



## CANCELLING A RESERVATION: *from the original confirmation email*

Class Reservation for Paul Raker > Inbox x

YMCA Anthony Bowen <no\_response@groupexpro.com>  
to me ▾

Hi Paul Raker,

You have reserved a space in the following class:

Class: Lap Swimming  
Date: 09/15/2020  
Time: 2:00pm  
Studio: Pool

Should you need to cancel your reservation, please [click here](#).

Thanks and we'll see you soon!  
GXP

*Locate your original  
Class Reservation confirmation  
email. Under the reservation  
information, click the link which  
indicated to*

**WARNING:** This email was sent from GroupEx PRO. Please do not reply to this email. If you have questions, please reach out to the club's Group Fitness Manager.

Class Cancellation for Paul Raker > Inbox x

YMCA Anthony Bowen <no\_response@groupexpro.com>  
to me ▾

Hi Paul Raker,

You have successfully cancelled your reservation for the following class:

Class: Lap Swimming  
Date: 09/15/2020  
Time: 02:00 PM  
Studio: Pool

Thanks and we'll see you soon!  
GXP

**WARNING:** This email was sent from GroupEx PRO. Please do not reply to this email. If you have questions, please reach out to the club's Group Fitness Manager.

*From there, you will  
receive Class Cancellation  
confirmation to the same  
email address.*

## CANCELLING A RESERVATION: *from Online Scheduler*

The image shows a screenshot of an online scheduler interface. The main focus is on a reservation for a "Lap Swimming" class on 09/16/2020 at 3:00pm - 3:30pm. The reservation status is "1 Spots Available". A blue bar indicates the user is currently signed up. A light blue box contains the text "You are currently signed up to attend this class." and a "Cancel Reservation" link, which is circled in green. A large green callout box on the right contains the text: "On the online calendar, locate your reservation day and time, and click 'Sign Up'". Below this, another green callout box says: "The popup will indicate that you are currently signed up for this class". A large green arrow points from the "Cancel Reservation" link to a second screenshot below. This second screenshot shows a popup window for the same "Lap Swimming" class, but now with "2 Spots Available". A red box contains the text "Your sign up has been cancelled." and a blue "Reserve a Spot" button is visible. A green callout box on the right of this popup says: "Confirm that your sign up has been cancelled." A third green callout box on the left of the first screenshot says: "Click the Cancel Reservation Link".

**On the online calendar, locate your reservation day and time, and click "Sign Up"**

**The popup will indicate that you are currently signed up for this class**

**Click the Cancel Reservation Link**

**Confirm that your sign up has been cancelled.**