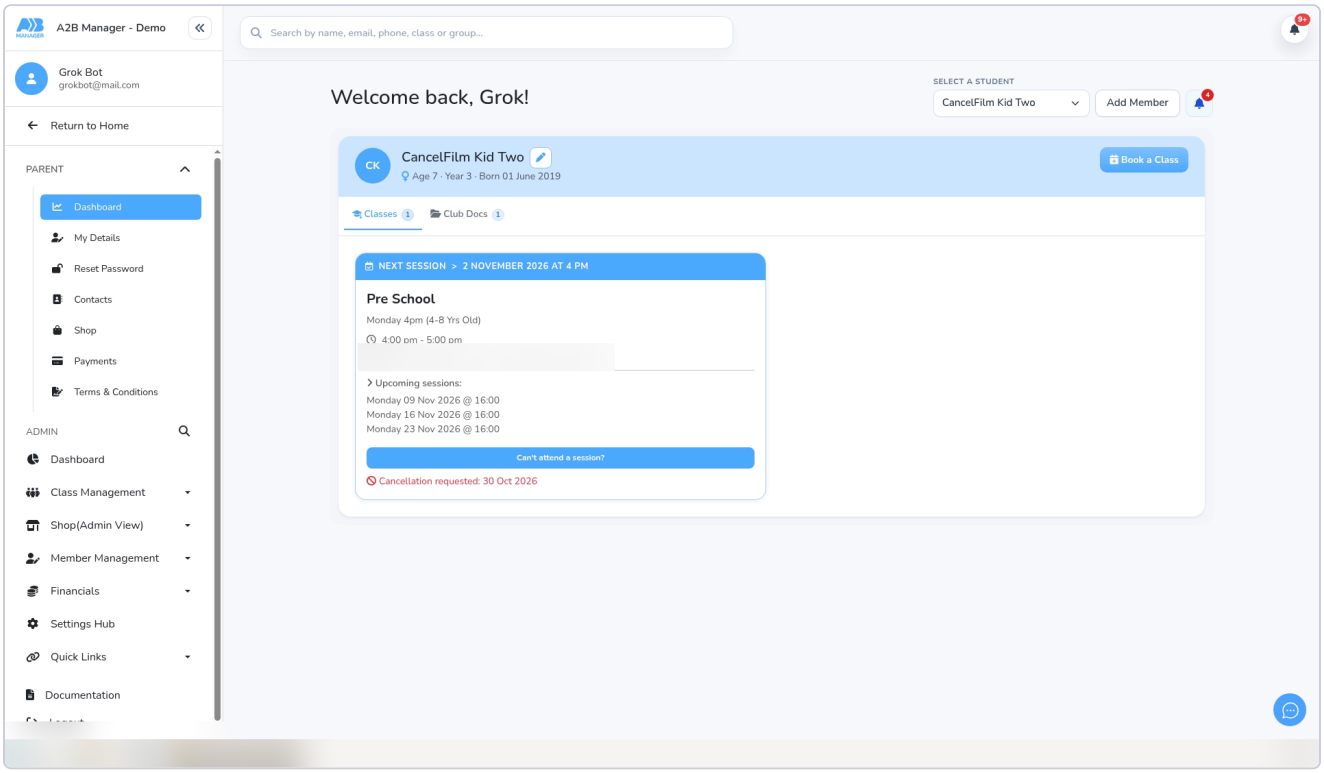
- The form asks the parent to **rate the experience** with a star rating, under **Rate your experience** (1 to 5 stars).
- They select a **reason for cancelling** from the available options.
- If their reason is not listed, they can choose **Other**.
- They can also leave **comments** to explain why 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.”


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Dashboard
Class Management
Shop(Admin View)
Member Management
Financials
Settings Hub
Quick Links
Documentation
Search by name, email, phone, class or group...
Welcome back, G
SELECT A STUDENT
CancelFilm Kid Two
Add Member
Book a Class
Classes
Club Docs
NEXT SESSION
Pre School
Monday 4pm (4-8 Yrs Old)
4:00 pm - 5:00 pm
Upcoming sessions:
Monday 09 Nov 2026 @ 16:00
Monday 16 Nov 2026 @ 16:00
Monday 23 Nov 2026 @ 16:00
Can't attend a session?
Request Cancellation
Request a Cancellation
Rate your experience
Select 1 to 5 stars
Rating is required.
Reason for cancelling
Select a reason
Reason is required.
Comments
You accepted the T&C's on 28 October 2026
Cancel
Submit


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Monday 4pm (4-8 Yrs Old)
4:00 pm - 5:00 pm
Upcoming sessions:
Monday 09 Nov 2026 @ 16:00
Monday 16 Nov 2026 @ 16:00
Monday 23 Nov 2026 @ 16:00
Can't attend a session?
Request Cancellation
Request a Cancellation
Rate your experience
3 of 5
Rating is required.
Reason for cancelling
Other
Comments
Test - please ignore
You accepted the T&C's on 28 October 2026
Cancel
Submit

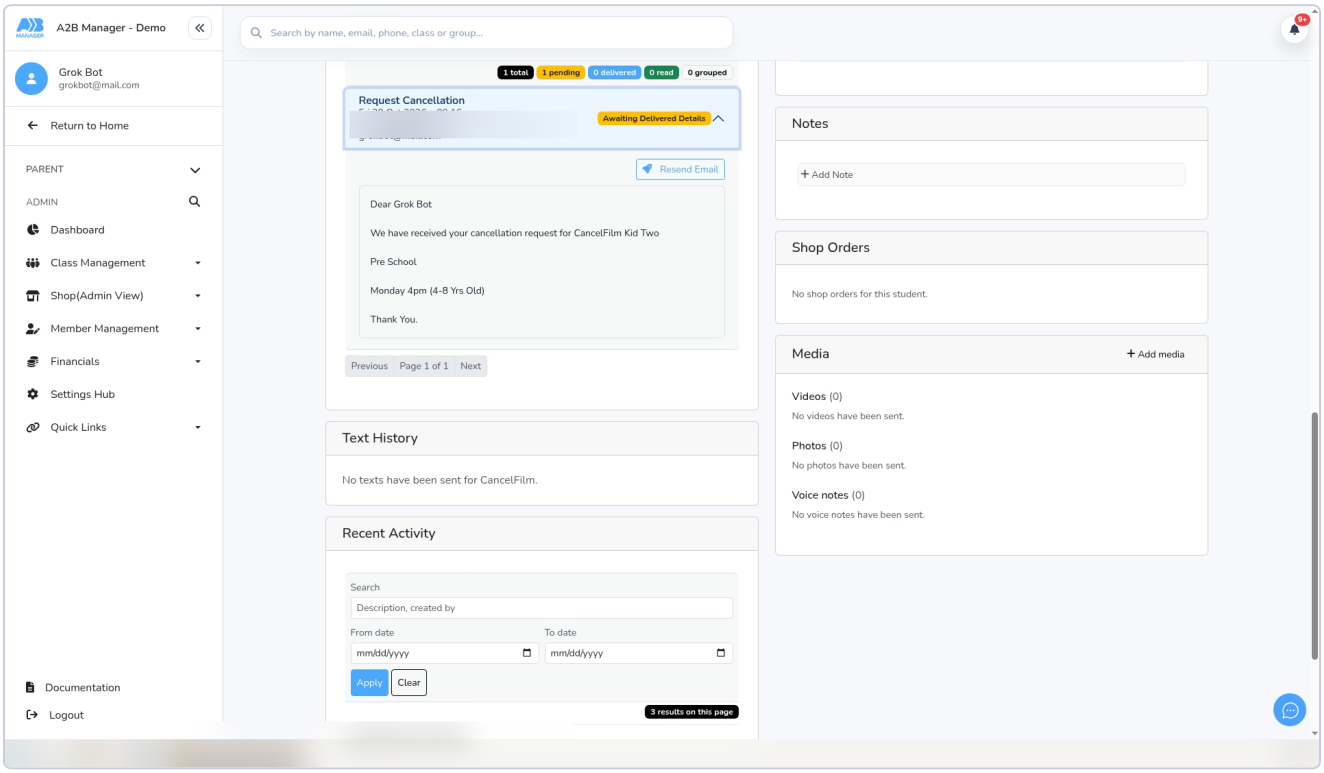
4. Parent submits the request (1:03)

- 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.



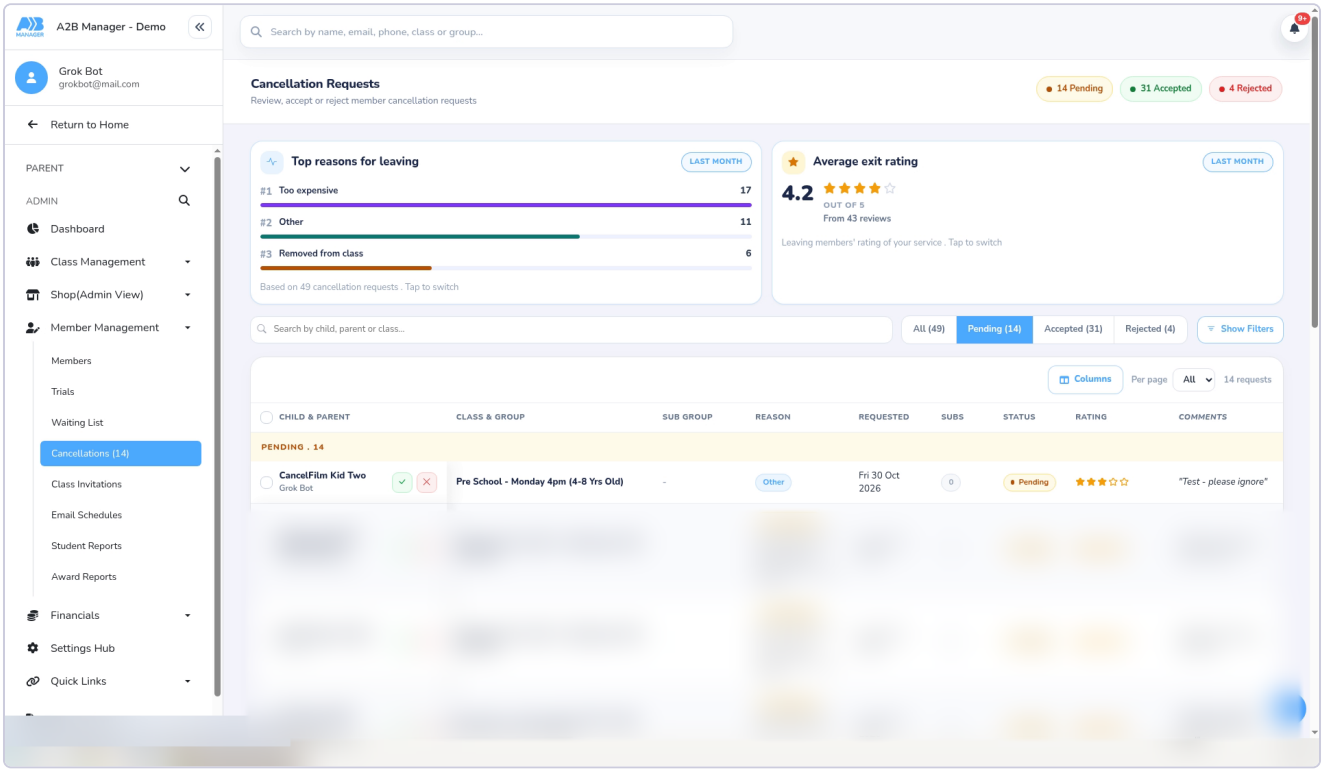
5. Confirmation is sent and the request is handed over (1:13)

- 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.



