Cancelling Hosting or Stopping Its Renewal from the Client Area: Steps, Immediate vs End of Billing Period, and What to Save First

Web Hosting · https://www.hyyat.com/en/knowledgebase/cancel-hosting-renewal/

The short version In the client area: **My Services → Manage Service → Actions → Request Cancellation**, then enter a reason and choose **Immediate** or **End of Billing Period**. Back up before you request. Cancelling hosting **does not cancel the domain** unless you tick its option.

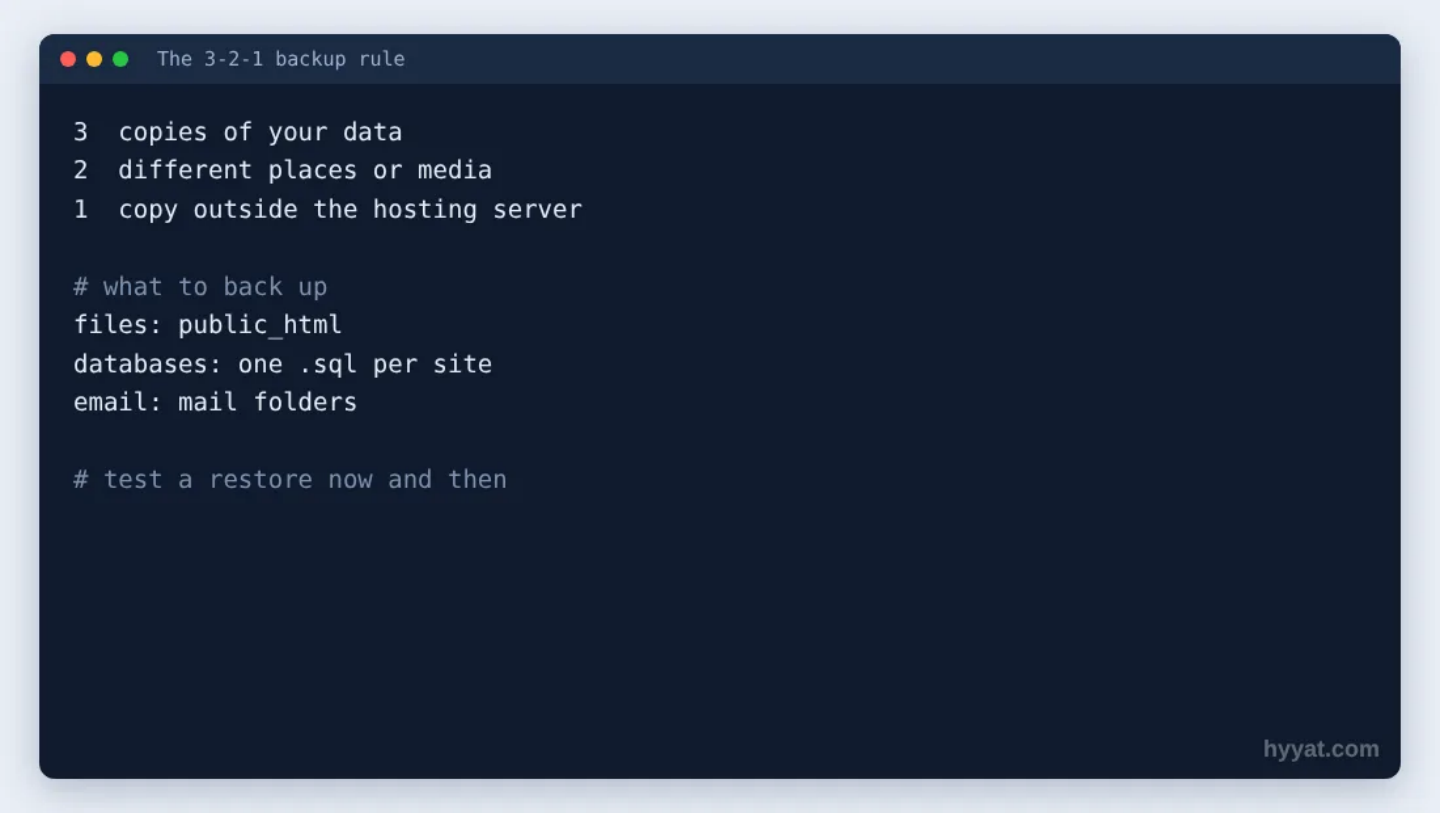
Embedded media: https://www.hyyat.com/wp-content/uploads/2026/11/hyyat-hm-cancel-en.mp4?_=1

