Training cancellation email

Send it as soon as the decision is made, and always before attendees leave for the session or start their shift. If the session is less than 24 hours away, send a text as well as the email and tell supervisors directly.

RESCHEDULED TO A NEW DATE

Subject: Rescheduled: [Training Name] moves to [New Date]

Hi [First Name],

[Training Name], planned for [Original Date] at [Original Time], has moved to [New Date] at [New Time] in [Location or Video Link]. The reason: [Short, honest reason, e.g. the trainer is out sick / the new system release was pushed back a week].

You're automatically booked on the new date. Your calendar invite has been updated.

If the new date doesn't work, choose another session by [Change Deadline]: [Booking Link]

On [Original Date], please work your normal schedule; [Supervisor or WFM team] has been told.

Sorry for the change,
[Your Name]
[Title], [Company]

POSTPONED, DATE TO FOLLOW

Subject: [Training Name] on [Original Date] is postponed

Hi [First Name],

We've postponed [Training Name], which was set for [Original Date]. [Short reason]

We expect to run it again in [Timeframe, e.g. the first half of March] and will send new dates by [Date You Will Update Them]. You'll keep priority for a seat.

If this training was required for you by a certain date, that deadline is now [extended to New Deadline / on hold until we reschedule]. You don't need to do anything else for now.

Questions? Reply to this email or contact [Contact Name] at [Contact Email].

[Your Name]
[Title], [Company]

SAME-DAY CANCELLATION

Subject: Canceled today: [Training Name] at [Start Time]

Hi [First Name],

Today's [Training Name] at [Start Time] is canceled because [Short Reason]. Sorry for the short notice.

What this means for you:
- If you're scheduled to work, please report to your usual team at [Time] instead.
- If you came in only for this session or are already on site, you'll be paid for [the scheduled training time / Reporting Pay Rule], and [Supervisor Name] will confirm your hours.
- If you joined remotely, you can log off the training link.

We'll send a new date by [Date].

[Your Name]
[Title], [Company]

NEW-HIRE CLASS DELAYED

Subject: Update on your start: training now begins [New Date]

Hi [First Name],

I want to let you know about a change before you plan your week. Your new-hire training class for [Job Title], which was set to begin on [Original Date], will now start on [New Date] at [Time] at [Location]. [Short reason, e.g. we're waiting on system access for the full class].

Your offer, pay rate and schedule after training are not changing. [If relevant: Your start date and first paycheck date move accordingly.]

Please reply to confirm you can make the new date, or call me at [Phone] if it causes a problem. I'd rather know now so we can work something out.

[Your Name]
[Title], [Company]

SUBJECT LINE IDEAS

- Training canceled: [Training Name] on [Date]
- Change of date: [Training Name]
- Postponed: [Training Name] (new date to follow)
- [Training Name] rescheduled to [New Date] at [New Time]
- Please read: today's [Training Name] is canceled
- No training on [Date]: what to do instead
- Your training class now starts [New Date]

SMS / WHATSAPP VERSION

Hi [First Name], [Training Name] on [Date] at [Time] is canceled. [Rescheduled to New Date at New Time / New date to follow by Update Date]. Please work your normal shift. Questions: [Contact Name] [Phone]

Placeholders to replace: [First Name], [Training Name], [Original Date], [Original Time], [New Date], [New Time], [Location or Video Link], [Booking Link], [Change Deadline], [Supervisor Name], [Contact Name], [Job Title], [Your Name]