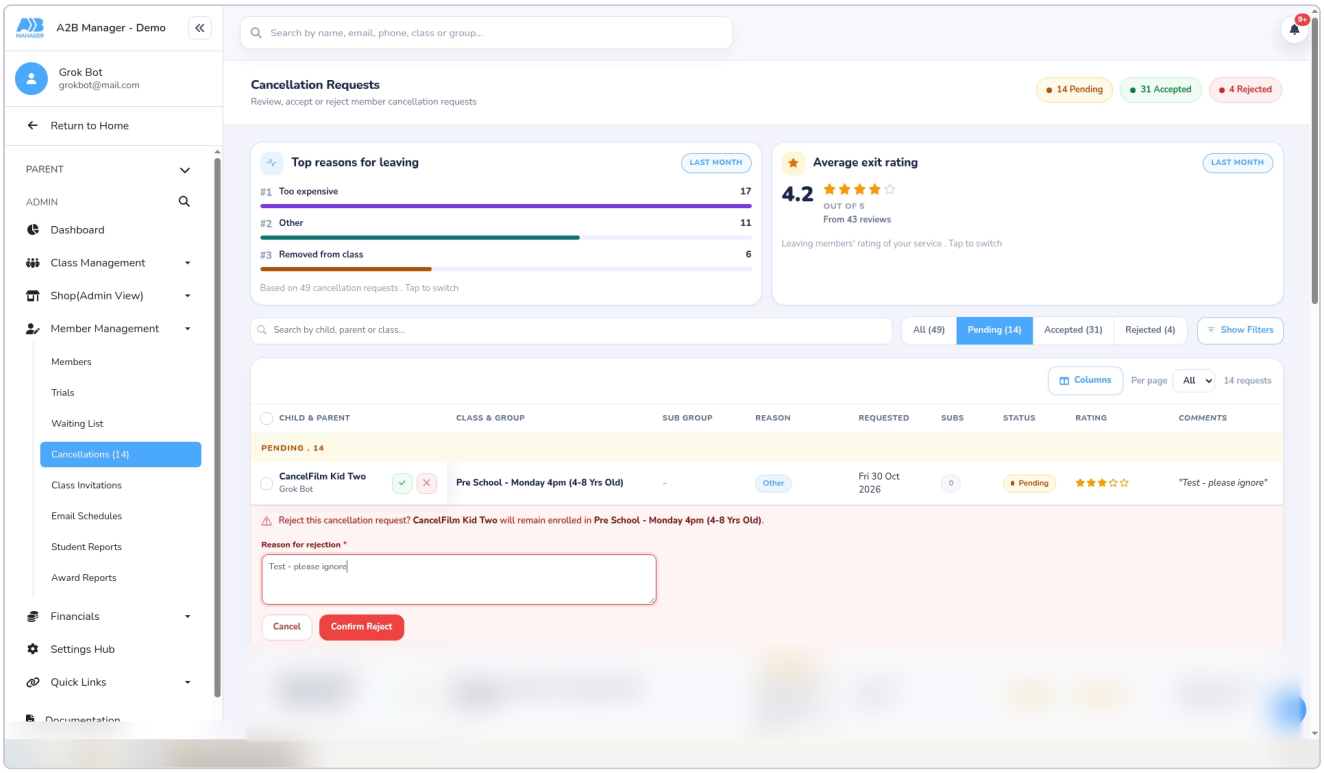
6. Your team finds the request (1:22)

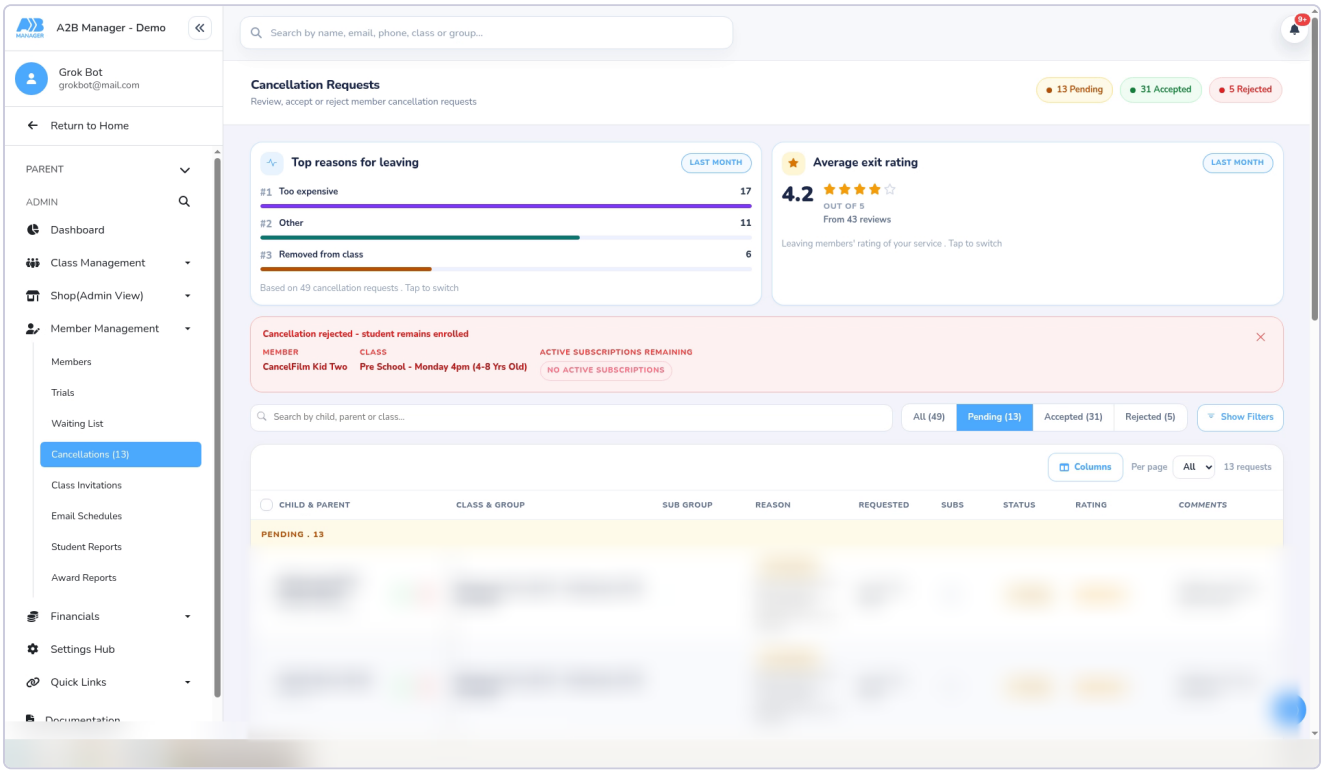
- In the menu on the left, click **Member Management**, then **Cancellations**.
- The **Cancellation Requests** page opens, with **All**, **Pending**, **Accepted** and **Rejected** tabs and a count on each.
- The new request is in the **Pending** tab. Its row shows the child and parent, the class and 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.



7. Rejecting a request (1:33)

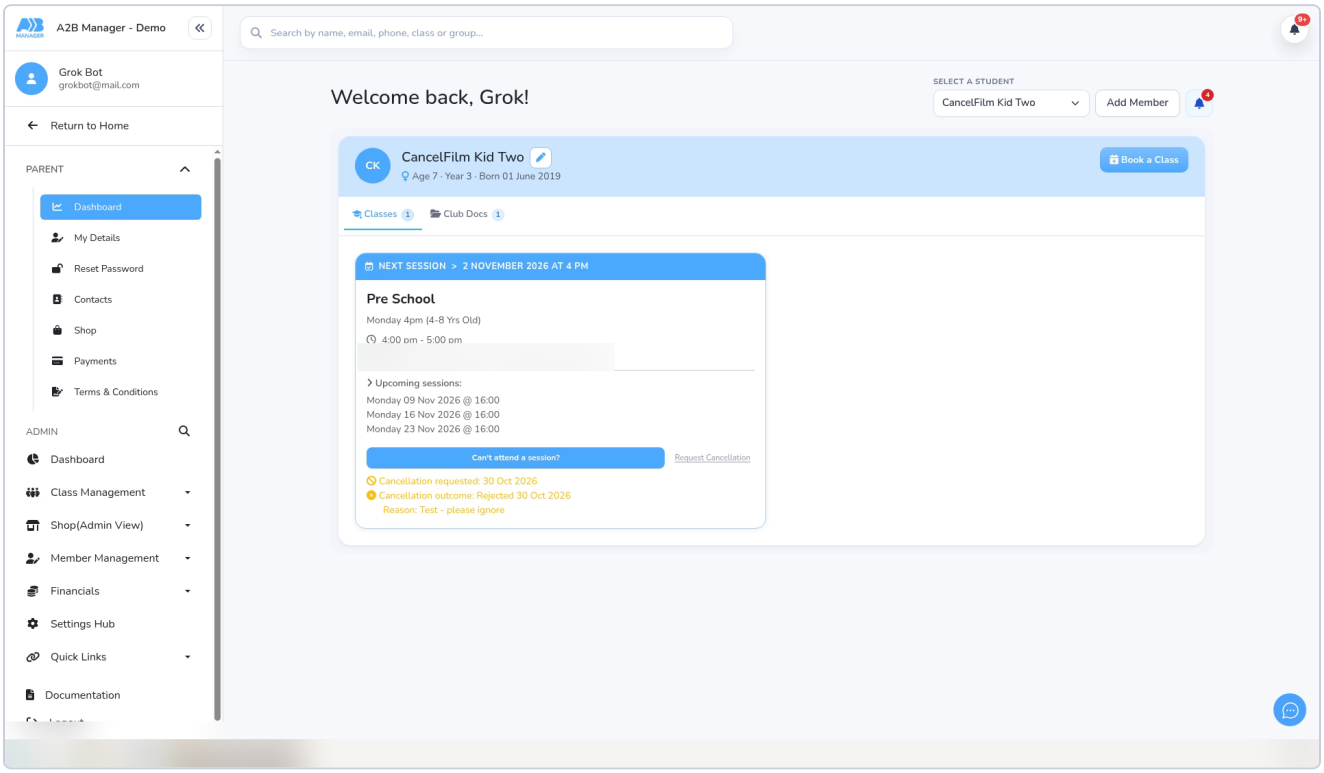
- Click the cross on the request's row.
- The row asks you to confirm, for example: “Reject this cancellation request? CancelFilm Kid Two will remain enrolled in Pre School - Monday 4pm (4-8 Yrs Old).”
- Type a **Reason for rejection**, then click **Confirm Reject**.
- You'll see **Cancellation rejected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