Maybe your project has ended, you are moving your site, or you want a different plan. Either way, cancelling is in your hands in the client area, but one step beforehand saves you from a loss you cannot undo: the backup.

Before you request: save what you need

When the cancellation runs, the site files, databases and email accounts are removed from the server.

- A full cPanel backup saved to your computer: full backup.
- A copy of the database: exporting the database.
- Important email: move it to a mail app on your computer or to another service.



The steps

`Client area › My Services › Manage Service › Actions › Request Cancellation`

1. **Log in to the client area** and open My Services.
2. **Choose the hosting** and click Manage Service.
3. **Under Actions** click Request Cancellation.
4. **Enter a reason** briefly; it helps us improve.
5. **Choose the type** Immediate or End of Billing Period.
6. **The domain** tick the option to cancel the linked domain’s renewal if you no longer need it.
7. **Submit** and you receive a confirmation.

Immediate or end of period?

	Immediate	End of billing period
When the account stops	When the request is processed	On the date the paid period ends

	Immediate	End of billing period
Suits	Owners who are done and have their backup	Owners who want to use the remaining time
Renewal	Does not renew	Does not renew

The domain

If you are moving your site elsewhere, keep the domain and change its nameservers or transfer it. If you no longer need it, tick its cancellation option; otherwise it keeps renewing and an invoice is issued.

Before you decide

- Site slow or plan too small? You may need an upgrade, not a cancellation.
- Plan bigger than you need? Ask us about downgrading.
- A technical problem? Open a support ticket first; it may be fixed in minutes.

A real-world example: A customer moving to his own VPS took a full backup, moved the site, changed the nameservers and waited two days to confirm everything worked, then requested cancellation at the end of the period and kept the domain.
A mistake to avoid: Requesting immediate cancellation before checking the backup opens and is complete. Once deleted, the files cannot be recovered.

A checklist before cancelling

- A full cPanel backup saved on your computer, and you have tested opening it.
- A separate copy of the database.
- Important email moved to your computer or another service.
- If the site is moving: it works at the new host, the nameservers have changed, and a day or two has passed.
- A clear decision on the domain: keep it or cancel it.
- No outstanding invoices on the service.

Cancelling, or just stopping auto-renewal?

If you pay automatically and simply do not want the service to renew, requesting cancellation at the end of the billing period is the right way. Everything keeps working until the last paid day, then stops. If you want to continue on a smaller plan, ask for a downgrade: upgrading or downgrading your plan.

Cancelling the domain

The domain is a separate service with its own invoice. If you no longer need it, read requesting domain cancellation before deciding, because once a domain expires someone else may register it.

The summary for quick readers

- My Services → Manage Service → Actions → Request Cancellation.
- Take a full backup before requesting.
- The domain is only cancelled if you tick its option.

Frequently asked

Can I undo a cancellation request?
If it has not been processed yet, open a ticket straight away and ask to withdraw it.

Are my files deleted immediately?
Yes, once the cancellation runs, so save them before you request.

How do I cancel only the domain?
From domain management in the client area, or with the linked-domain option when cancelling hosting.

Can I downgrade instead of cancelling?
Yes, contact us to arrange it.

Need this service from Hyyat Host?Our team handles it for you, with support replying to tickets within 24 hours at most.
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