ClubRunner

How to cancel an order or ticket

Michael C. - 2025-10-16 - 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. **For more information on how to log in, click here.**

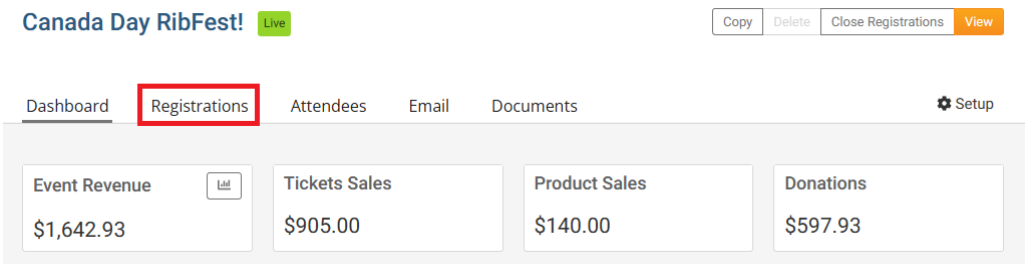
2. After logging in and navigation to the **Member Area**, you will see several tabs along the top of the screen. Click on the **Events** tab, and then click on **Cloud Events.**

3. On the Event List page, click the **Manage** button on the event which you want to cancel the order or ticket for.

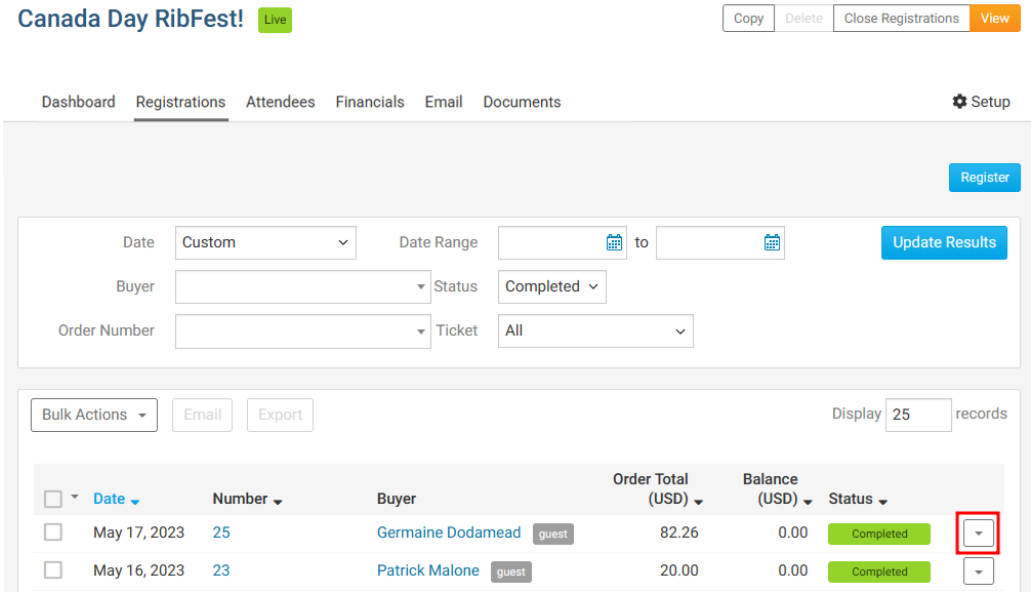
Cancel Order

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

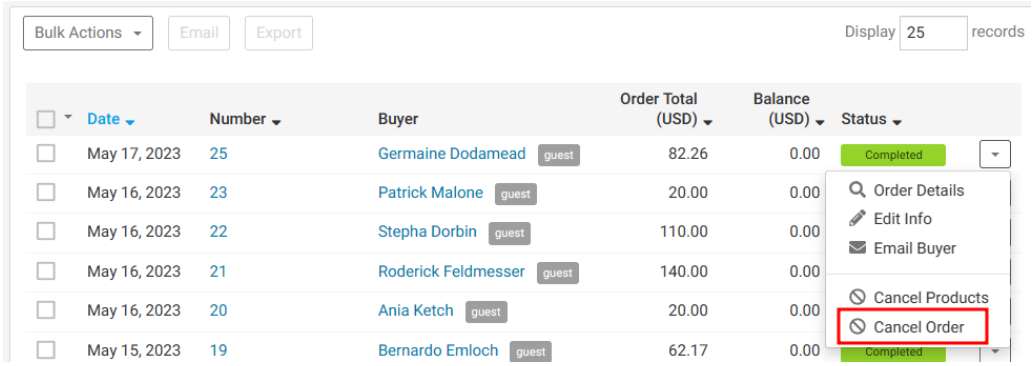
1. On the event details page, click the **Registrations** tab.



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.

