

Cancelling a ride that has registrations

There are several ways to cancel a ride and a couple decisions to make. See below for options.

Recommended:

We can delete all the registrations, sending a cancellation email, close the ride to registration but leave it in the list so that we have a record of having offered it, especially if it's a one-off that we might reschedule. ☑

Here's how:

In the Karelo Manage Events screen, click the delete button to the right of the ride. 

If there are registrants, the next screen will say:

The event can not be deleted because of existing registrations.

Cancel all Registrations

Click Cancel all Registrations

Enter text in the email box and click Confirm.

[If you wanted to delete all record of the ride, you could

Go back to Manage Events and click delete again. ]

Go back to Manage Events > select event > Edit / Settings and make sure that the Status is Not Released For Registrations (which Karelo probably did already).

NOTES:

This procedure will notify **registrants and waitlisted members** (unless you choose not to), and delete the individual registrations, including the waitlist. Karelo will send a cancellation email with coloured bands similar to the registration notification. Karelo will not charge the club for the registrations.

Optionally, you can send an email to all registrants from View Full List > envelope beside monkey icon. It's easy to personalize it: Change "Dear [FirstName] [LastName]" to "Hi [FirstName]" or whatever you like. It does not have all the coloured bands and registrant information that the cancellation notice does. I likely also send the cancellation notice as in the above procedure so that registrants get two different-looking emails with the information. Sometimes redundancy is not a bad thing at the last minute.

Other ways to cancel, not recommended:

[We can delete a ride and all registrations, as if it never existed. Not recommended; if we keep the ride, we know what we offered. ✕]

[We can cancel the ride, make it not released for registrations and inform registrants, but keep them in the ride so that we know how many and who signed up. Sounds like more than we need to keep. ✕]