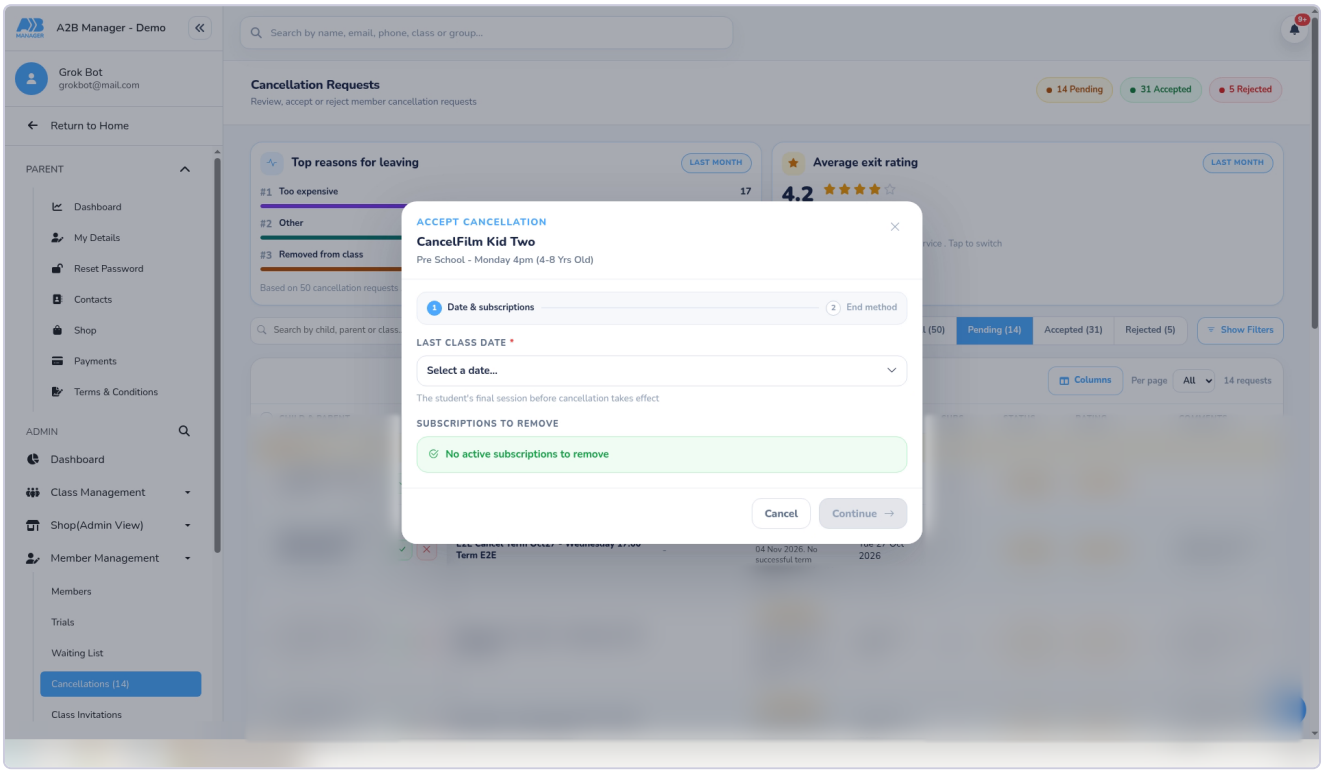
8. What the parent sees after a rejection (1:51)

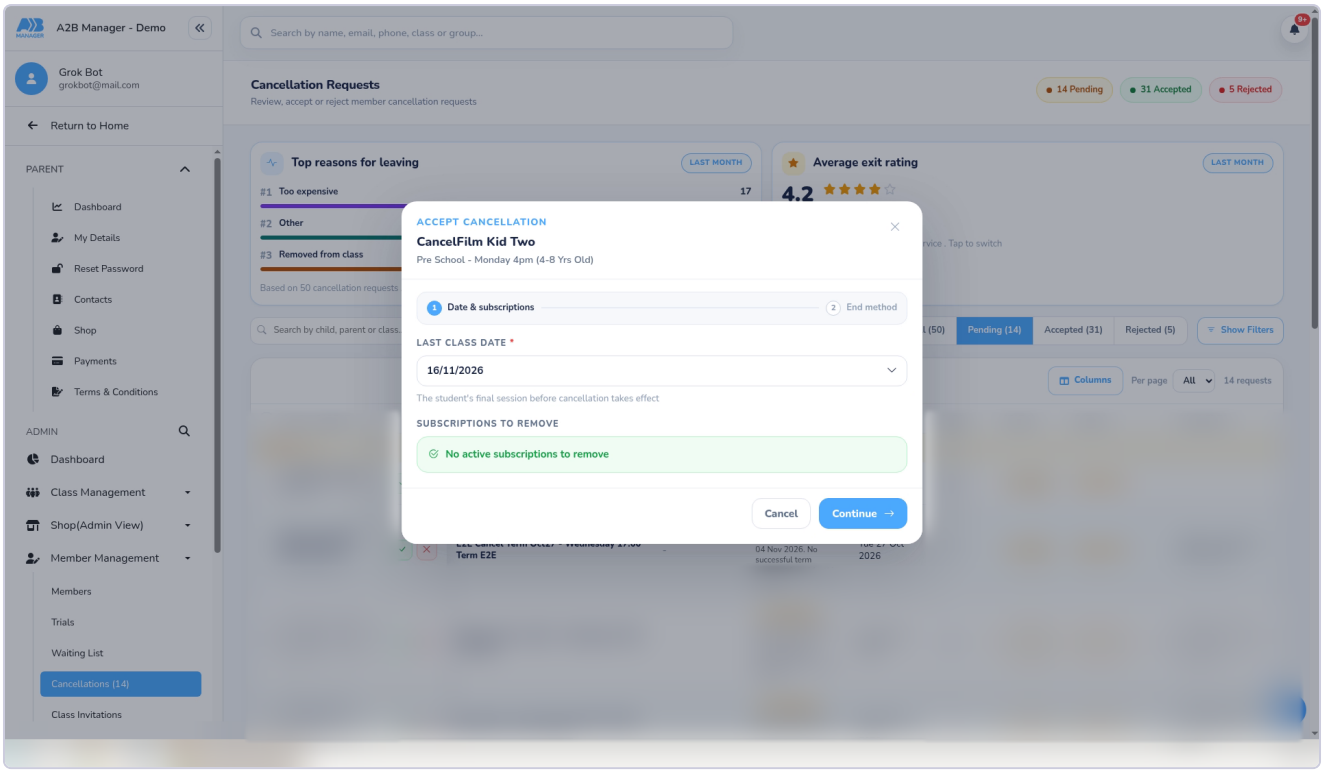
- The class card shows when they asked, the outcome and your reason, for example “Cancellation outcome: Rejected 30 Oct 2026” and “Reason: Test - please ignore”.
- The **Request Cancellation** link comes back, so the parent can ask again.
- The parent is sent a **Cancellation Rejection** email. Its wording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