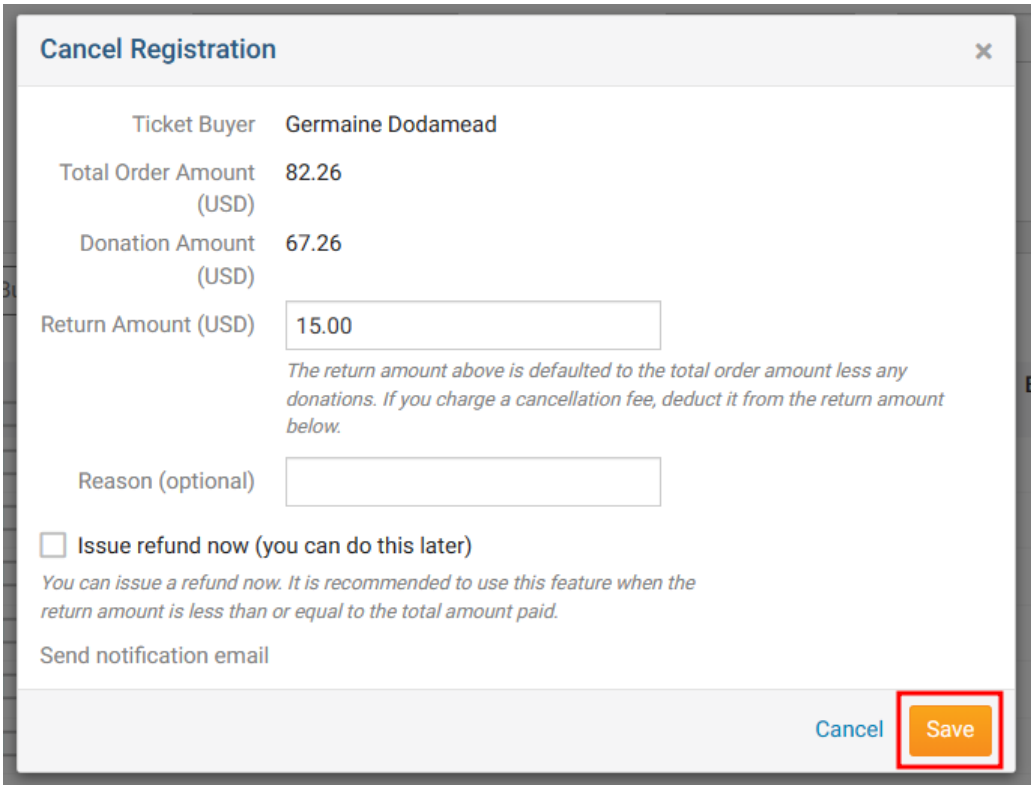


4. A **Cancel Registration** popup will appear, with the following fields:

    - **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.

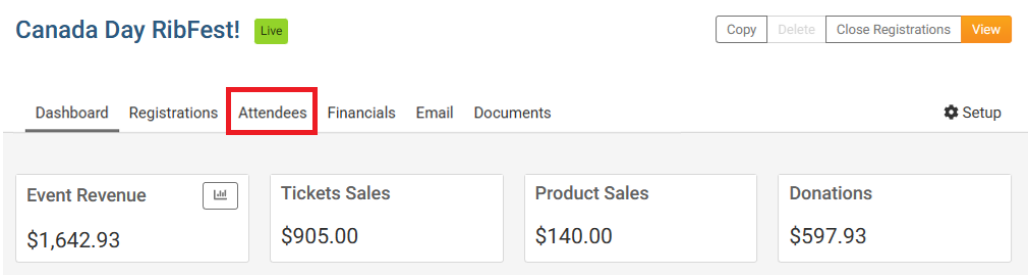


Note

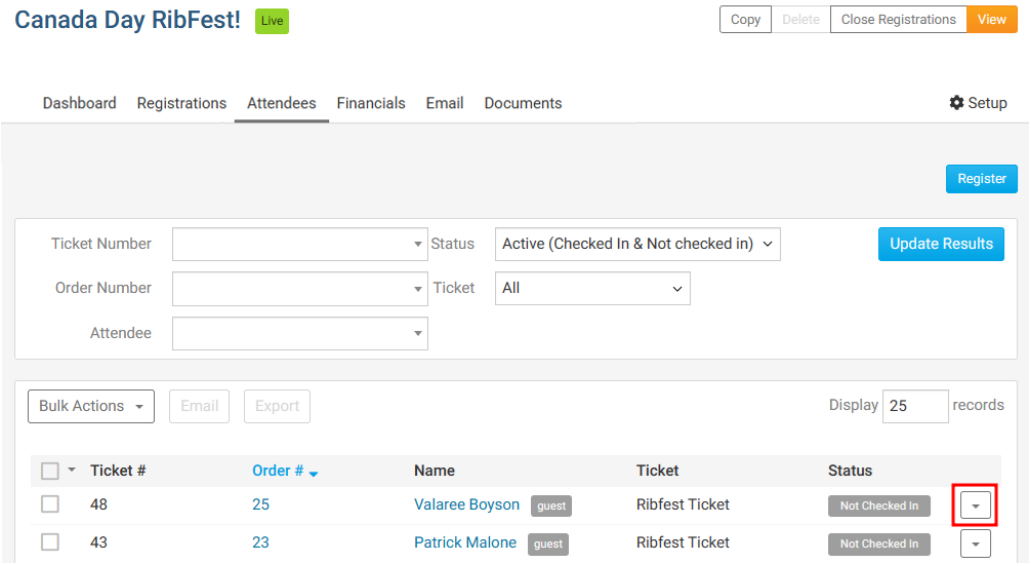
In Step 3, you can instead click **Cancel Product** to cancel an orders' products while keeping the order and tickets. When canceling a product, select the products to cancel from the **Select Products to Cancel** popup, and the **Return Amount** will update to be the same value of the canceled products.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

