How to Request Domain Cancellation

Domain Management · https://www.hyyat.com/en/knowledgebase/request-domain-cancellation/

> **In short:** To cancel a domain, log in to the client area → Domains → My Domains → choose the domain, then click "Request Domain Cancellation" in the sidebar, choose "At the end of the term" or "Immediately", and submit. Auto-renewal stops right away, so no new renewal invoice is issued. The domain is not deleted and keeps working until its expiry date.

Short video (33 seconds): the steps to request domain cancellation from the client area.

Embedded media: https://www.hyyat.com/wp-content/uploads/2026/10/domain-cancel-en.mp4?_=1

If you have a domain you no longer need, you can now submit a **domain cancellation request** yourself from the Hyyat Host client area, whether the domain is on its own without hosting or linked to hosting you want to cancel too. This guide walks through the steps with pictures, explains what happens to the renewal invoice, the difference between cancelling at the end of the term and cancelling immediately, and what to check before you cancel.

When should you request domain cancellation?

- You closed your project or business and no longer need the domain.
- You registered a domain for an idea that never launched and do not want to renew it for another year.
- You rebranded and moved your website to a new domain.
- You are cancelling your hosting and want to cancel the linked domain at the same time, so you do not receive a domain renewal invoice later.

Want to move the domain to another provider? Do not request cancellation, because cancelling means letting the domain expire. Open a support ticket to request the transfer code, and make sure the registrar lock is off at transfer time.

Cancellation request or turning off auto-renewal?

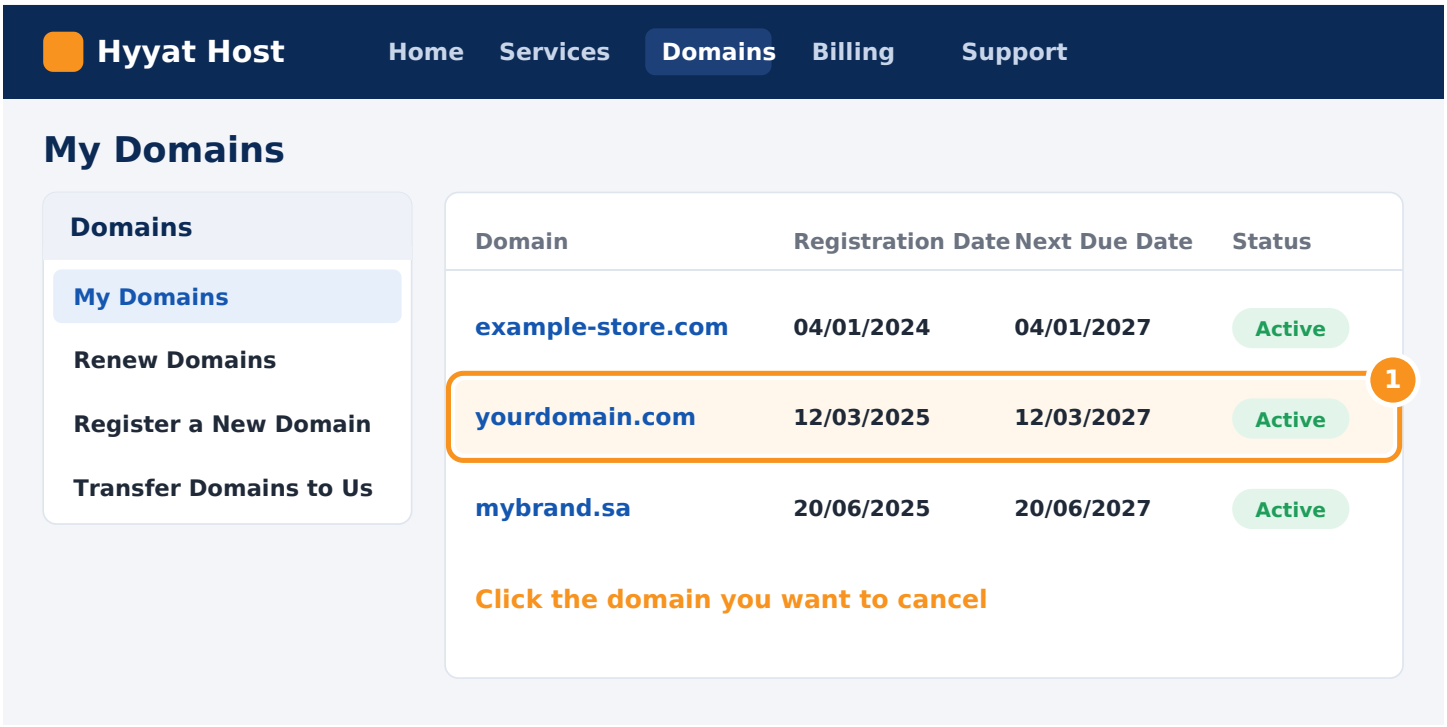
Both stop new renewal invoices for the domain, but there is an important difference:

