

How to formulate a clear and concise cancellation

The word 'cancellation' has become all too common during the past year. Everything from business trips to trade fairs to weddings has had to be cancelled as a result of the Covid pandemic. Many people, having reviewed their finances, are cancelling purchases and plans. Let's look at two cancellation emails.

by Carole Mohr

Email to a hotel manager

Cancellation of Lonsdale Hotel booking, reference no. 20-098

Dear Ms Parker,

I am writing to cancel our Lonsdale Hotel booking from 7–11 July.

For your reference, please find attached copies of the booking details and the deposit receipt. **As per your policy,** I understand there are no cancellation charges if we cancel up to one month before the booking date and so I kindly ask you to refund the deposit in full.

Include all details of your booking/purchase, either as an attachment, or in the email itself.
Alternatives: 'According to your policy/In accordance with your policy, …'

Please acknowledge receipt of this request and confirm cancellation.

Alternative: 'I would like a written confirmation of this cancellation.'

Covid-19 restrictions unfortunately look likely to continue into the summer. **Disappointingly,** my colleagues and I have recently been informed that the convention in Harrogate we were planning to attend during our stay has been moved online, meaning we no longer require accommodation.

Use words that inject a bit of emotion to soften the impact of cancelling. Other possibilities: 'Regrettably', 'Unfortunately', 'Sadly'

I apologise for any inconvenience resulting from this cancellation.

We will certainly consider booking with you again for next year's convention when, hopefully, everything has returned to normal.

An apology is not a must, but it is a friendly gesture, especially if you wish to make orders in future. The pandemic has caused hardship for many businesses, so it seems appropriate to express sympathy.

Best regards

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'Act in haste, repent at leisure'

(‚Handle in Eile und bereue mit Muße')
EU citizens are granted the right to a 14-day cooling off period (Kulanzzeit/Bedenkzeit) for most online or distant purchases (perishable goods such as flowers and fresh food are excluded). This is helpful if you're having second thoughts about your retail therapy.

Note on spelling

While we've used 'cancellation' in this article, in the US, this word is spelled 'cancelation'. The use of the single or double 'l' is one spelling difference between the two varieties of English.
In the UK: to cancel, cancelled, cancelling, cancellation/to travel, travelled, travelling
In the US: to cancel, canceled, canceling, cancelation/to travel, traveled, traveling

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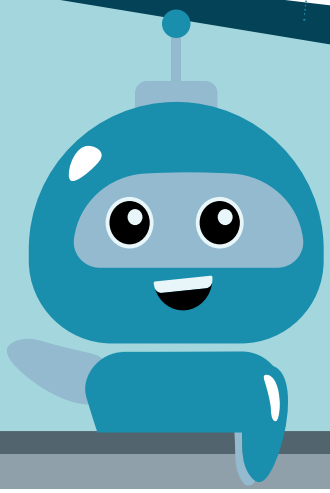
hardship hier: harte Umstände/ Notlage	retail therapy Einkaufstherapie/ Kaufrausch
to have second thoughts etw. noch einmal überdenken	perishable verderblich



Email to an art supplier

Just fill in the blanks with the following prepositions using each only once:

at by for from in of on with within

Order reference No. DJ 3732 – Cancellation

19 January 2021

Dear Ms Griffith.

Following your online presentation of your gallery's works (1)_____ 15 January, we placed an order for six paintings to be delivered (2)_____ mid-February, for the opening of our offices in Munich.

We have since realized that the costs for these pictures are higher than originally expected and there could be a delay in shipment. This is due to changes resulting (3)_____ Brexit for goods arriving from the UK.
We were, unfortunately, unaware (4)_____ any additional shipment or tax charges (5)_____ the time of ordering and have consequently decided to cancel our order in accordance (6)_____ the Consumer Contracts (Information, Cancellation and Additional Charges) Regulation 2013, which states our right to a 14-day cancellation option.
Please confirm (7)_____ seven days of receiving this notice that the order has been cancelled. We regret this cancellation but do hope to place an order (8)_____ pictures at some point (9)_____ the future.

Yours sincerely
Jürgen Dietrich

Answers: 1. on 2. by 3. from 4. of 5. at 6. with 7. within 8. for 9. in