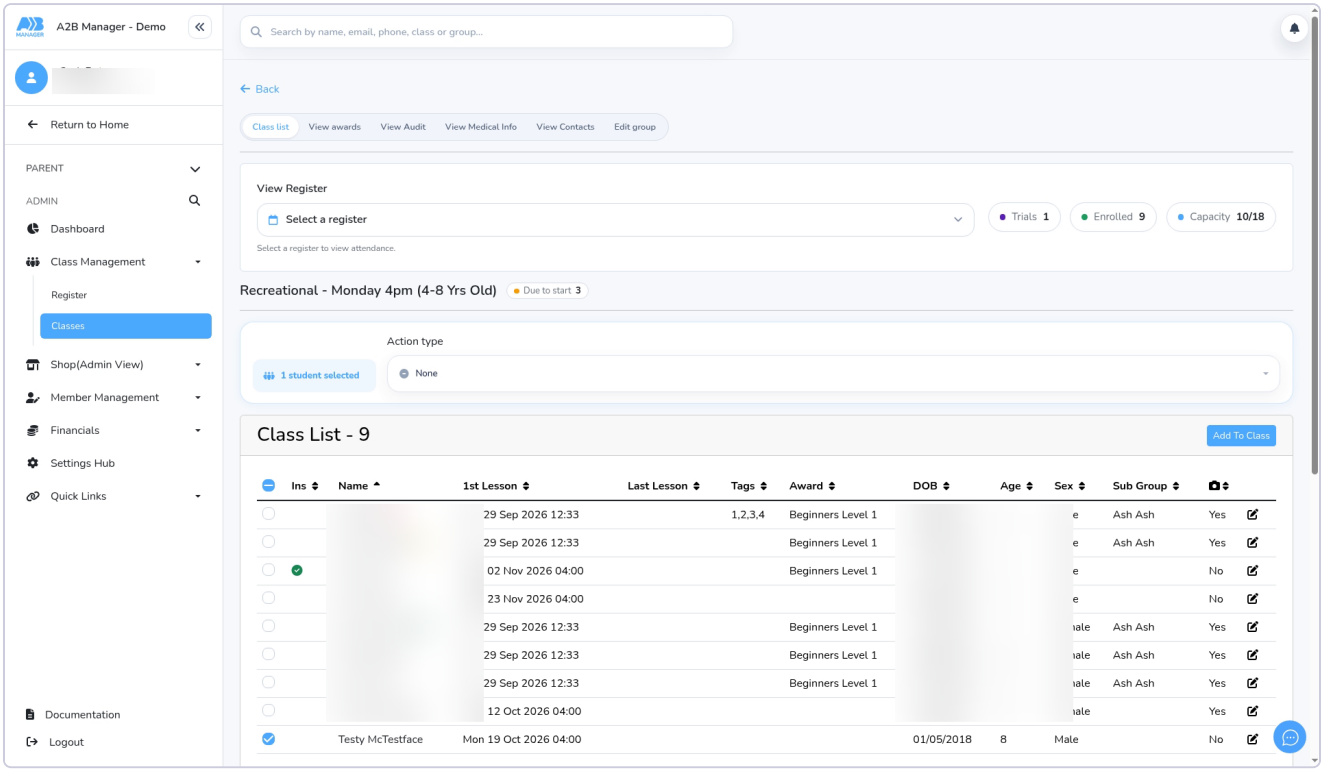
How to remove a member from a class

Use **Schedule to leave** on the class's **Class list** to set a member's last lesson. Subscriptions are **not** cancelled automatically, so you choose whether to stop any billing at the same time.