- **Turning off auto-renewal:** a temporary setting you can switch back yourself at any time. Good if you are unsure or prefer to renew manually later.
- **Domain cancellation request:** a clear decision that you no longer want the domain. It stops renewal, cancels the unpaid renewal invoice if it is for this domain alone, notifies our team to follow up, and is recorded on your account.

Steps to request domain cancellation (with pictures)

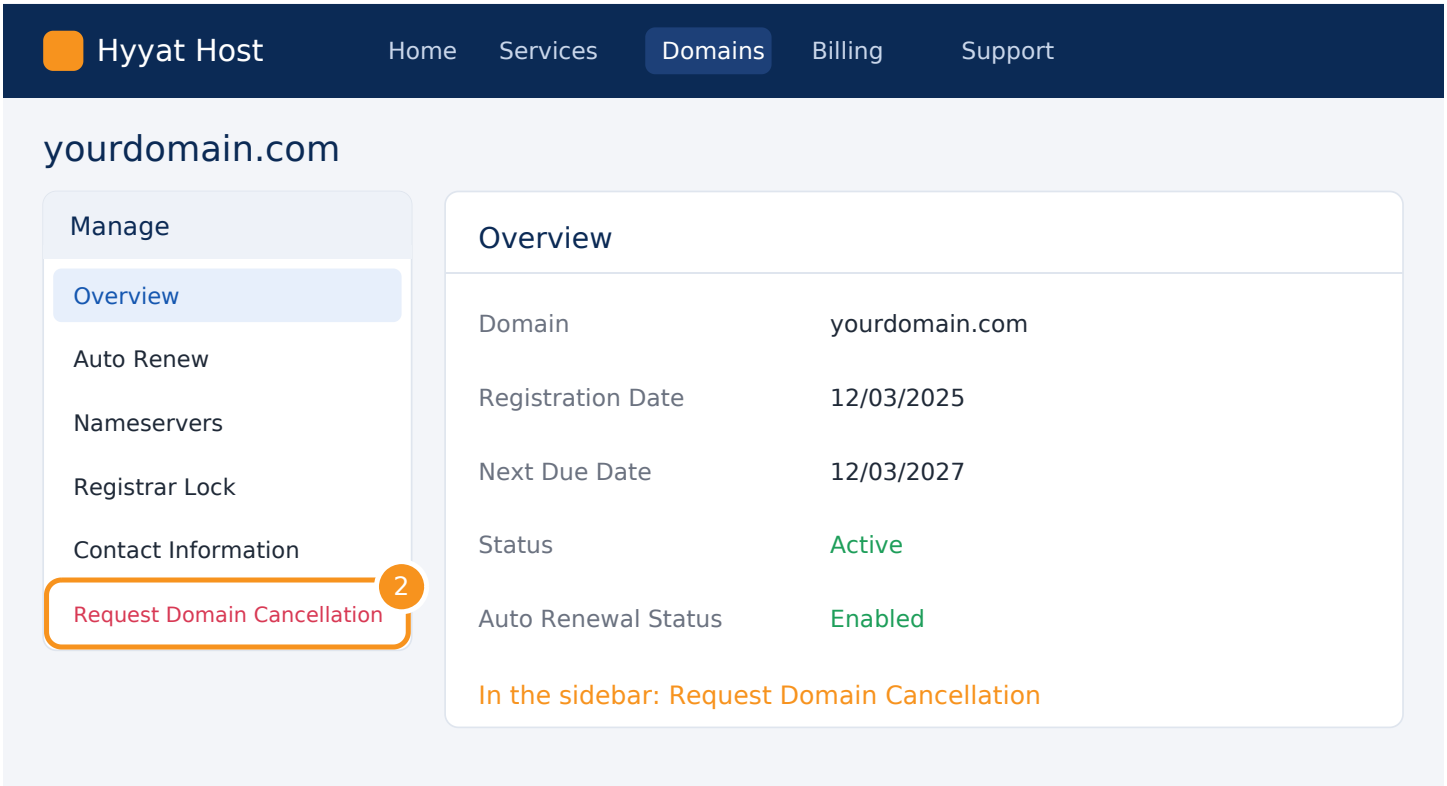
