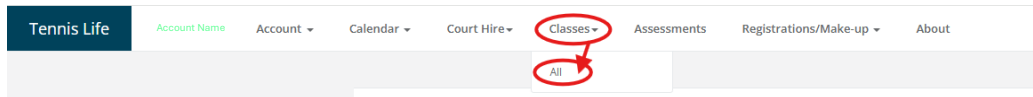




How to cancel a class via the Customer Portal through Classes:

1. From the main navigational bar go to **Classes > All**:



2. Pick the class you wish to cancel and click **“View”**:

All Classes						
Search:						
Student	Class	Date range	Session Start	Session End	Description	Confirm Status
	Cardio Tennis Thursday 7pm	2025 Term 4	9/10/2025	11/12/2025	7:00 PM 60mins [Thu]	Update View
	Cardio Tennis Friday 9:30am	2025 Term 4	10/10/2025	12/12/2025	9:30 AM 60mins [Fri]	Update View

3. Select the date you want to notify your absence for and click **“Cancel Session”**:

< Back						
Cardio Tennis Friday 9:30am						
Date:	Time:	Duration:	Resource:	Coach:	Attendance Status:	
10/10/2025	9:30am to 10:30am	60 minutes	Indoor Court 1	Henry Tripp	Finished	Attended
17/10/2025	9:30am to 10:30am	60 minutes	Indoor Court 1	Henry Tripp	Finished	Attended
24/10/2025	9:30am to 10:30am	60 minutes	Indoor Court 1	Henry Tripp		Self Cancelled
31/10/2025	9:30am to 10:30am	60 minutes	Indoor Court 1	Henry Tripp		Cancel Session
7/11/2025	9:30am to 10:30am	60 minutes	Indoor Court 1	Henry Tripp		Cancel Session
14/11/2025	9:30am to 10:30am	60 minutes	Indoor Court 1	Henry Tripp		Cancel Session
21/11/2025	9:30am to 10:30am	60 minutes	Indoor Court 1	Henry Tripp		Cancel Session

Once you have cancelled a session you should automatically get a **lesson credit** added to your account.

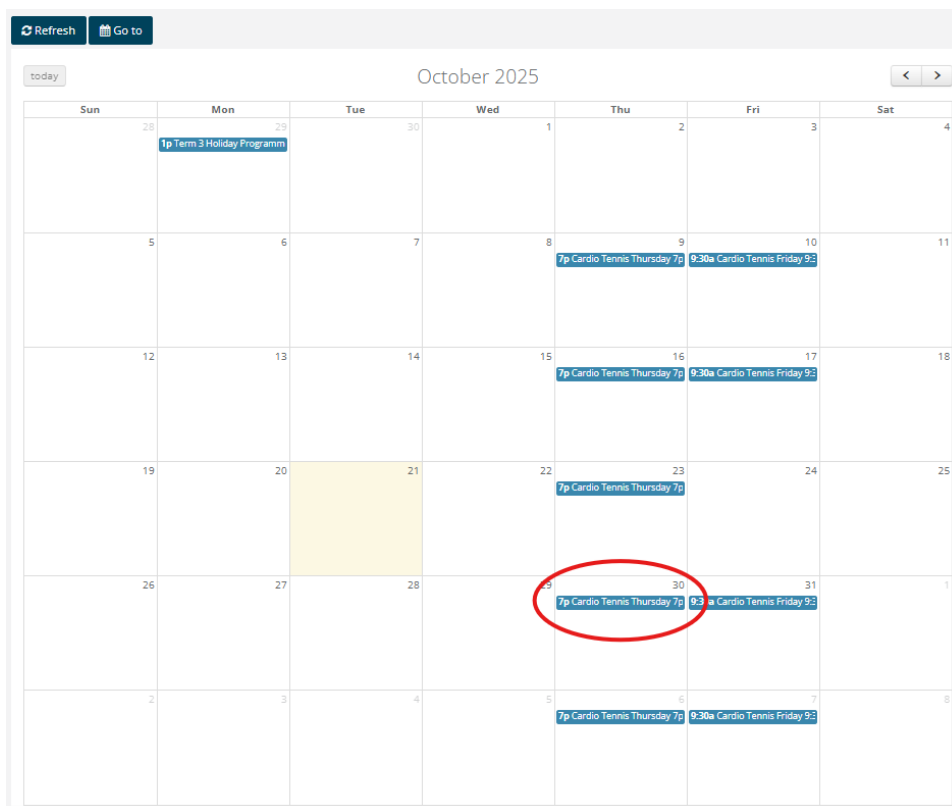


How to cancel a class via the Customer Portal through Calendar:

