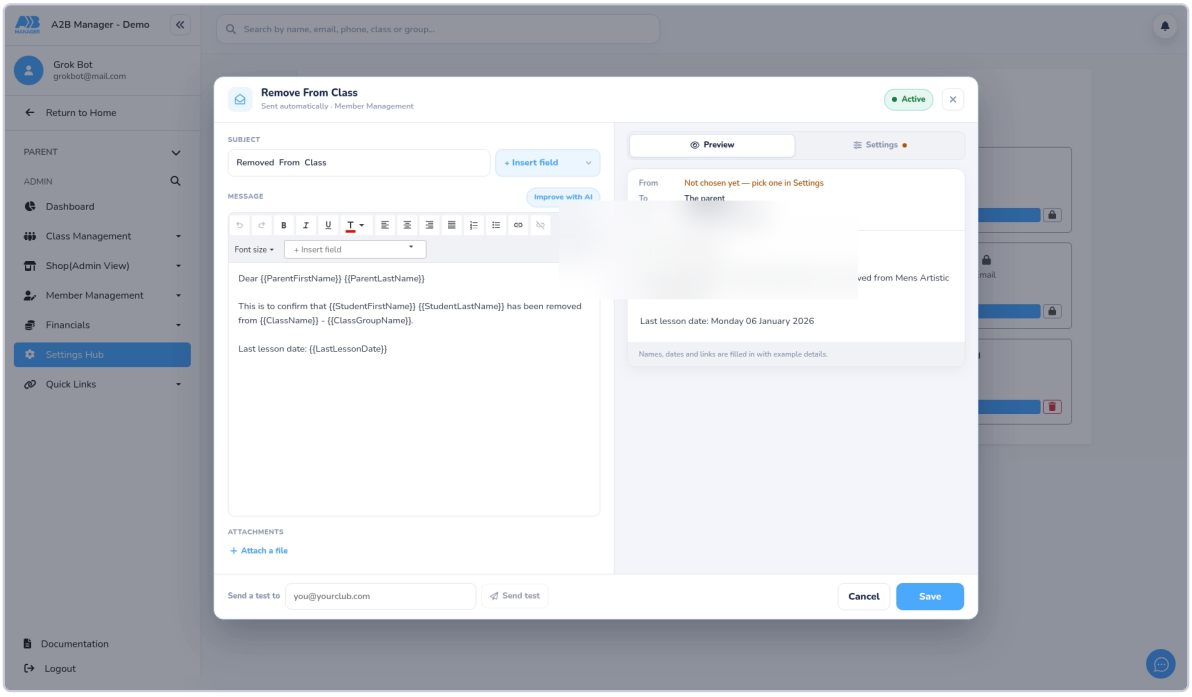
How to Schedule a Member to Leave a Class (and Send the Removed from Class Email)

Use **Schedule to leave** on a class to set a member's last lesson. They can leave straight away or keep their place until a date you choose. You can also cancel their subscriptions, email the parent and record the leave in your cancellation numbers.

Scheduling a member to leave

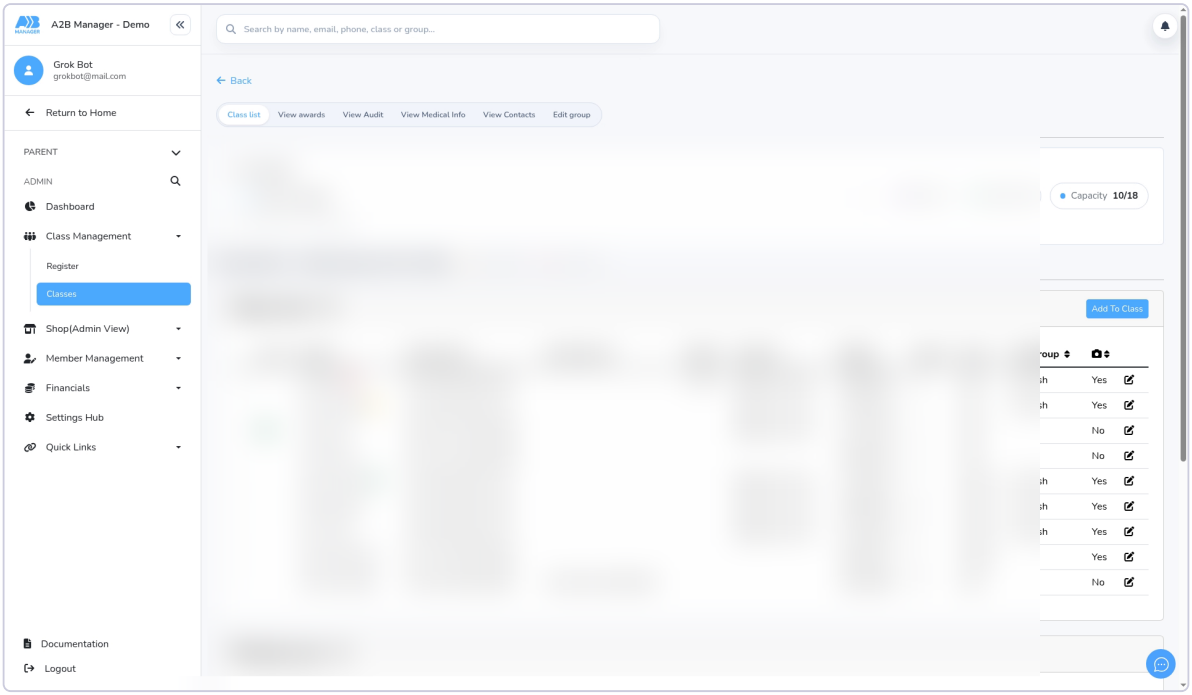
1. Check the Removed from Class email (0:00)