Removing a member from a class

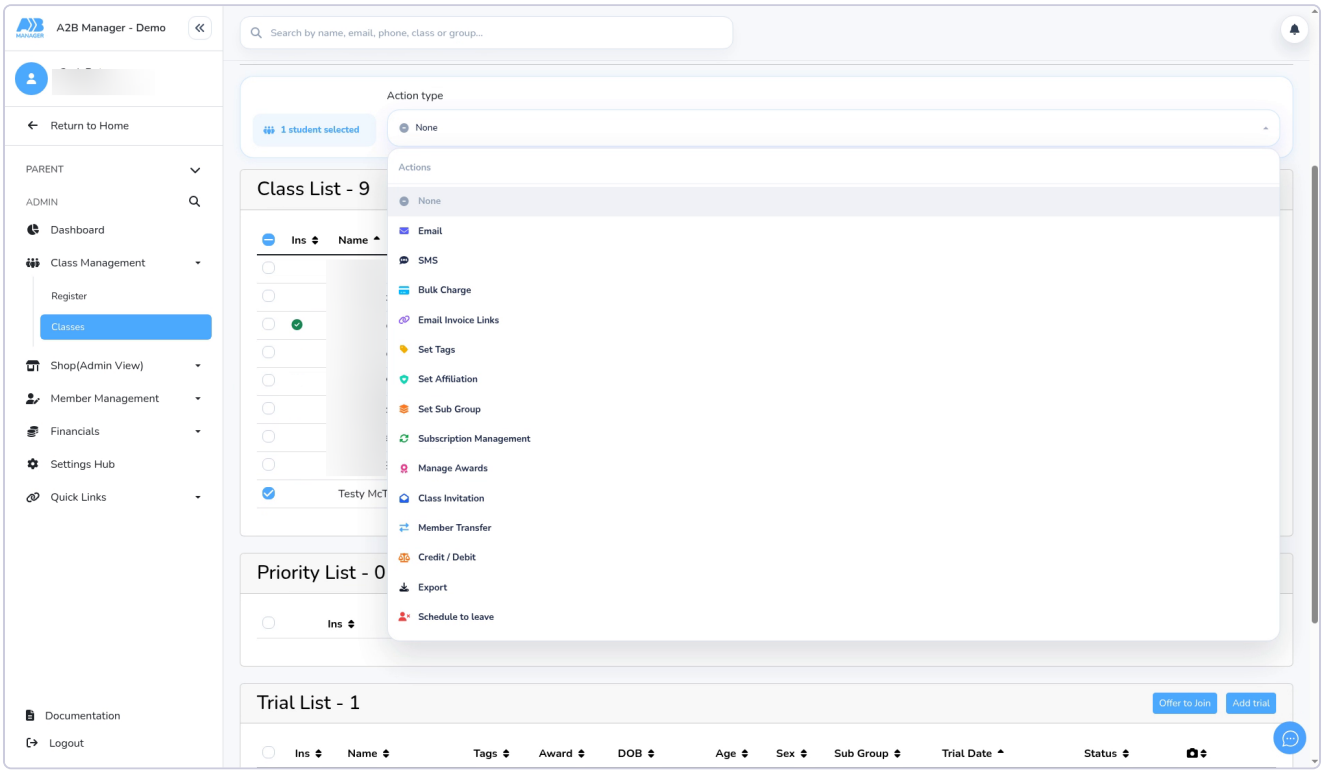
1. Open the class and tick the member (0:00)

- In the left sidebar, go to **Class Management > Classes** and open the class.
- Click the **Class list** tab.
- Tick the checkbox next to the member you want to remove. You can tick more than one.



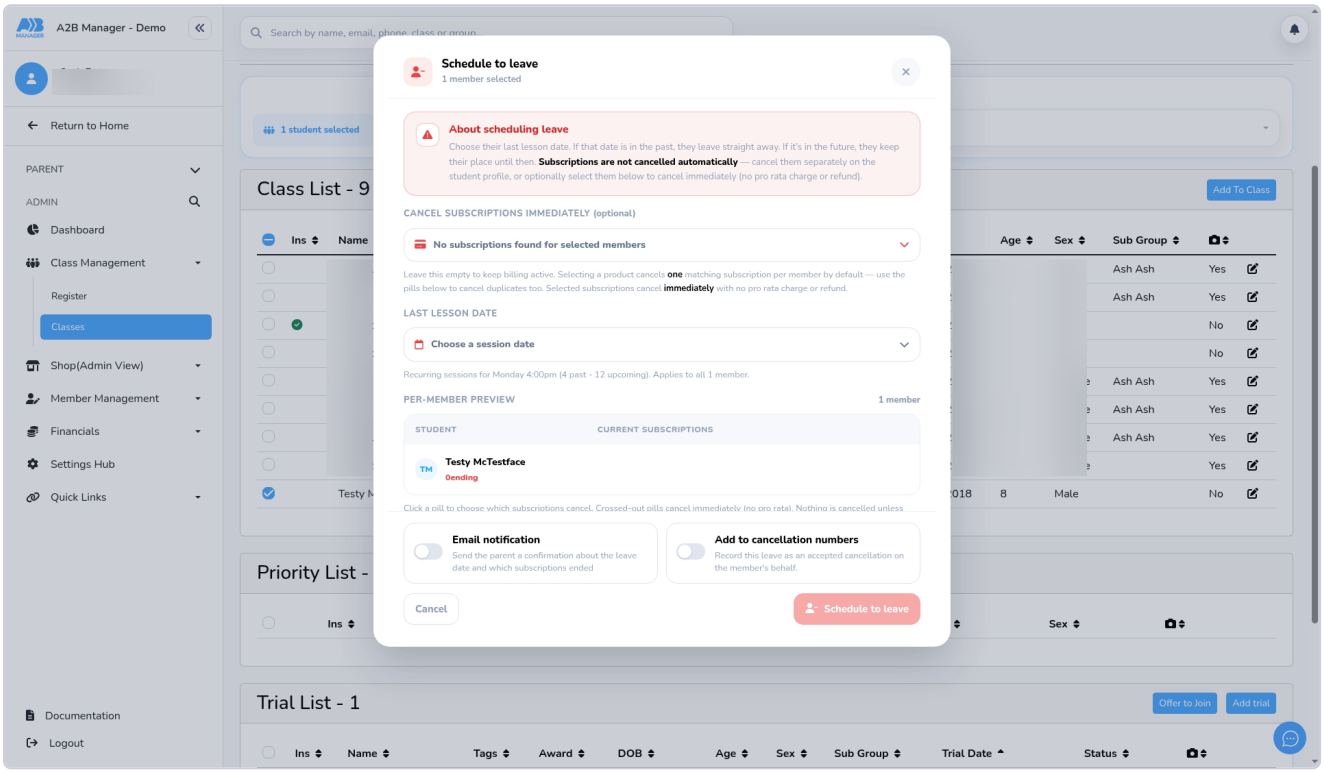
2. Choose Schedule to leave (0:37)

