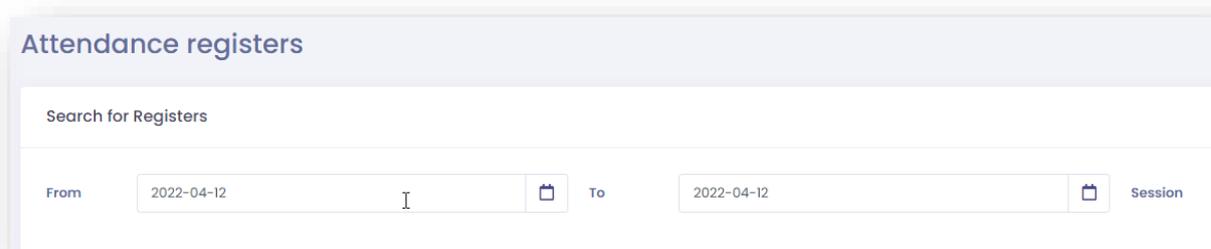


How to cancel a recurring session to prevent sign up

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

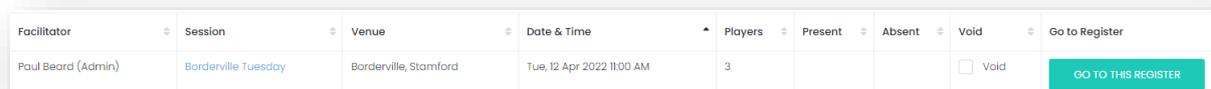
This is how to do this without removing the entire series of recurring sessions.

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



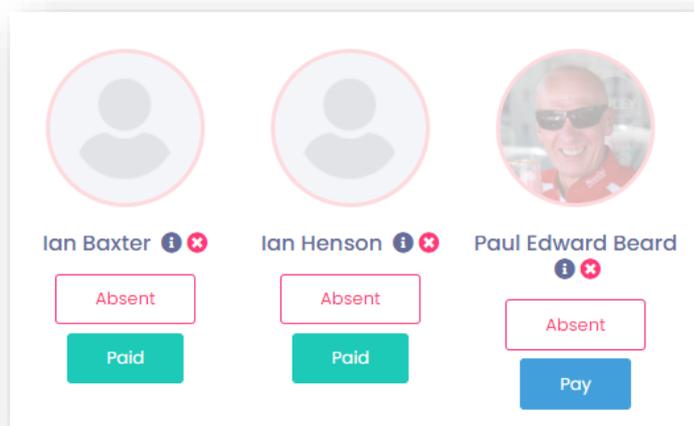
The screenshot shows the 'Attendance registers' section with a search bar. The search criteria are set to 'From' 2022-04-12 and 'To' 2022-04-12. A 'Session' dropdown is also visible.

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



Facilitator	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			<input type="checkbox"/> 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



The screenshot shows three player registration cards. Each card has a profile picture, name, and status buttons. Ian Baxter and Ian Henson have 'Absent' and 'Paid' buttons. Paul Edward Beard has 'Absent' and 'Pay' buttons.

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

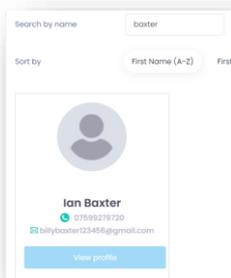
- Delete the players from the session by clicking on the red 'x' next to their name
- Go back to the Attendance Register screen and enter the date of the session being cancelled once again. It should show as '0' attendees this time
- Click the Void button

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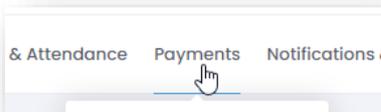
This will remove the Go To Register Button and also this session will no longer appear in the sign up list for players. (This void button can be de-selected to re-enable the session if required at a later date)

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**

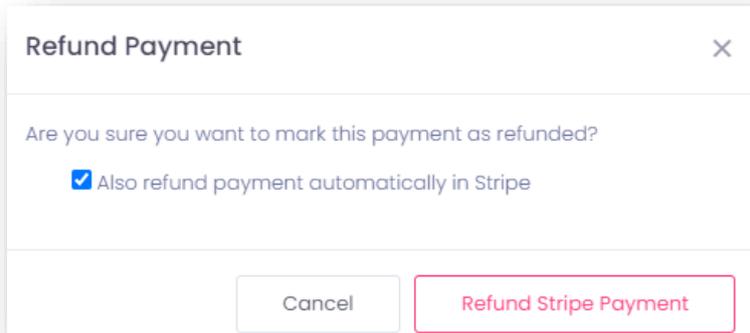


Coacha will show a history of the sessions signed up for and paid for.

- 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
Ian 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
Ian Baxter Online Payment Paid - March 17, 2022	Session Borderville Saturday on 2022-03-27	£4.00	View	Refund	Print	View

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



Refund Payment ✕

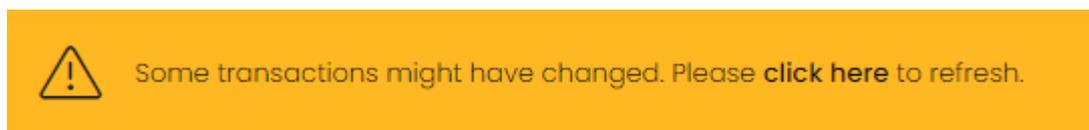
Are you sure you want to mark this payment as refunded?