- Go to **Settings Hub** > **Email Template Builder** and open the **Member Management** tile.
- Click **Edit** on **Removed From Class**. This is the email the parent gets if you turn on Email notification. It includes the class, the group and the last lesson date.
- Change the wording if you need to, then click **Save**, or **Cancel** to leave it as it is.



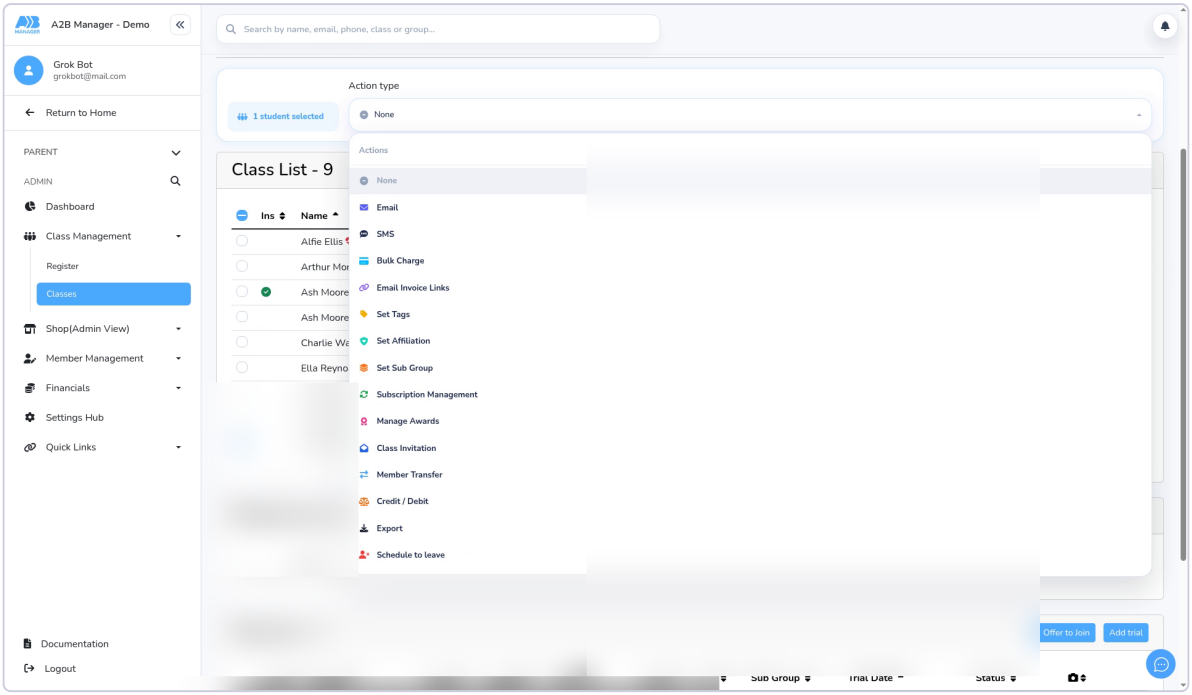
2. Open the class (0:38)

- Go to **Classes** and open the class the member attends.
- Find the member in the class list for their group.