- Open the **Action type** menu and choose **Schedule to leave**.
- Read the **About scheduling leave** note at the top. It reminds you that subscriptions are not cancelled automatically.



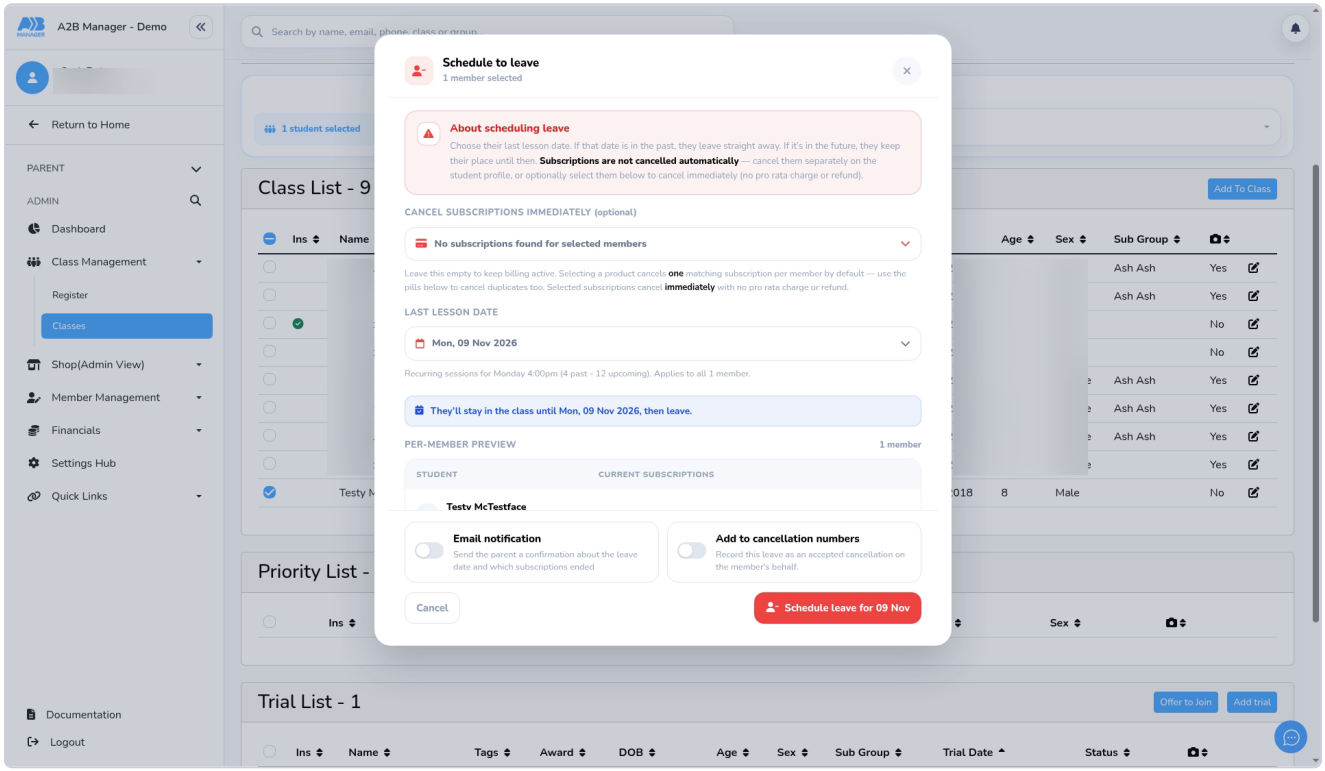
3. Decide whether to cancel subscriptions (optional) (0:57)

