## How to cancel a recurring session to prevent sign up

On occasion there may be a need to cancel a weekly session that is part of a recurring series.

This is how to do this without removing the entire series of recurring sessions.

• Go to the Attendance register and enter the date of the session that is to be cancelled

Search fo	or Registers				
rom	2022-04-12	I	То	2022-04-12	📋 Session

• Go to the Session and note if any players are signed up

Facilitator $\Rightarrow$	Session 🗢	Venue \$	Date & Time	Players 🌐	Present 💠	Absent 🍦	Void \$	Go to Register
Paul Beard (Admin)	Borderville Tuesday	Borderville, Stamford	Tue, 12 Apr 2022 11:00 AM	3			Void	GO TO THIS REGISTER

- If there are players click 'Go To Register'
- Make a note of any players that have signed up to the session being cancelled and if they have paid in advance

Ian Baxter 🗊 😒 Absent Paid	Ian Henson 🕄 S Absent Paid	Paul Edward Beard

In this example there are 3 players that are signed up and two paid in advance.

- Delete the players from the session by clicking on the red 'x' next to their name
- Go back to the Attendance Register screen and enter the date of the session being cancelled once again. It should show as '0' attendees this time
- Click the Void button

'aul Beard Admin)	Borderville Tuesday	Borderville, Stamford	Tue, 12 Apr 2022 11:00 AM	0		Void	- 1
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This will remove the Go To Register Button and also this session will no longer appear in the sign up list for players. (This void button can be de-selected to re-enable the session if required at a later date)

## We now need to deal with the players that had signed up and who paid in advance.

• Click on People – Your Players and search for the name of any player that has pre-paid



• Click View Profile then Click Payments

& Attendance	Payments	Notifications &

Coacha will show a history of the sessions signed up for and paid for.

• Find the date of the session being cancelled and which has been pre-paid.

Paid - March 28, 2022 View payment status on Stripe	Session Borderville Tuesday on 2022-02-08	£4.00	View History	Refund	Print Receipt	View Receipt
lan Baxter Online Payment Paid – March 21, 2022 View payment status on Stripe	Session Borderville Tuesday on 2022-04-12	£4.00	View History	Refund	Print Receipt	View Receipt
<b>lan Baxter</b> Online Payment Paid - March 17,	Session Borderville Saturday on	£4.00	View	Refund	Print	View

- Click Refund
- On the pop up window Click Refund Stripe Payment



Coacha will now send the refund request to Stripe for processing and will display a yellow box asking you to refresh.

• Click here to refresh

ansactions might have changed. Please <b>click here</b> to refresh.
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The status of the payment in Coacha for that session is updated with the rfund information.

Online Payment						
Refunded - March	Session Borderville Tuesday on 2022-04-12	£4.00	View History	Reinstate	Print Receipt	View Receipt
View payment					Receipt	

• Repeat this action for all players that pre-paid (in the example given two in total)

We now need to notify all the players that had signed up

• Go to Broadcast – send Broadcast

<li>C↓€ Broadcasts</li>
・ Send Broadcast

• Create you message detailing the cancellation and action taken

April 12th	Tuesday	y Sess	ion Co	ancell	led - Borderville						
r a P	I	U	<del>2</del>	<b>.</b>	sans-serif •	13 🔹	120	:=	12	≡ •	Ti •
oue to pitch ma coacha has bee lan B & la Paul EB	intenanc en updat an H - a - you've	e the s ed. refund been re	has be emove	een pr	duled at Bordervil rocessed for you n this cancelled se	le for 12 ession (b	th April a out hadn't	t 11am f	nas be advan	en cance ce)	elled.
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- Click Add Receivers at the bottom right
- Type in the names of the people impacted that had signed up for the cancelled session

tamford Strollers			(i) HI, Taff (Admin) (i)
oadcasts · Send			
end an email or SM	S - Step 2 - Add Recipients	You don't h	ave an SMS account set up. Set Up SMS Account
Add recipients to this message			These people have been added
Send this broadcast to <b>all</b> of your	players		Note: Dependant on the age of the player, sometimes the NOK will be sent the message instead
Send this broadcast to <b>all</b> of your	archived players		lan Henson lan Baxter
Send this broadcast to <b>all</b> of your	staff		Send to Primary NOKs as well
You can easily add everyone from a c	artain session or squad by selecting them in the drop downs below		Send to Secondary NOKs as well
You can easily add everyone from	a certain session or squad by selecting them in the drop downs below		
Mass-add From Session players	Select session and click add	d Select squad and click V Add	
Add individuals to this messar	-		
Sometimes you might want to add jus broadcast.	ye t a few individuals to a broadcast. Start typing the player's name below a	nd then hit ADD to add them to the	
Mass-add players beard		Add	
Paul <b>Beard</b> (A	dmin)		
Paul Edward E	eard De		Clear Back Review & Send

- Click Review and Send
- On the final window click **Send**