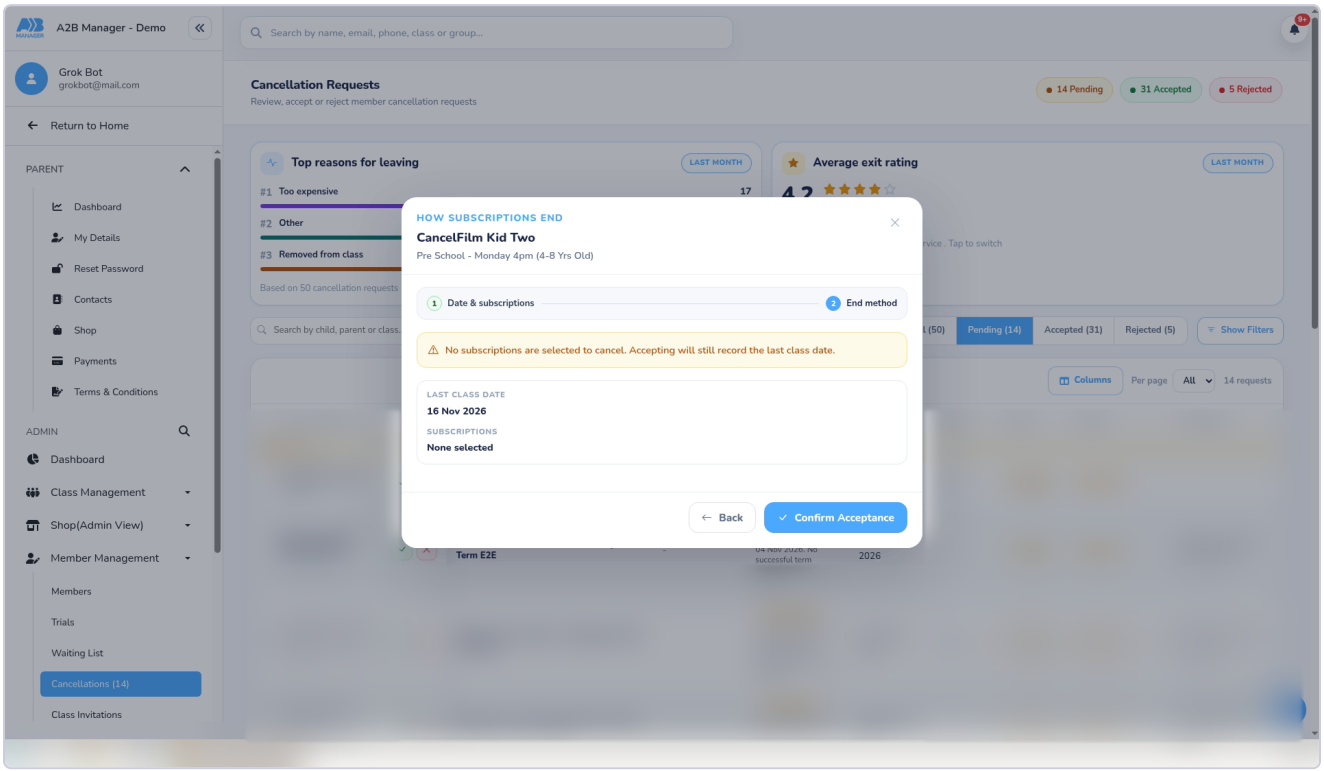


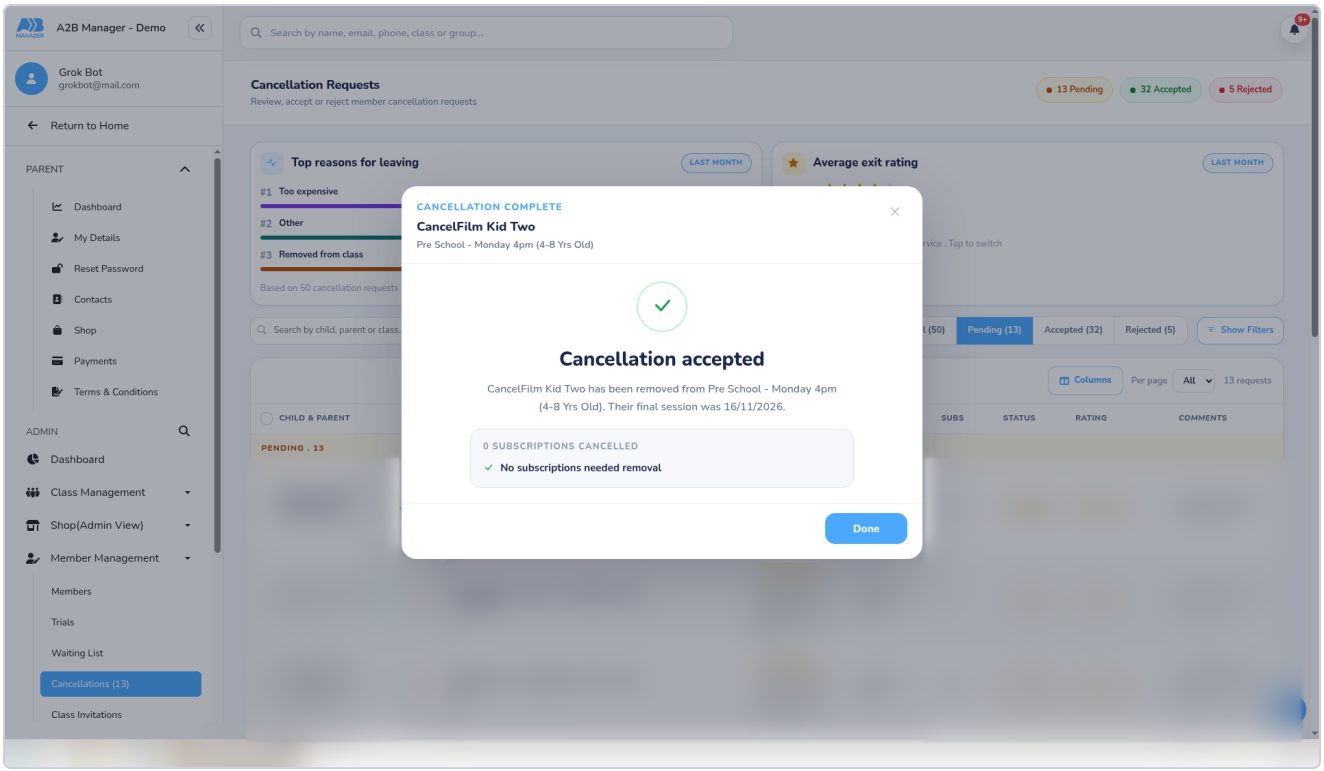
9. Accepting a request (2:09)

- 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.


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Member Management
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Waiting List
Cancellations (14)
Class Invitations
Search by name, email, phone, class or group...
Cancellation Requests
Review, accept or reject member cancellation requests
14 Pending
31 Accepted
5 Rejected
Top reasons for leaving
LAST MONTH
#1 Too expensive 17
#2 Other
#3 Removed from class
Based on 50 cancellation requests
Average exit rating
4.2
ACCEPT CANCELLATION
CancelFilm Kid Two
Pre School - Monday 4pm (4-8 Yrs Old)
1 Date & subscriptions
2 End method
LAST CLASS DATE *
Select a date...
The student's final session before cancellation takes effect
SUBSCRIPTIONS TO REMOVE
No active subscriptions to remove
Cancel
Continue
Pending (14)
Accepted (31)
Rejected (5)
Show Filters
Columns
Per page
All
14 requests

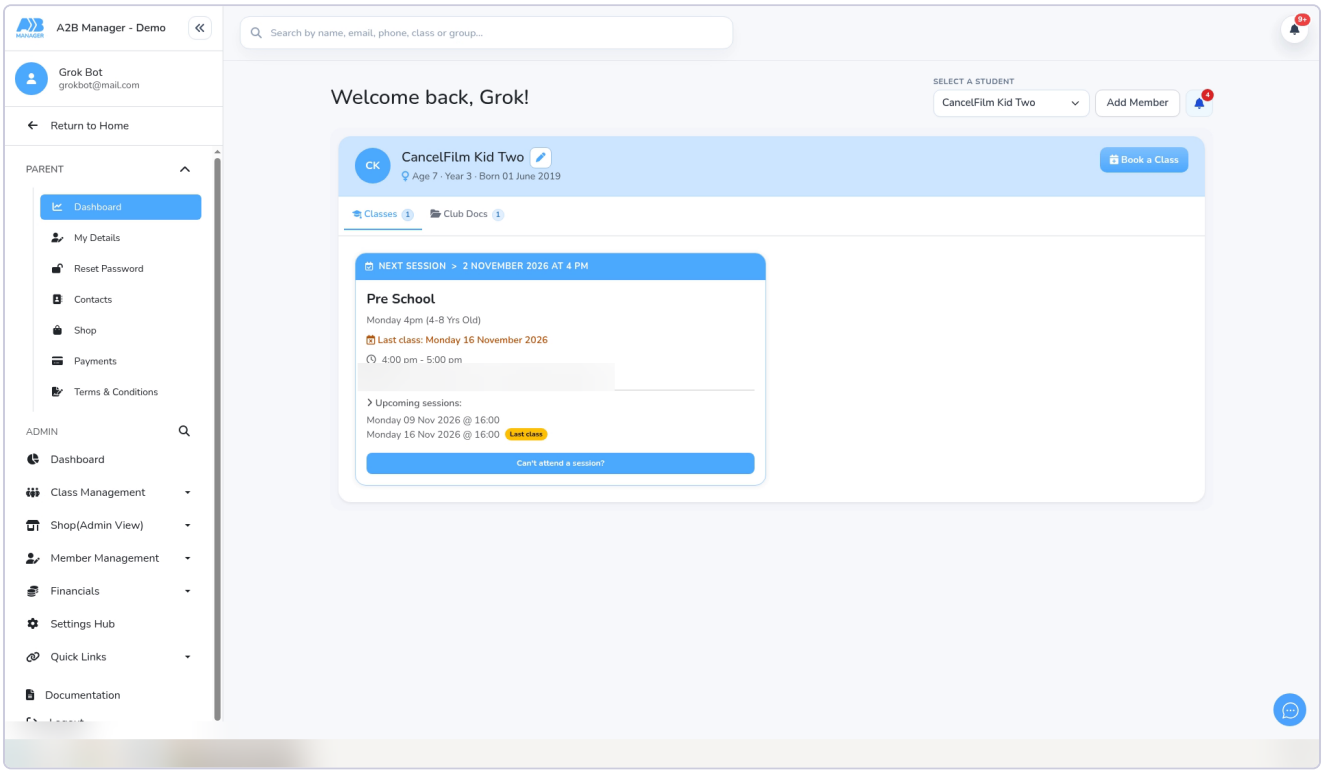

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Average exit rating
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Pre School - Monday 4pm (4-8 Yrs Old)
1 Date & subscriptions
2 End method
LAST CLASS DATE *
16/11/2026
The student's final session before cancellation takes effect
SUBSCRIPTIONS TO REMOVE
No active subscriptions to remove
Cancel
Continue
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Accepted (31)
Rejected (5)
Show Filters
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Per page
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14 requests