- To stop the member's billing as well, pick the subscription under **Cancel subscriptions immediately (optional)**.
- Selected subscriptions are cancelled **straight away, with no pro rata refund**.
- Leave it empty to keep billing running. You can cancel a subscription later from the student's profile.



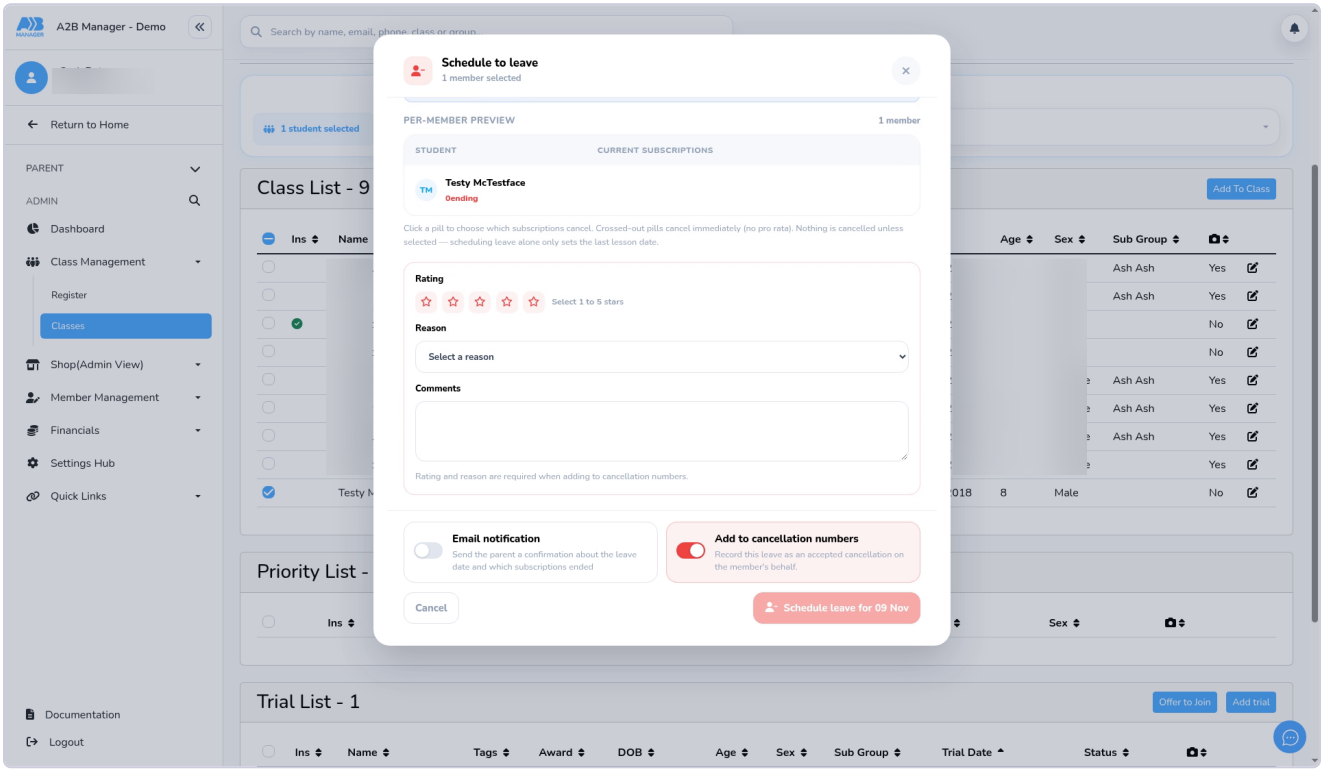
4. Choose the last lesson date and check the preview (1:10)

- Under **Last lesson date**, choose the member's final lesson.
- A **past** date removes them now. A **future** date keeps their place until then.
- The button at the bottom changes to match the date, for example **Schedule leave for 09 Nov**, and a note confirms the date they'll stay until.
- The **Per-member preview** shows each member and any subscriptions that will end. Click a subscription to include it or keep it.



