# ClubRunner

Help Articles > Club Help > Club - Administration Guide > Events & Calendar > How to cancel an order or ticket

## How to cancel an order or ticket

Michael C. - 2024-07-30 - Events & Calendar

You can cancel orders and tickets for an event, if the buyer or attendee are no longer able to attend.

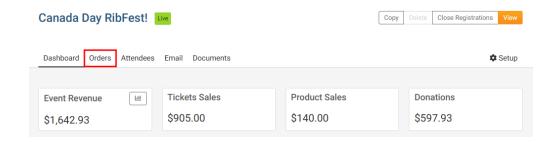
Cancel an order or ticket with the steps below.

- 1. To access **Cloud Events**, you must go to your website's homepage and log in. <u>For more information on how to login, click here.</u>
- 2. After logging in and navigation to the **Member Area**, you will see several tabs along the top of the screen. Click on the **Events** tab, and then click on **Cloud Events**.
- 3. On the Event List page, click the **Manage** button on the event which you want to cancel the order or ticket for.

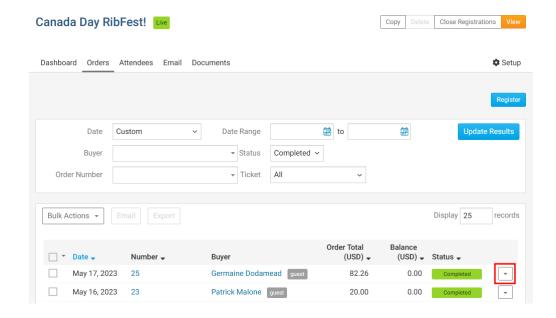
#### Cancel Order

By canceling an order, all of the products and tickets included in the order will be canceled too.

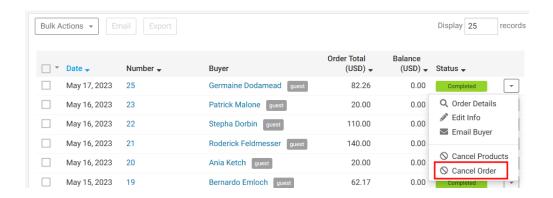
1. On the event details page, click the **Orders** tab.



2. Click the **down arrow** on the right for the order you would like to cancel.

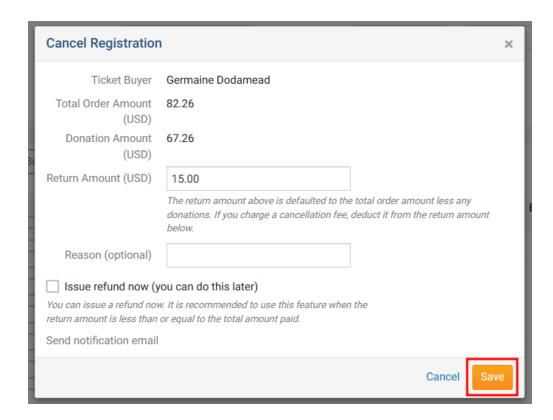


3. In the options, select **Cancel Order** to cancel the full order.



- 4. A **Cancel Registration** popup will appear, with the following fields:
  - **Ticket Buyer** The ticket buyer's full name.
  - Total Order Amount The total amount received from the order.
  - Return Amount The amount to return to the buyer. Enter a value to change the returned amount.
  - Reason (optional) Enter a reason why the order was canceled.
  - Issue refund now Check this box to issue a refund back to the buyer's credit card or to report it has already been refunded if it was not paid by credit card.
  - Send notification email Send the order cancelation notification email to the related contacts.
    - Attendee Send the order cancelation email to the attendees.

- **Ticket buyer** Send the order cancelation email to the Ticket buyer.
- **Organizer** Send the order cancelation email to the event organizer.
- 5. Click **Save** to complete the order cancellation.

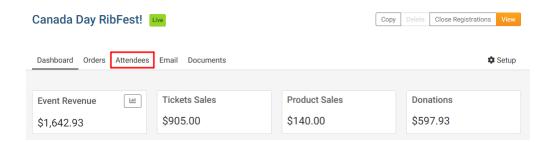


#### Note

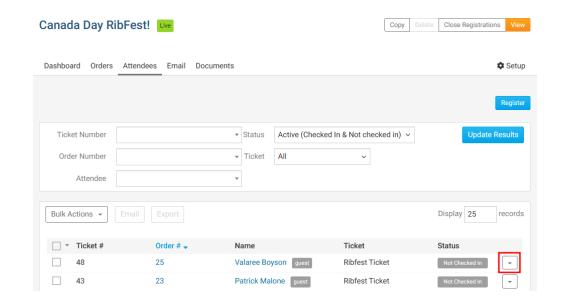
In Step 3, you can instead click **Cancel Product** to cancel an orders' products while keeping the order and tickets. When canceling a product, select the products to cancel from the **Select Products to Cancel** popup, and the **Return Amount** will update to be the same value of the canceled products. You can further edit the **Return Amount** to be another amount.

#### Cancel Ticket

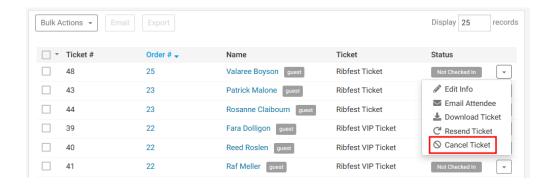
1. In the event, click the **Attendees** tab at the top of the page.



2. Click the **down arrow** on the right for the ticket you would like to cancel.

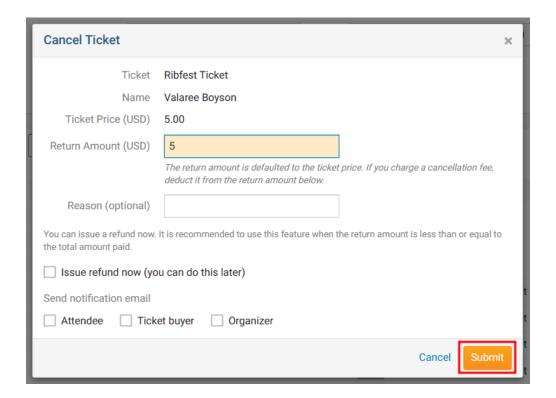


3. In the dropdown options, select Cancel Ticket to cancel the ticket.



- 4. A Cancel Ticket popup will appear with these fields:
  - o Ticket Name of ticket.
  - Name Full name of the attendee.
  - **Ticket Price** Ticket price (copied from the event).
  - Return Amount Refund amount for the ticket. By default, it is the price of the ticket. You can update it with different refund amount if needed.
  - **Reason (optional)** The reason why the ticket was canceled.
  - Issue refund now Check this box to issue a refund back to the buyer's credit card or to report it has already been refunded if it was not paid by credit card.
  - **Send notification email** Send the ticket cancelation notification email to the related contacts for the order.

- **Attendee** Send the ticket cancelation email to the attendee.
- **Ticket buyer** Send the ticket cancelation email to the Ticket buyer.
- **Organizer** Send the ticket cancelation email to the event organizer.
- Email updated invoice after refund is processed If enabled, an updated invoice of the registration order will be emailed to the ticket buyer.
- 5. Click **Save** to complete the cancelation of the selected ticket.



### **Related Content**

- How to register a member for a Cloud Event
- How to create a Cloud Event