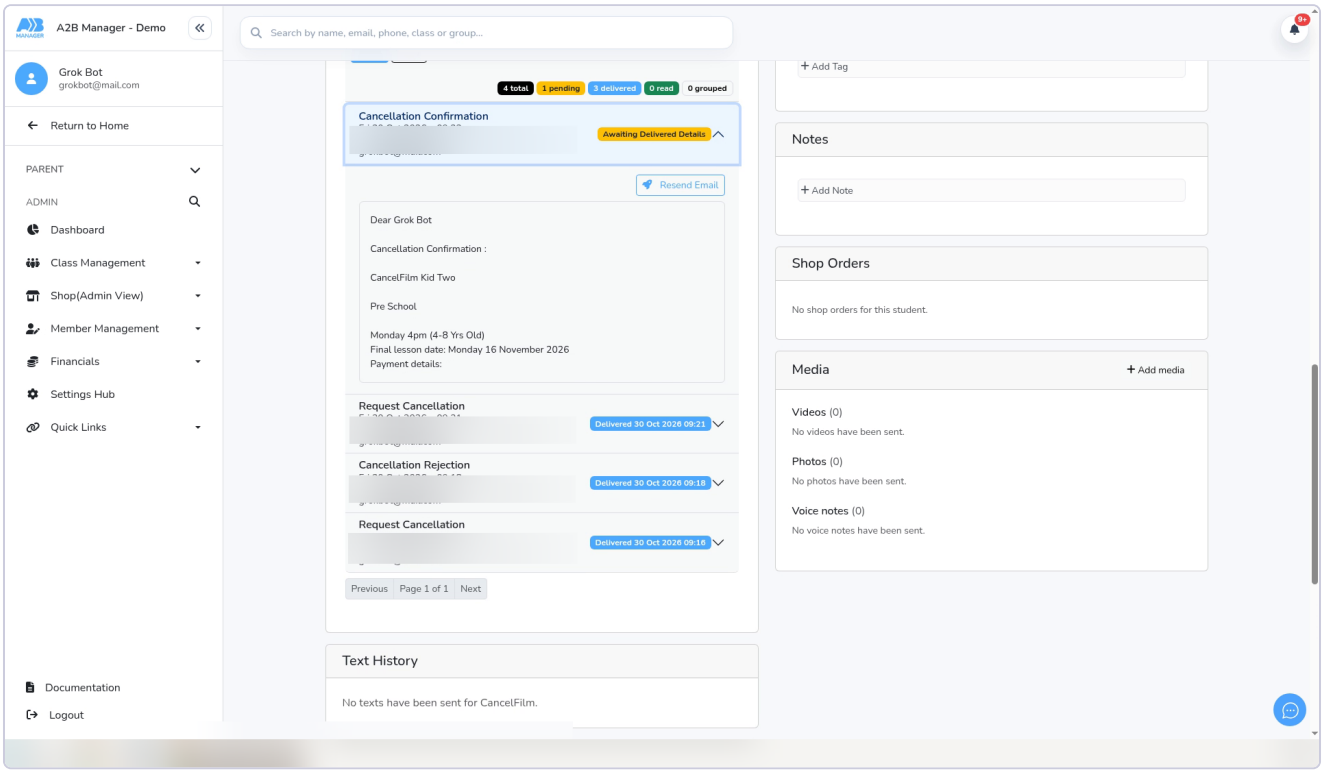

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Cancellation Requests
Review, accept or reject member cancellation requests
14 Pending
31 Accepted
5 Rejected
Top reasons for leaving
LAST MONTH
#1 Too expensive
#2 Other
#3 Removed from class
Average exit rating
HOW SUBSCRIPTIONS END
CancelFilm Kid Two
Pre School - Monday 4pm (4-8 Yrs Old)
1 Date & subscriptions
2 End method
No subscriptions are selected to cancel. Accepting will still record the last class date.
LAST CLASS DATE
16 Nov 2026
SUBSCRIPTIONS
None selected
Back
Confirm Acceptance
Pending (14)
Accepted (31)
Rejected (5)
Show Filters
Columns
Per page
All
14 requests


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Review, accept or reject member cancellation requests
13 Pending
32 Accepted
5 Rejected
Top reasons for leaving
LAST MONTH
#1 Too expensive
#2 Other
#3 Removed from class
Average exit rating
CANCELLATION COMPLETE
CancelFilm Kid Two
Pre School - Monday 4pm (4-8 Yrs Old)
Cancellation accepted
CancelFilm Kid Two has been removed from Pre School - Monday 4pm (4-8 Yrs Old). Their final session was 16/11/2026.
0 SUBSCRIPTIONS CANCELLED
No subscriptions needed removal
Done
Pending (13)
Accepted (32)
Rejected (5)
Show Filters
Columns
Per page
All
13 requests
CHILD & PARENT
SUBS
STATUS
RATING
COMMENTS

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

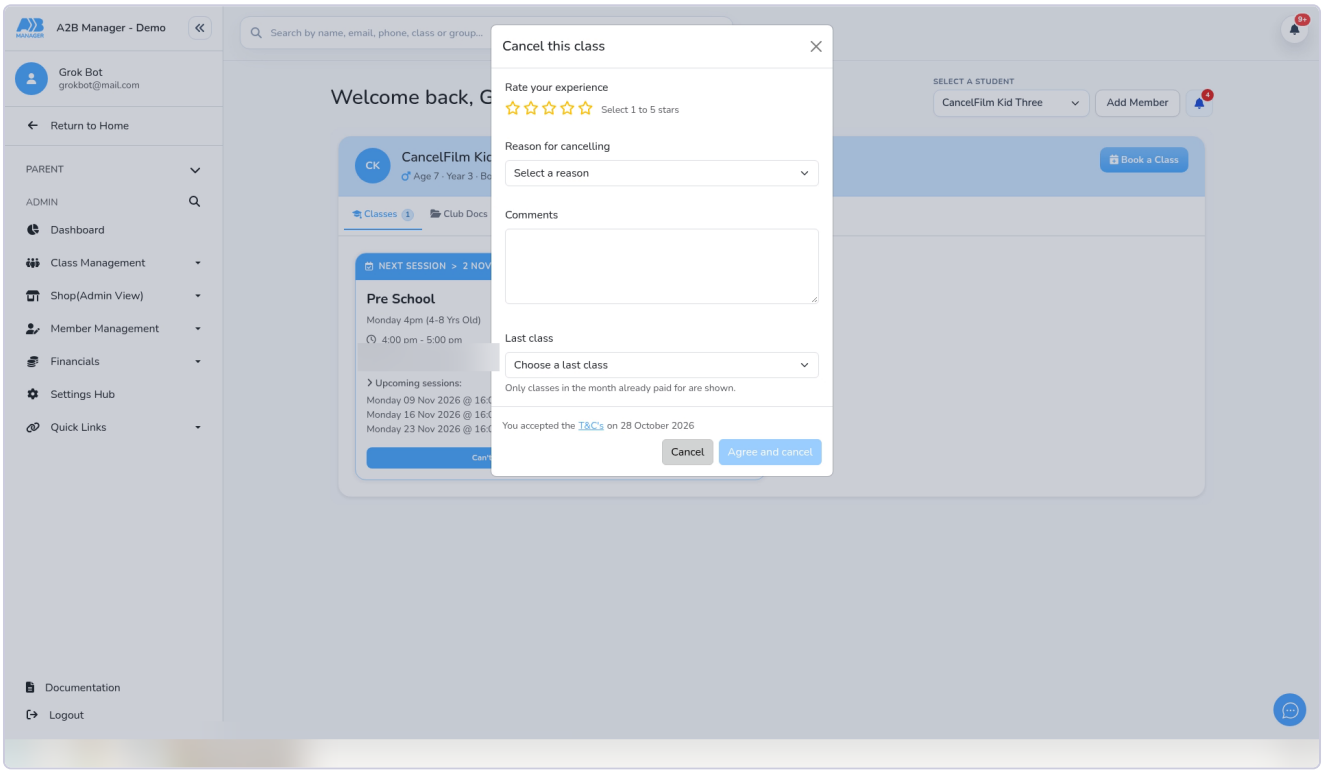
- The class card shows the last class, for example “Last class: Monday 16 November 2026”, and that session has a **Last class** badge.
- The **Request Cancellation** link no longer shows for that class.
- The parent is sent a **Cancellation Confirmation** email with their **Final lesson date**.
- In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





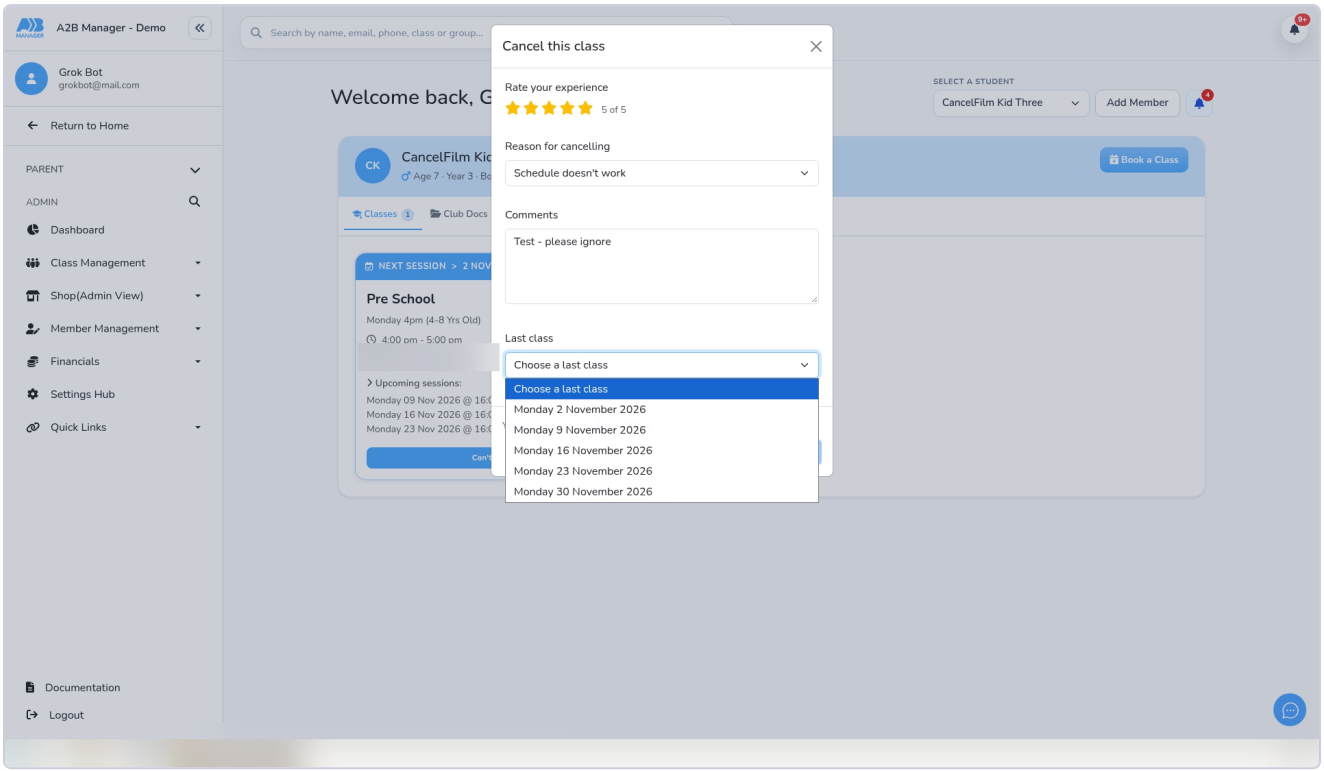
11. Parent opens Cancel this class (3:22)

