

Cancel or reactivate the subscription

Cancel the paid plan without losing the period already paid, and reactivate it while you still can.

2 min · Available · 2026-09-26

Before you begin

- ✓ You need the Manage subscription permission.
- ✓ The community must have an active paid plan.

1 STEP 1 OF 4 · 30 S

Open your plan

Open **Settings** → **Store MiaChiesa** and choose the plan (from **Plan & usage** you can use **Change plan**). The plan card shows name, billing, payment fee and renewal date.

At the bottom of the card select **Cancel subscription**.

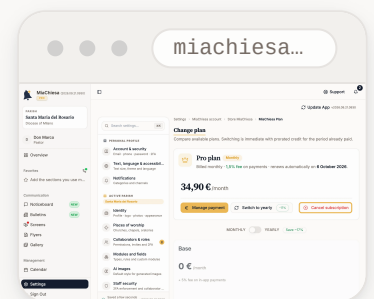


Fig. 1 Cancel subscription is the last button on the plan card.

2 STEP 2 OF 4 · 30 S

Confirm the cancellation

The **Cancel the subscription?** dialog explains that the plan stays active until the end of the current billing period; after that, the community goes back to the Base plan with reduced limits.

Select **Confirm cancellation**, or **Cancel** to leave everything as it is.

Just want to spend less?

Instead of cancelling you can move to a lower plan: see the guide on changing plan.

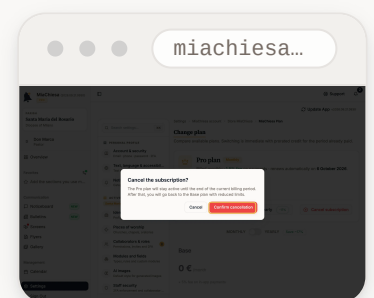


Fig. 2 Cancellation applies from the end of the period already paid.

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Check the status

Subscription cancelled appears. The card shows the **Canceled** badge and the date the plan ends: until then every feature stays available.

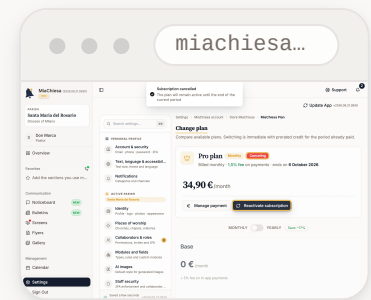


Fig. 3 Canceling means the plan will not renew.

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STEP 4 OF 4 · 30 S

Reactivate if you change your mind

Before the end date select **Reactivate subscription**: **Subscription reactivated** appears and automatic renewal is back on.

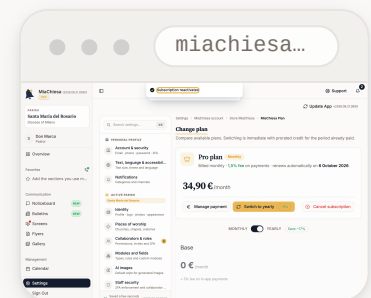


Fig. 4 After reactivation the plan renews as before.

What you have achieved

✓ The subscription does not renew and ends at the end of the paid period.

✓ Until the period ends you can reactivate it in one click.

Troubleshooting

I can't see Cancel subscription



A plan or billing change is scheduled: Cancel downgrade or Cancel billing change appears instead. Cancel that first.

Until when can I use the plan?



Until the date shown next to "ends on" on the plan card.

I need to change the payment card



Use Manage payment on the same plan card.