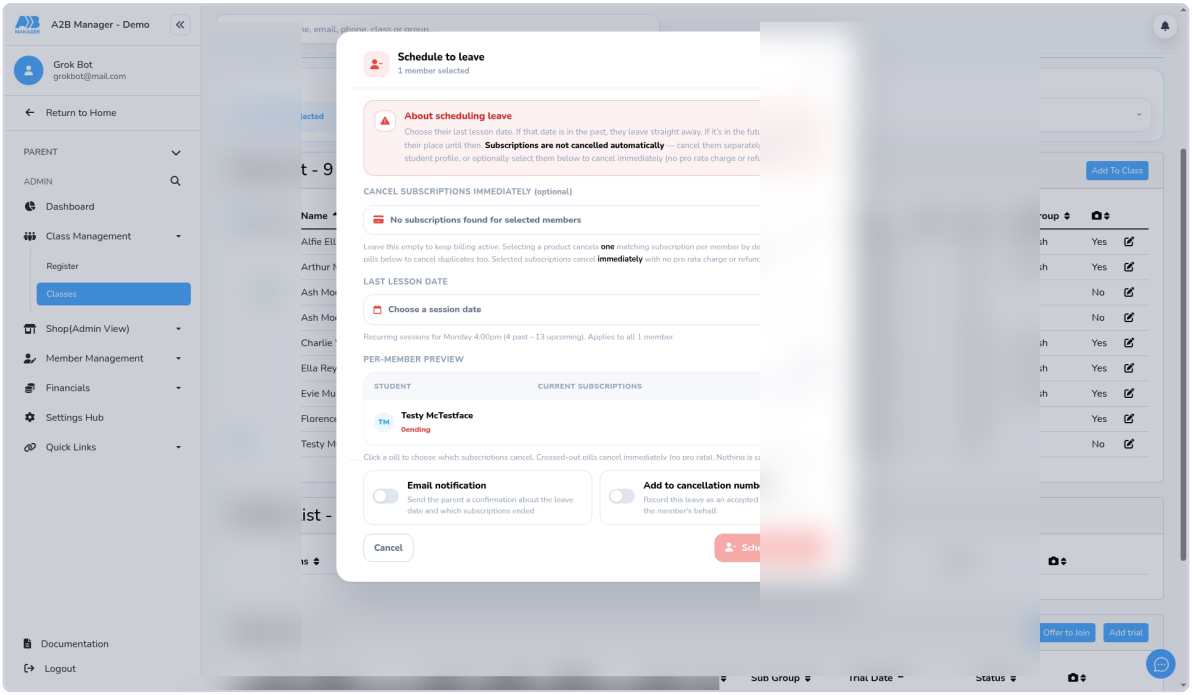
3. Select the member and choose Schedule to leave (1:03)

- Tick the box next to the member. You can tick more than one.
- Open the actions menu and choose **Schedule to leave**.



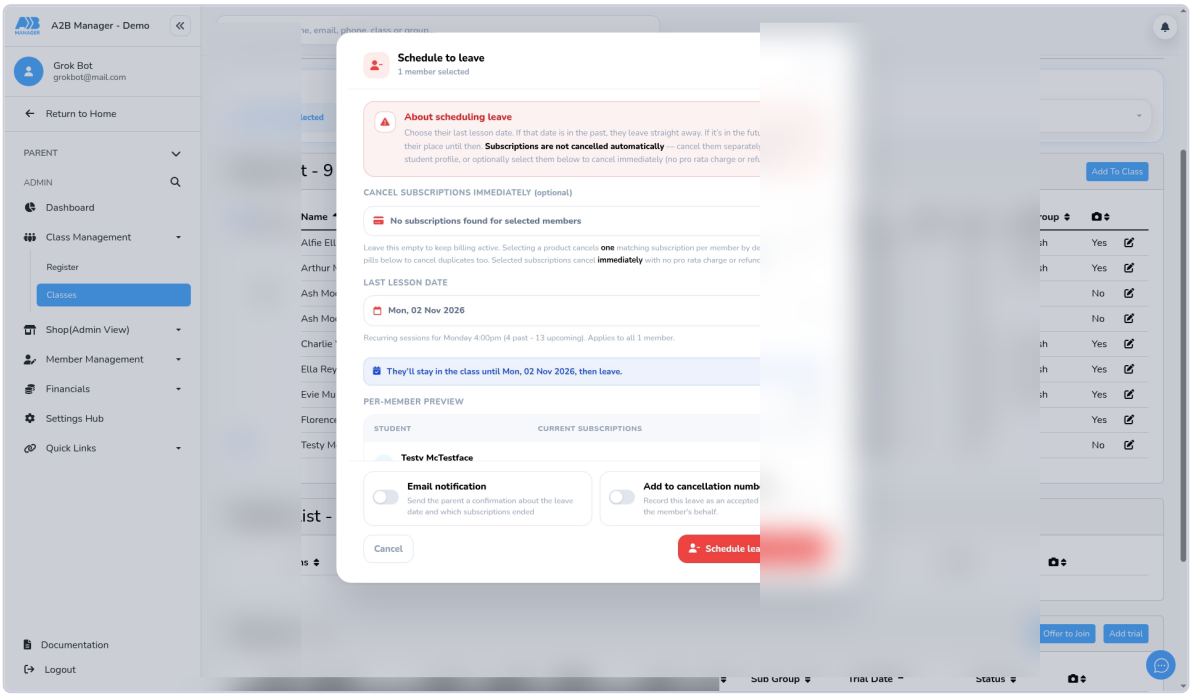
4. Decide about subscriptions (1:27)