Step 1: Open My Domains

Log in to the client area, then choose **Domains → My Domains** from the top menu. You will see every domain in your account with its due date and status. Click the domain you want to cancel.



Step 2: Click "Request Domain Cancellation"

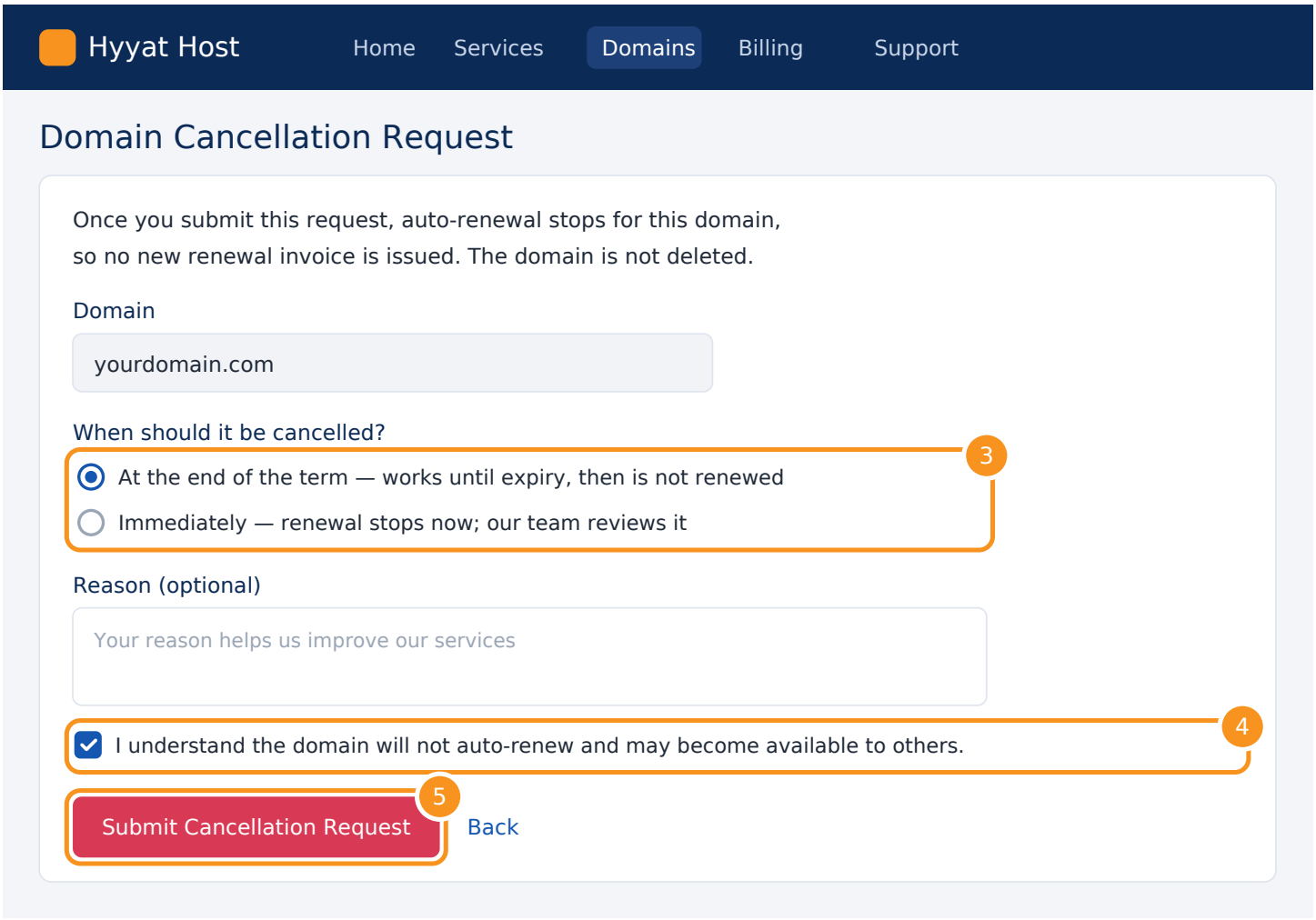
The domain details page opens. In the sidebar under **Manage** you will find **Request Domain Cancellation** in red. It appears for active domains only, and for the main account owner.



