Interview cancellation email

As soon as you know the interview cannot happen, and by phone or text as well if it is within 24 hours. Never let a candidate find out by arriving to an empty room or an unanswered video call.

EMERGENCY, WILL RESCHEDULE

Subject: Your interview on [Date]: we need to reschedule

Hi [First Name],

I'm sorry to do this at short notice, but we need to cancel your interview for [Job Title] on [Date] at [Time]. [Interviewer Name] has had a family emergency and is out of the office.

We still very much want to meet you. Please choose a new time here: [Scheduling Link]. If none of those work, reply with a few times that do and I'll make it happen.

If you had to take time off or arrange travel for this, I'm sorry for the hassle. [Optional: We'll reimburse any non-refundable travel costs; send me the receipt.]

[Your Name]
[Title], [Company]
[Phone Number]

POSITION FILLED

Subject: Update on your [Job Title] interview

Hi [First Name],

I'm writing to cancel your interview for [Job Title] on [Date]. We've accepted an offer from another candidate for this position, and I didn't want you to spend time preparing for an interview that won't lead anywhere.

I know this is disappointing, especially with the interview already booked. Your background in [specific skill or experience] stood out, and I'd like to keep your details on file for [similar roles / our next opening on the team]. If you'd rather I didn't, just let me know.

Thanks for your interest in [Company].

[Your Name]
[Title], [Company]

ROLE ON HOLD

Subject: Your interview for [Job Title] is postponed

Hi [First Name],

I have to cancel your interview for [Job Title] on [Date]. The role has been put on hold while [the team confirms its budget / the department reorganizes], and we don't want to interview for a position we can't yet fill.

This has nothing to do with your application. If the role reopens, you'll be the first person I contact, and I'll update you either way by [Check-in Date].

Sorry for the disruption,

[Your Name]
[Company]

SAME-DAY CHANGE

Subject: Today's interview: change of plan

Hi [First Name],

I've just tried to call you. Unfortunately we have to cancel today's [Time] interview for [Job Title] because [brief reason].

Could we move it to [Option 1] or [Option 2]? Or choose any open time here: [Scheduling Link].

Apologies for the late notice.

[Your Name]
[Phone Number]

SUBJECT LINE IDEAS

- Your interview on [Date]: we need to reschedule
- Interview cancelled: [Job Title]
- Change to your interview with [Company]
- Update on your [Job Title] interview
- Today's interview: change of plan
- Your interview for [Job Title] is postponed

SMS / WHATSAPP VERSION

Hi [First Name], it's [Your Name] at [Company]. Sorry, we have to cancel your [Job Title] interview on [Date] at [Time] due to [brief reason]. Please pick a new time: [Scheduling Link]. Details in your email.

Placeholders to replace: [First Name], [Job Title], [Date], [Time], [Interviewer Name], [Scheduling Link], [Check-in Date], [Option 1], [Option 2], [Your Name], [Title], [Company], [Phone Number]