- Subscriptions are **not** cancelled automatically. If you leave **Cancel subscriptions immediately (optional)** empty, billing carries on.
- To stop billing, pick the subscription in the list. Any subscription you pick is cancelled straight away when you confirm, with no pro rata charge or refund.
- The preview shows each member with their subscriptions as pills. Click a pill to choose whether it ends. A crossed-out pill will be cancelled.



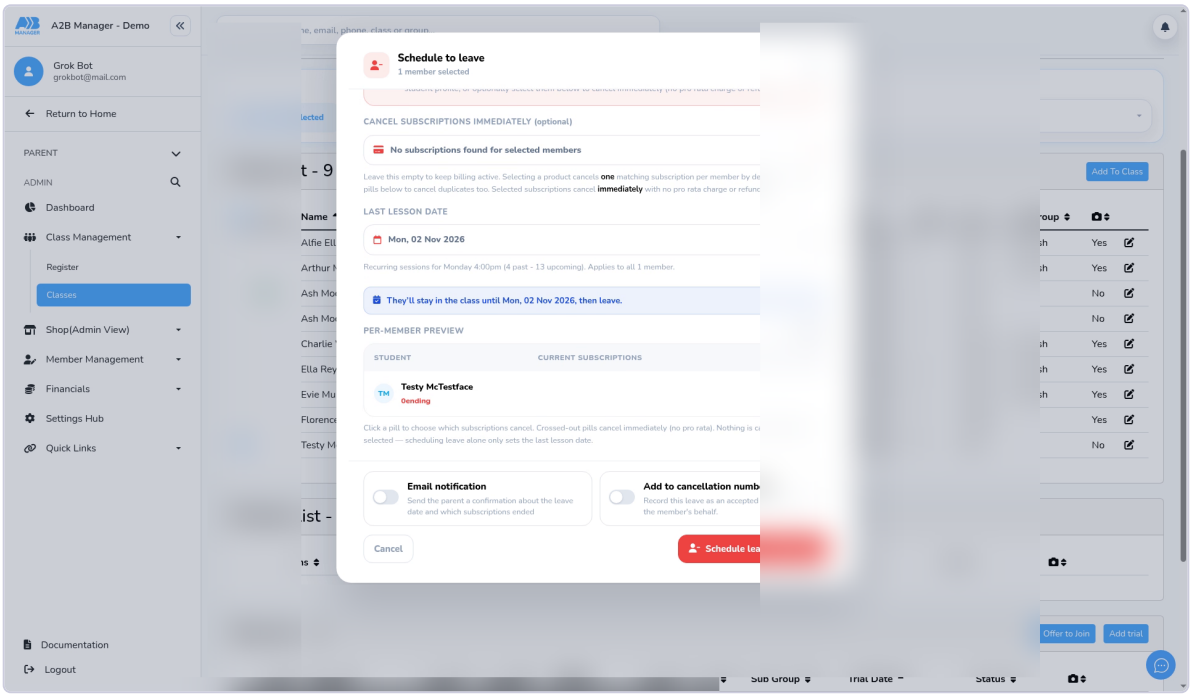
5. Choose the last lesson date (1:43)

- Under **Last lesson date**, pick a session. A past date means they leave now, today means they leave after today's session, and a future date keeps their place until then.
- The button at the bottom changes to match, for example **Leave now**, **Set last lesson as today** or **Schedule leave for 02 Nov**.



6. Notify the parent and confirm (2:02)

- Turn on **Email notification** to send the parent the Removed from Class email. It's off by default.
- Turn on **Add to cancellation numbers** to record the leave as a cancellation. You'll need to choose a rating and a reason, and you can add comments.
- Click the button at the bottom to confirm. For one member you'll see a **Leave summary** showing who's leaving and which subscriptions ended. Click **Cancel** instead to close without making changes.



Good to know

- If you schedule several members at once, it runs in the background. You can keep working and the progress shows in the notification at the top right.
- To change a future leave date, run Schedule to leave again for that member and pick a new date.