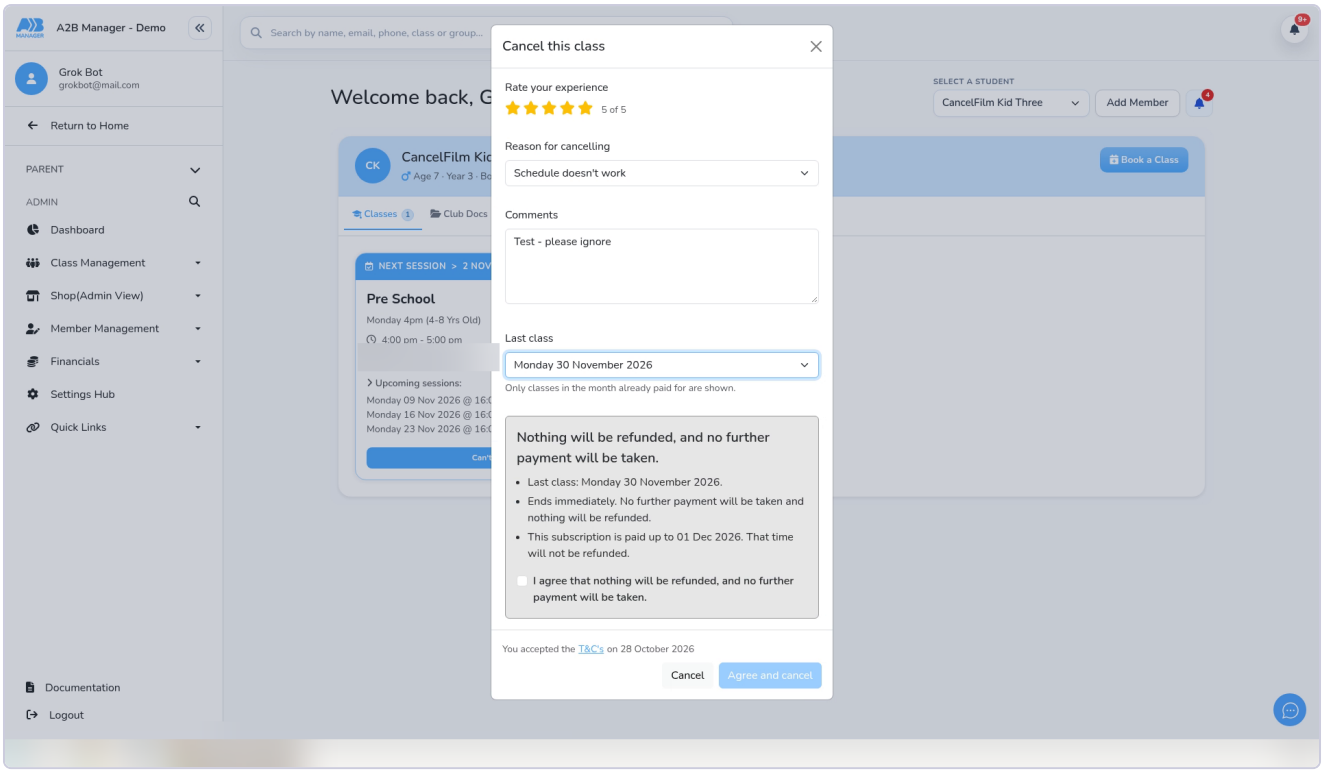
- When **Subscription classes** is set to **Cancel straight away**, the **Request Cancellation** link opens **Cancel this class**.
- It has the same **Rate your experience**, **Reason for cancelling** and **Comments**, plus a **Last class** list (**Choose a last class**).
- The hint under the list reads “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.

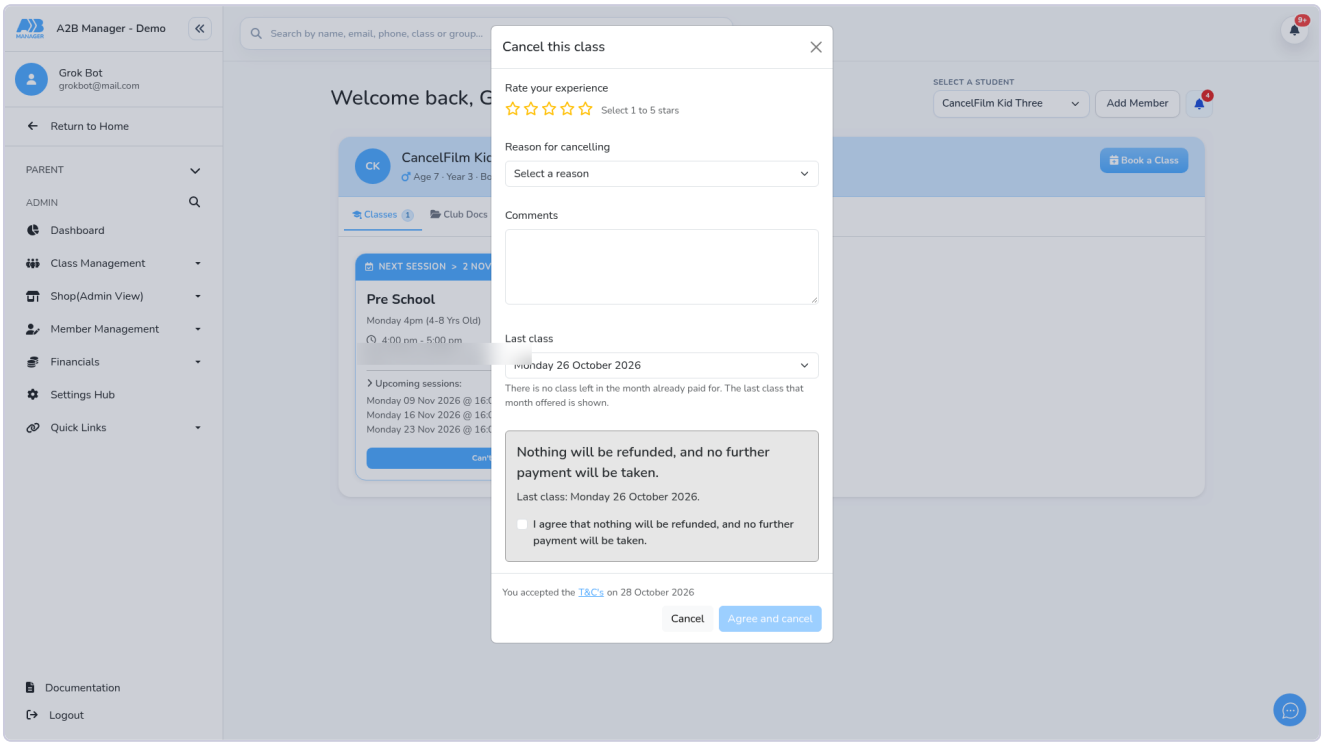


12. Parent chooses their last class and reads the quote (3:42)

- 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.**

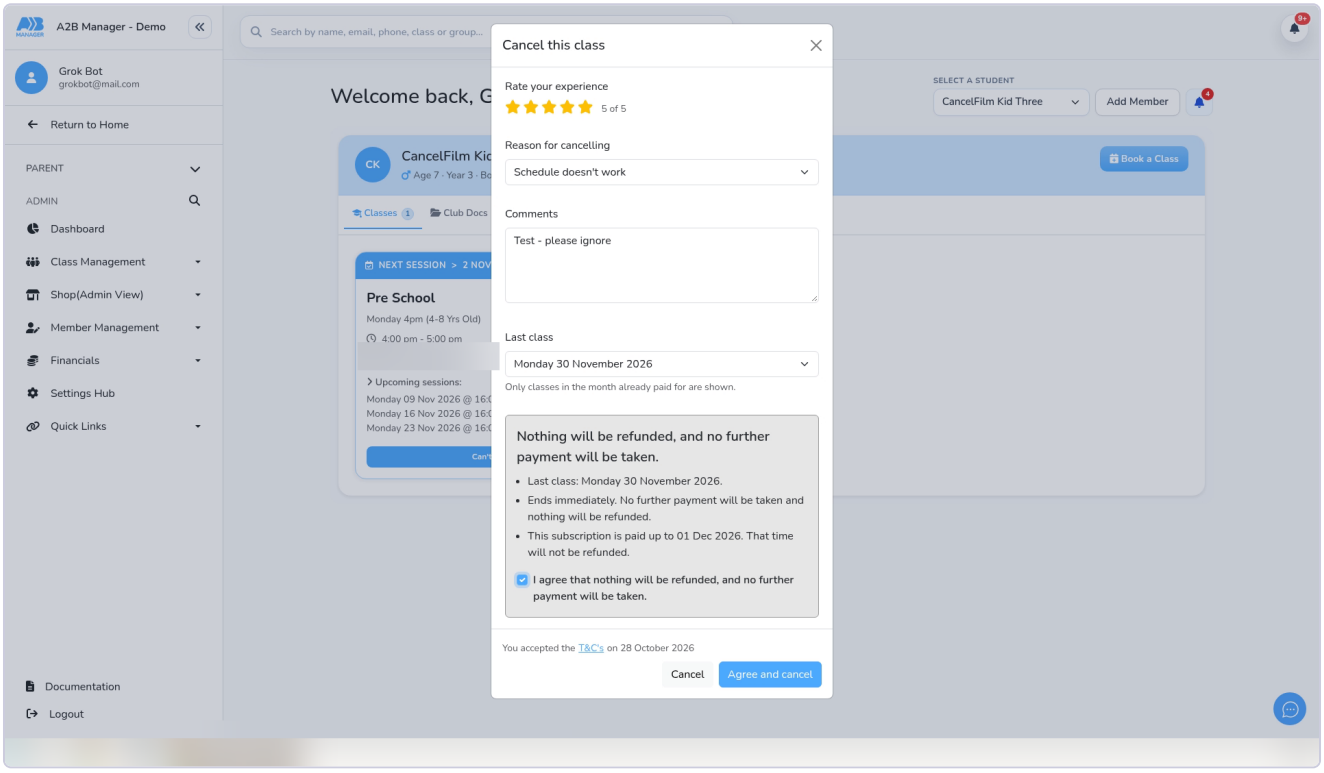

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Club Docs
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Monday 4pm (4-8 Yrs Old)
4:00 pm - 5:00 pm
Upcoming sessions:
Cancel this class
Rate your experience
5 of 5
Reason for cancelling
Schedule doesn't work
Comments
Test - please ignore
Last class
Choose a last class
Choose a last class
Monday 2 November 2026
Monday 9 November 2026
Monday 16 November 2026
Monday 23 November 2026
Monday 30 November 2026