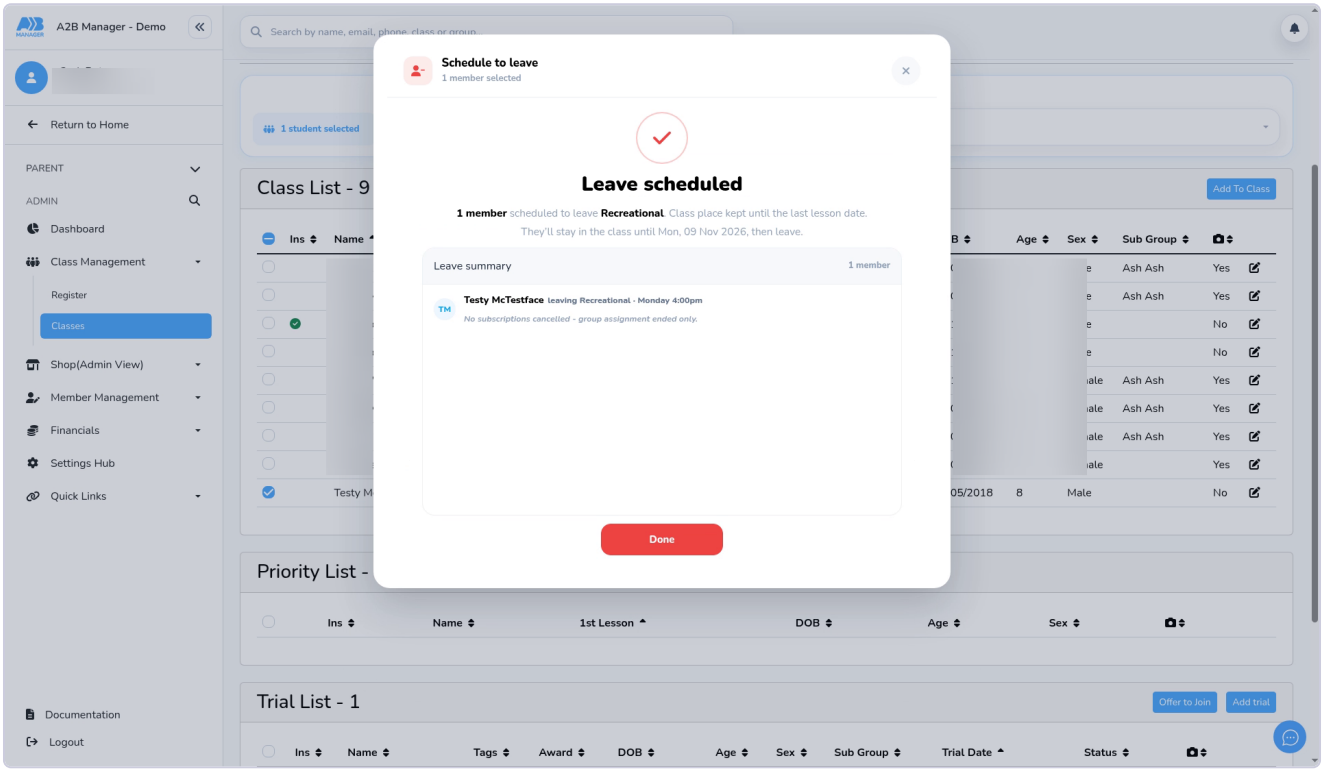
5. Choose notifications and cancellation numbers (1:34)

- Turn on **Email notification** to send the parent a confirmation of the leave date and any subscriptions that ended. It's off by default.
- Turn on **Add to cancellation numbers** to record this as a cancellation. You'll need to give a **Rating** and a **Reason**, and you can add comments. It's off by default.



6. Confirm and check the summary (1:50)

- Click the button at the bottom. Its label matches your choice, for example **Schedule leave for 09 Nov** or **Leave now**.
- A **Leave summary** shows who is leaving and which subscriptions ended. Click **Done**.



Good to know

- **Several members at once:** if you tick more than one member, the change runs in the background and a notification appears at the top right when it's finished.
- **Changing the date:** run Schedule to leave again on the same member to change a future last lesson date.
- **Multi-event classes:** you choose the sessions the member is leaving instead of a single date.
- **Birthday parties:** any parties booked on sessions the member loses are cancelled.
- **Moving to another class?** Use Transfer a Member to a New Class instead.

> **Tip:** Older versions of this guide said that removing a member cancels their subscriptions. It no longer does. Select the subscription in step 3 if you want billing to stop.