Cancel Ticket

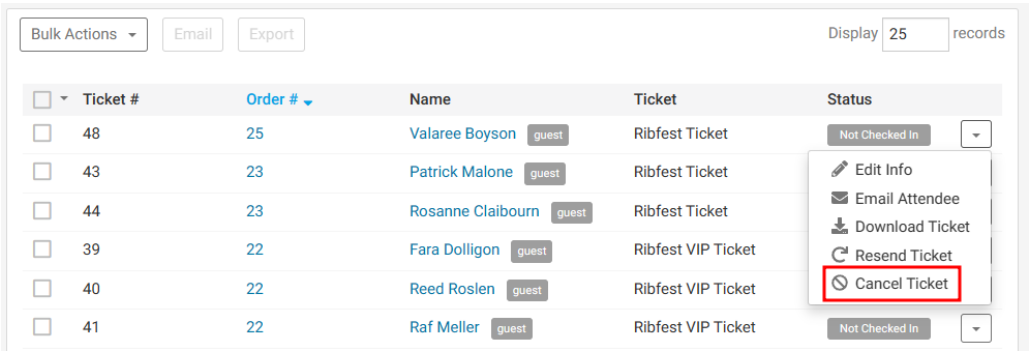
1. In the event, click the **Attendees** tab at the top of the page.



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.

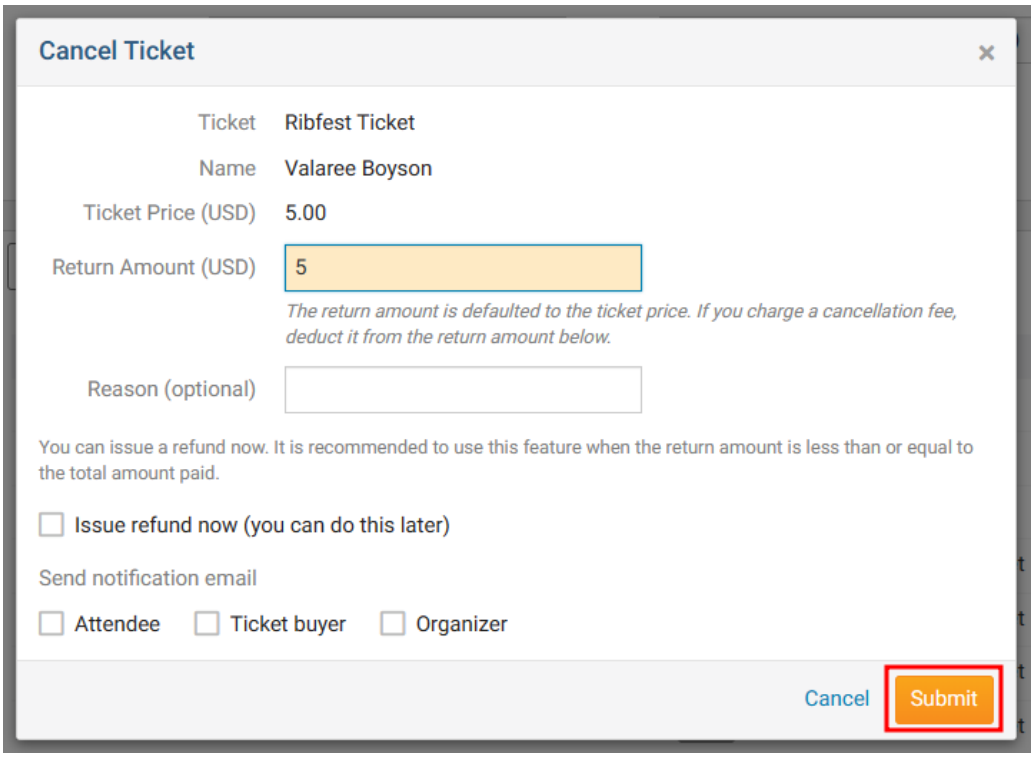


4. A **Cancel Ticket** popup will appear with these fields:

    - **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