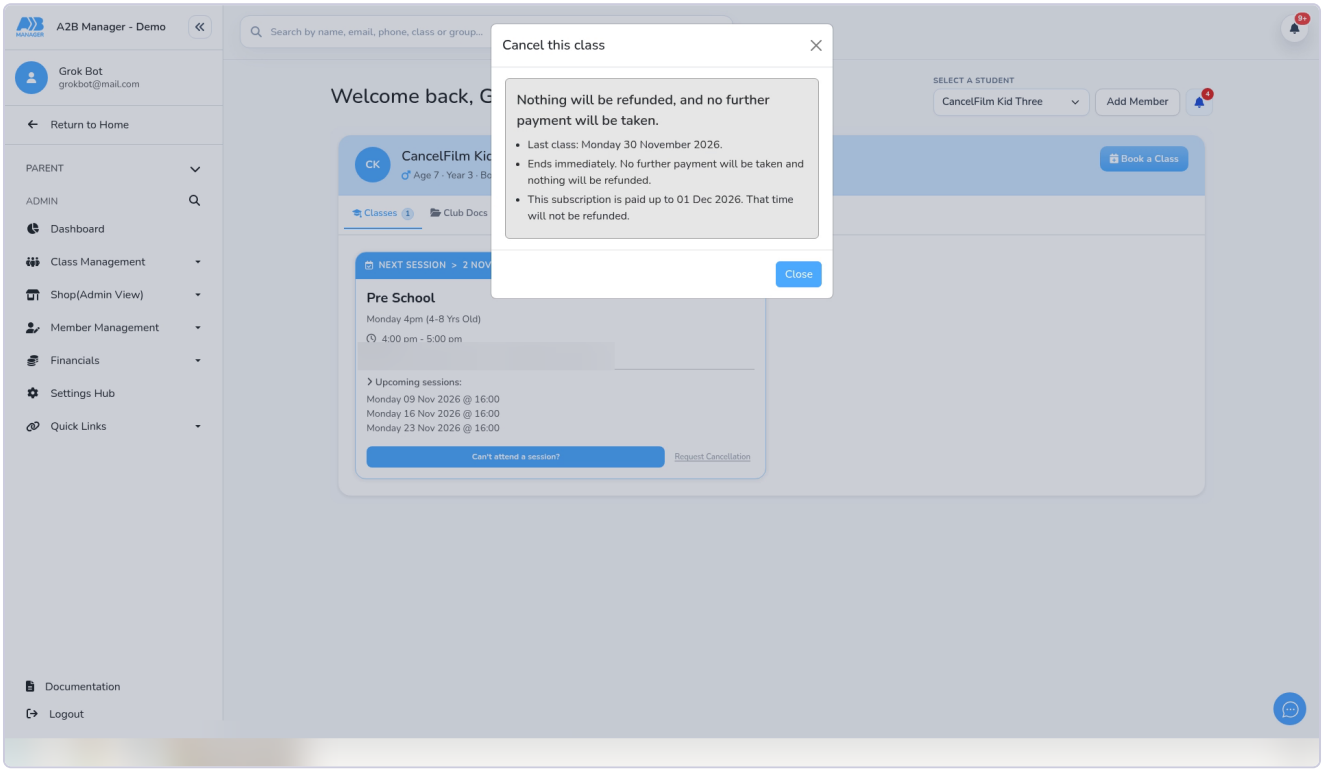

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Cancel this class
Rate your experience
5 of 5
Reason for cancelling
Schedule doesn't work
Comments
Test - please ignore
Last class
Monday 30 November 2026
Only classes in the month already paid for are shown.
Nothing will be refunded, and no further payment will be taken.
Last class: Monday 30 November 2026.
Ends immediately. No further payment will be taken and nothing will be refunded.
This subscription is paid up to 01 Dec 2026. That time will not be refunded.
I agree that nothing will be refunded, and no further payment will be taken.
You accepted the T&C's on 28 October 2026
Cancel
Agree and cancel


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Cancel this class
Rate your experience
Select 1 to 5 stars
Reason for cancelling
Select a reason
Comments
Last class
Monday 26 October 2026
There is no class left in the month already paid for. The last class that month offered is shown.
Nothing will be refunded, and no further payment will be taken.
Last class: Monday 26 October 2026.
I agree that nothing will be refunded, and no further payment will be taken.
You accepted the T&C's on 28 October 2026
Cancel
Agree and cancel

13. Parent agrees and cancels (4:03)

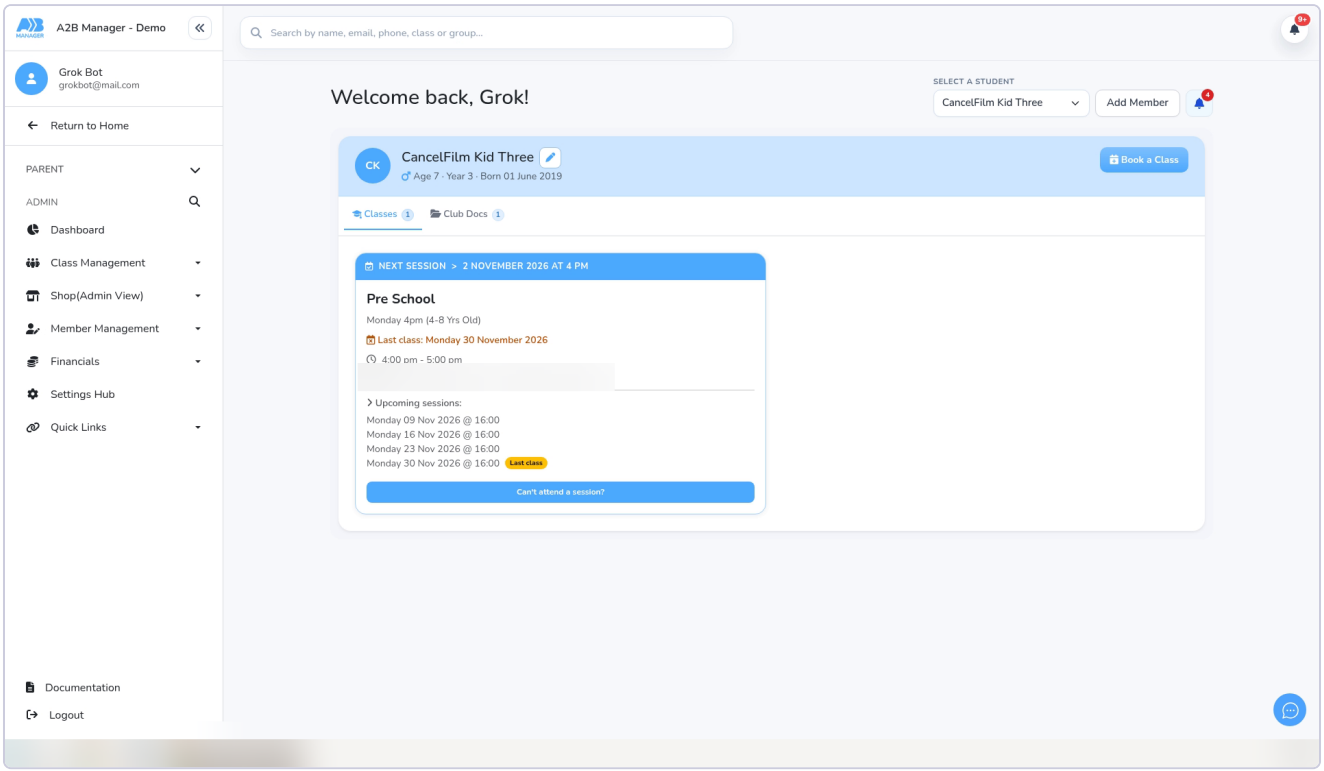
- Under the quote, the parent ticks **I agree that nothing will be refunded, and no further payment will be taken. Agree and cancel** stays greyed out until they tick it.
- They click **Agree and cancel**. The cancellation goes through straight away, without waiting for your team.
- The form shows the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