Also refund payment automatically in Stripe

Cancel 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



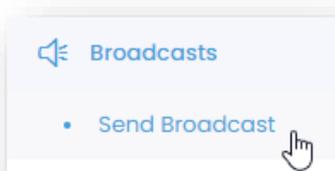
The status of the payment in Coacha for that session is updated with the refund information.

<p>Ian Baxter Online Payment Refunded - March 21, 2022 View payment status on Stripe</p>	<p>Session Borderville Tuesday on 2022-04-12</p>	<p>£4.00</p>	<p>View History</p>	<p>Reinstate</p>	<p>Print Receipt</p>	<p>View Receipt</p>
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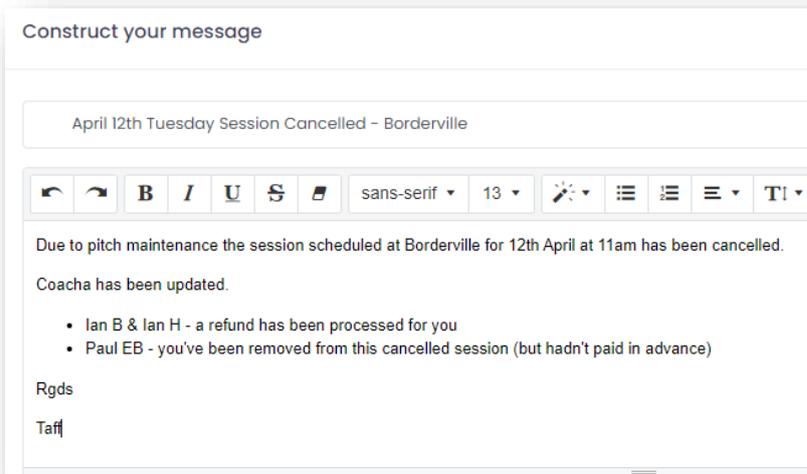
- Repeat this action for all players that pre-paid (in the example given two in total)

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

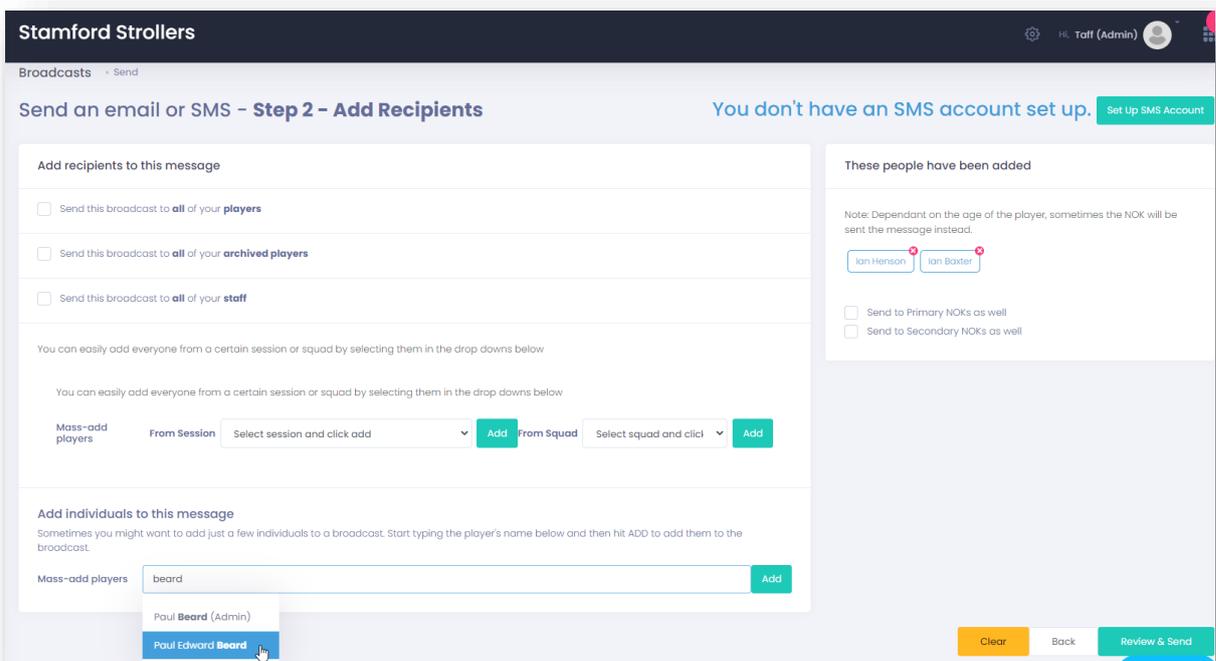
- Go to **Broadcast – send Broadcast**



- Create you message detailing the cancellation and action taken



- Click **Add Receivers** at the bottom right
- Type in the names of the people impacted that had signed up for the cancelled session



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