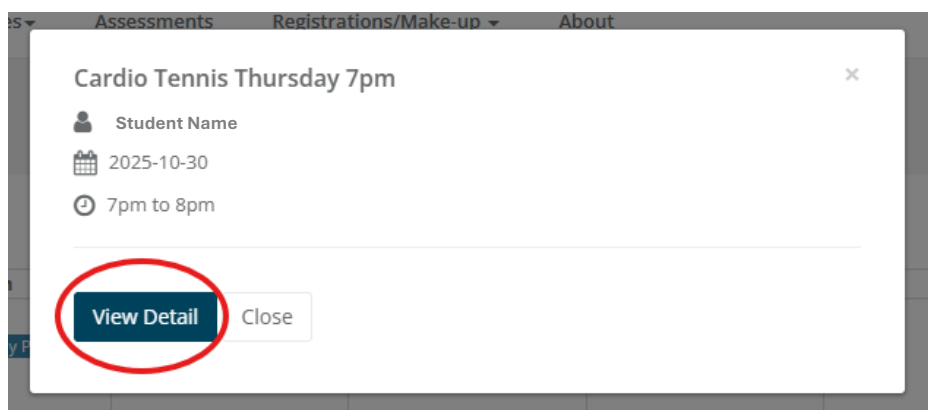
1. From the main navigational bar go to **Calendar > Monthly View**:



2. Go to the date you wish to cancel from the calendar and click on the class:



3. The following window should pop-up with student, and class details.
Click **view details**:





4. On the class details page you will be able to notify your absence by clicking “**cancel session**”:

[< Back](#) [Cancel Session](#)

Class Name	Cardio Tennis Thursday 7pm
Student	Student Name
Date	30/10/2025
From Time	7pm
To Time	8pm
Duration	60 minutes
Attendance Status	Booked In
Venue	TotalCoach Tennis Centre - Indoor Courts
Resource	Indoor Court 5

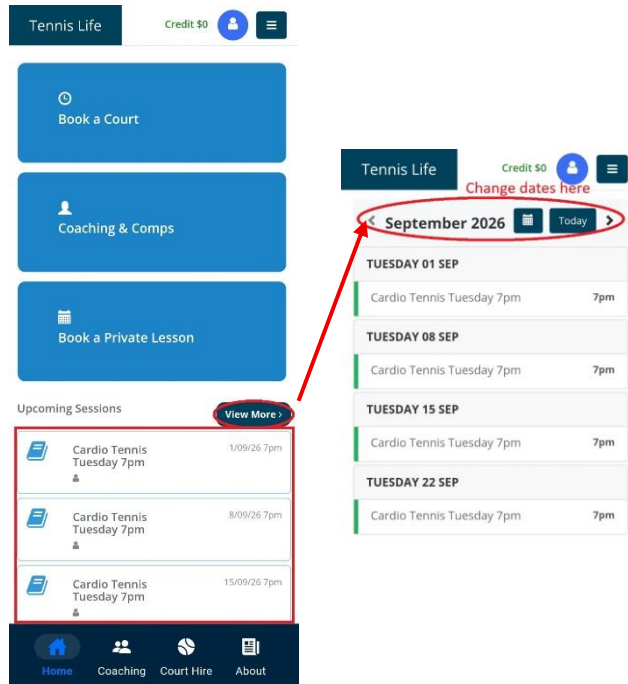
Once you have cancelled a session you should automatically get a **lesson credit** added to your account.



How to cancel a class via the Tennis Life APP

1. From the homepage, you can see the upcoming sessions at the bottom of the screen. Select the date you would like to notify your absence, click “view more” on the top right if the session you are after is not visible.

Please note you must notify us at least 8 hours prior to the lesson start time.



2. In the next screen click “**Cancel Session**” to notify your absence.