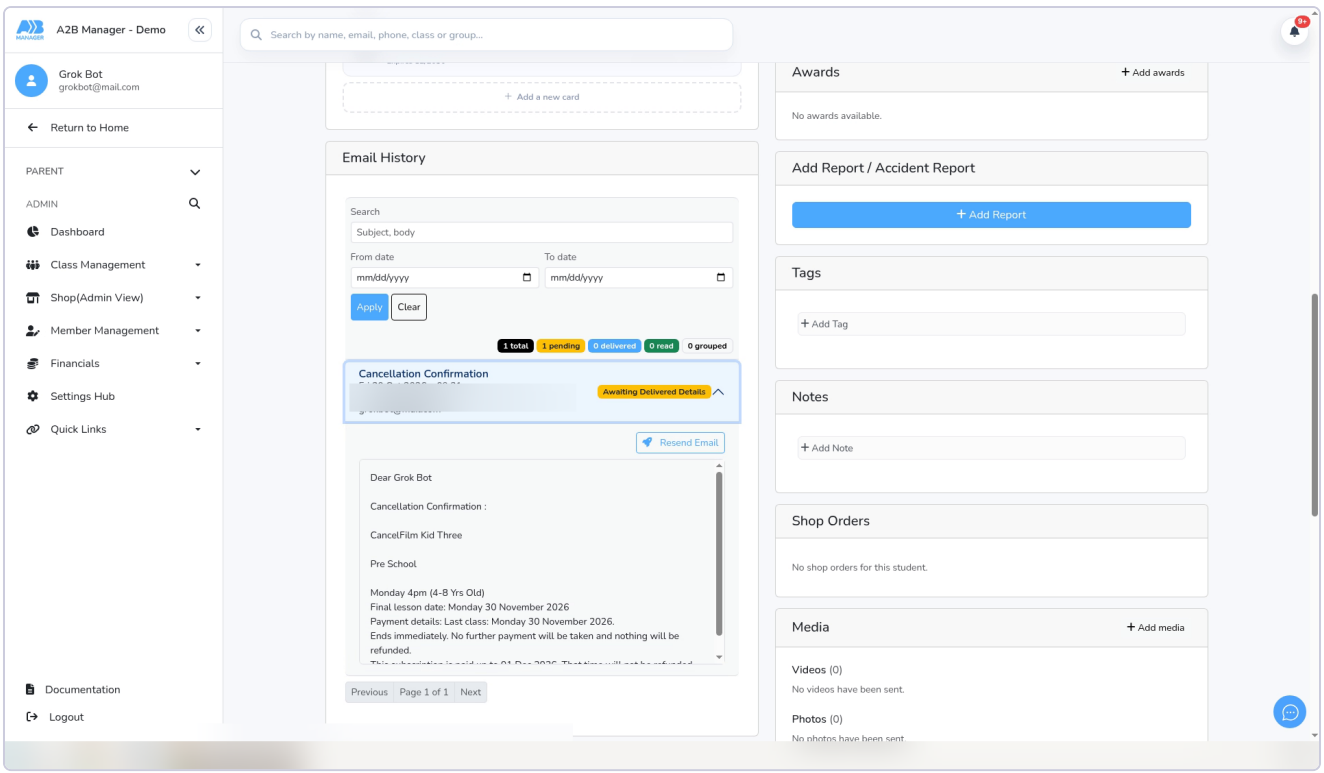


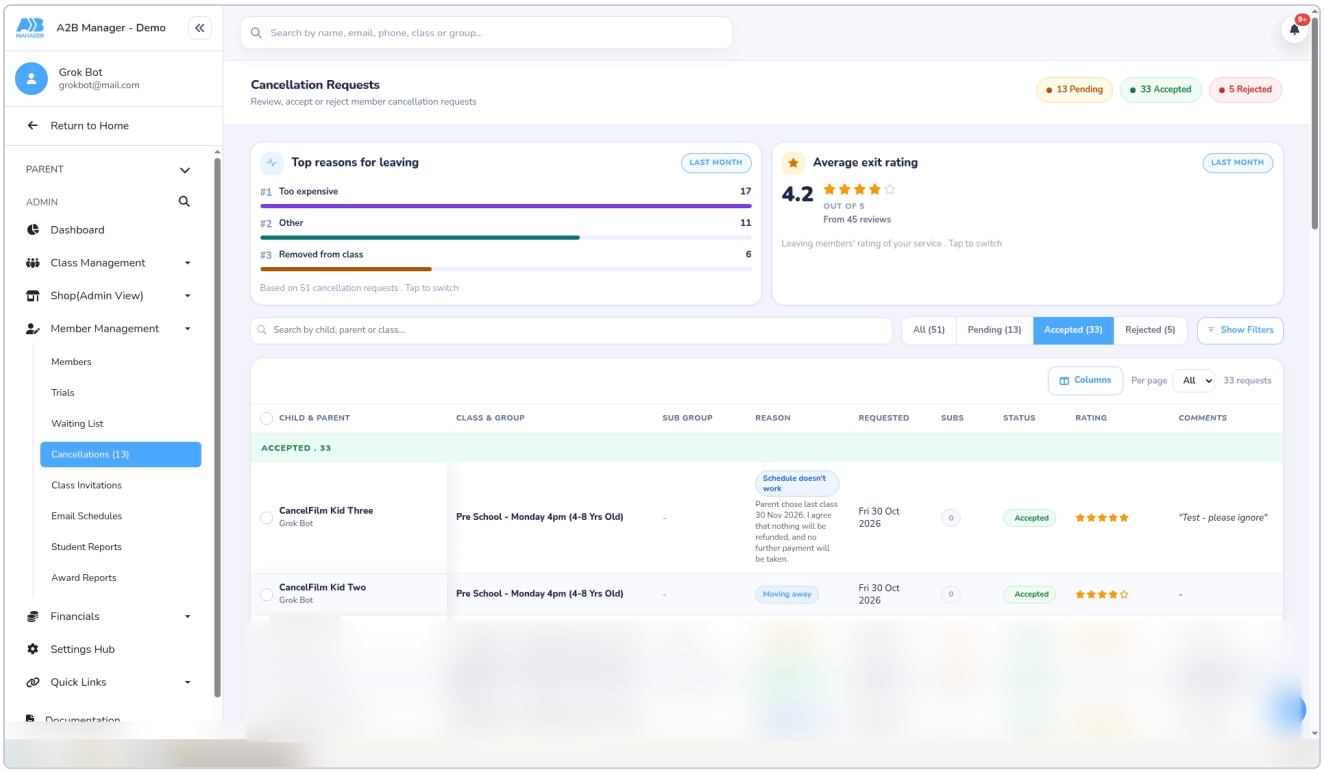


14. What happens after the parent cancels (4:16)

- 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.

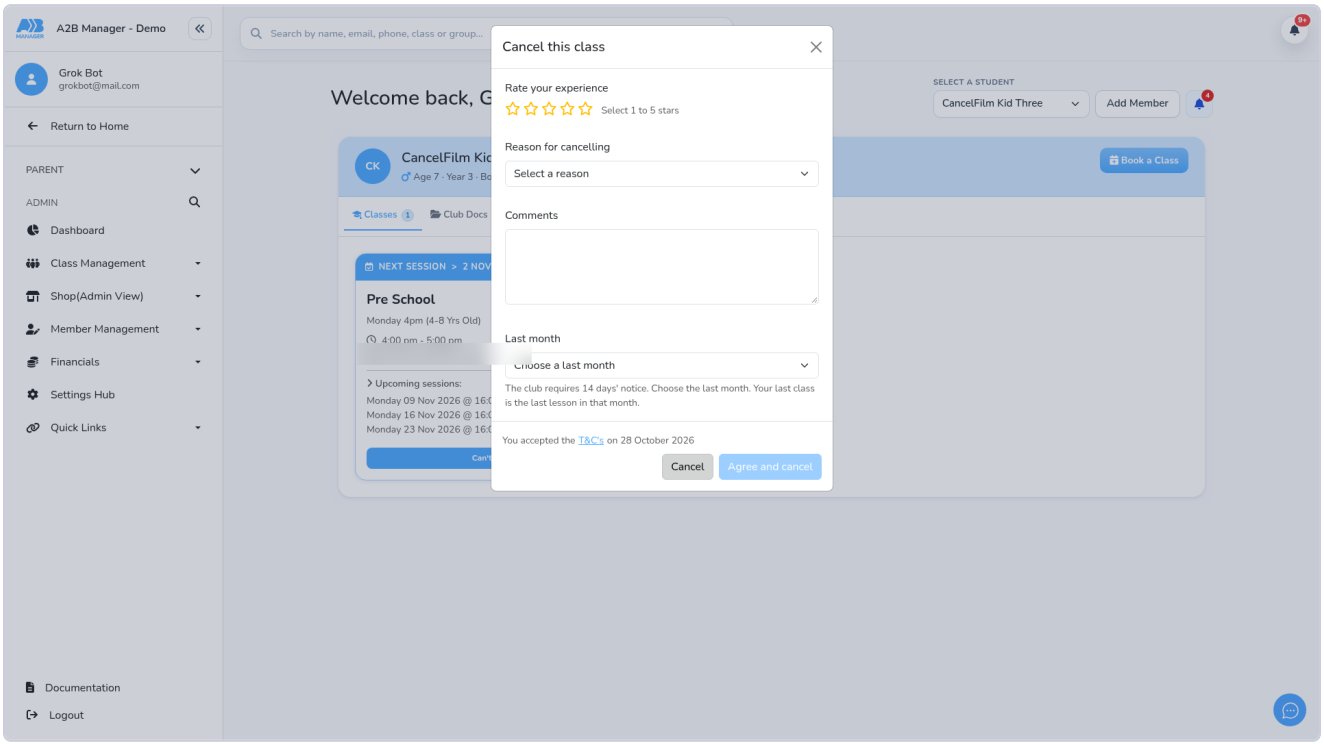

A2B Manager - Demo
Search by name, email, phone, class or group...
Grok Bot
grokbot@mail.com
Return to Home
PARENT
ADMIN
Dashboard
Class Management
Shop(Admin View)
Member Management
Financials
Settings Hub
Quick Links
Documentation
Logout
Welcome back, Grok!
SELECT A STUDENT
CancelFilm Kid Three
Add Member
CancelFilm Kid Three
Age 7 · Year 3 · Born 01 June 2019
Book a Class
Classes 1
Club Docs 1
NEXT SESSION > 2 NOVEMBER 2026 AT 4 PM
Pre School
Monday 4pm (4-8 Yrs Old)
Last class: Monday 30 November 2026
4:00 pm - 5:00 pm
Upcoming sessions:
Monday 09 Nov 2026 @ 16:00
Monday 16 Nov 2026 @ 16:00
Monday 23 Nov 2026 @ 16:00
Monday 30 Nov 2026 @ 16:00
Last class
Can't attend a session?


A2B Manager - Demo
Search by name, email, phone, class or group...
Grok Bot
grokbot@mail.com
Return to Home
PARENT
ADMIN
Dashboard
Class Management
Shop(Admin View)
Member Management
Financials
Settings Hub
Quick Links
Documentation
Logout
Add a new card
Email History
Search
Subject, body
From date
To date
mm/dd/yyyy
mm/dd/yyyy
Apply
Clear
1 total
1 pending
0 delivered
0 read
0 grouped
Cancellation Confirmation
Awaiting Delivered Details
Resend Email
Dear Grok Bot
Cancellation Confirmation :
CancelFilm Kid Three
Pre School
Monday 4pm (4-8 Yrs Old)
Final lesson date: Monday 30 November 2026
Payment details: Last class: Monday 30 November 2026.
Ends immediately. No further payment will be taken and nothing will be refunded.
Previous
Page 1 of 1
Next
Awards
Add awards
No awards available.
Add Report / Accident Report
Add Report
Tags
Add Tag
Notes
Add Note
Shop Orders
No shop orders for this student.
Media
Add media
Videos (0)
No videos have been sent.
Photos (0)
No photos have been sent.



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.



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.”