Step 3: Fill in the form and submit

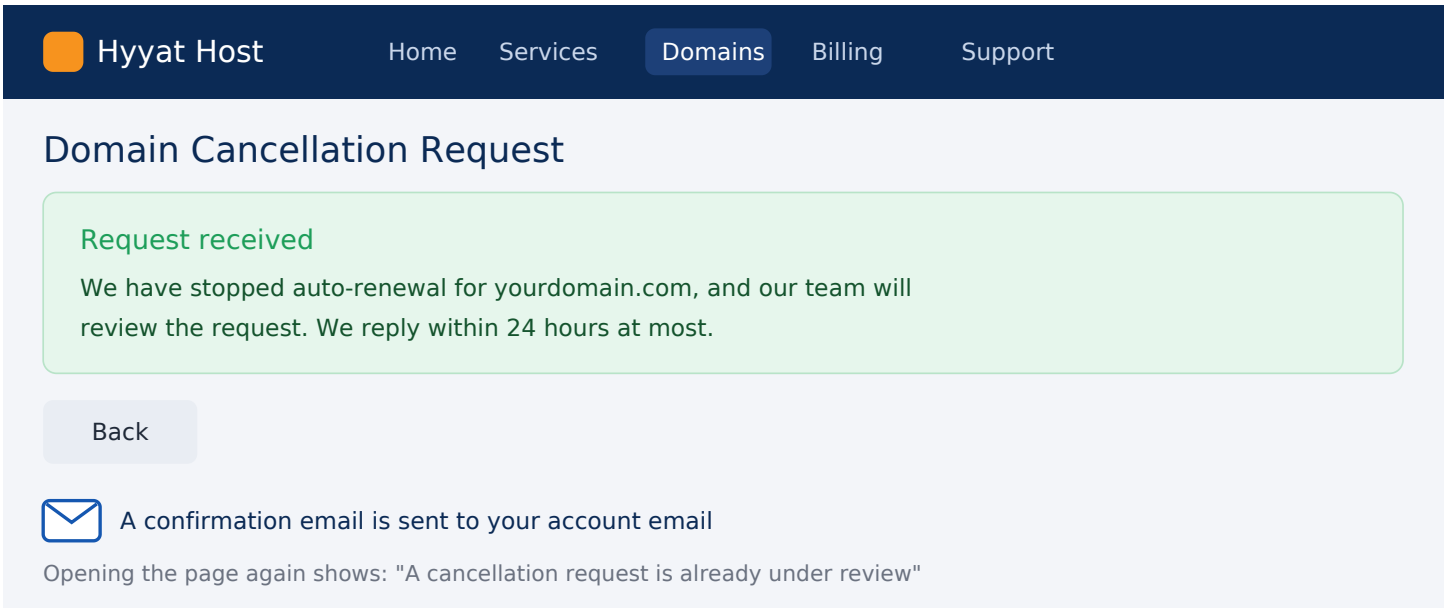
On the **Domain Cancellation Request** page:

1. Check that the domain shown is the right one.
2. Choose when: **At the end of the term** or **Immediately** (see the table below).
3. Add a reason if you like. It is optional and helps us improve.
4. Tick the confirmation that the domain will not renew and may become available to others after it expires.
5. Click **Submit Cancellation Request**.



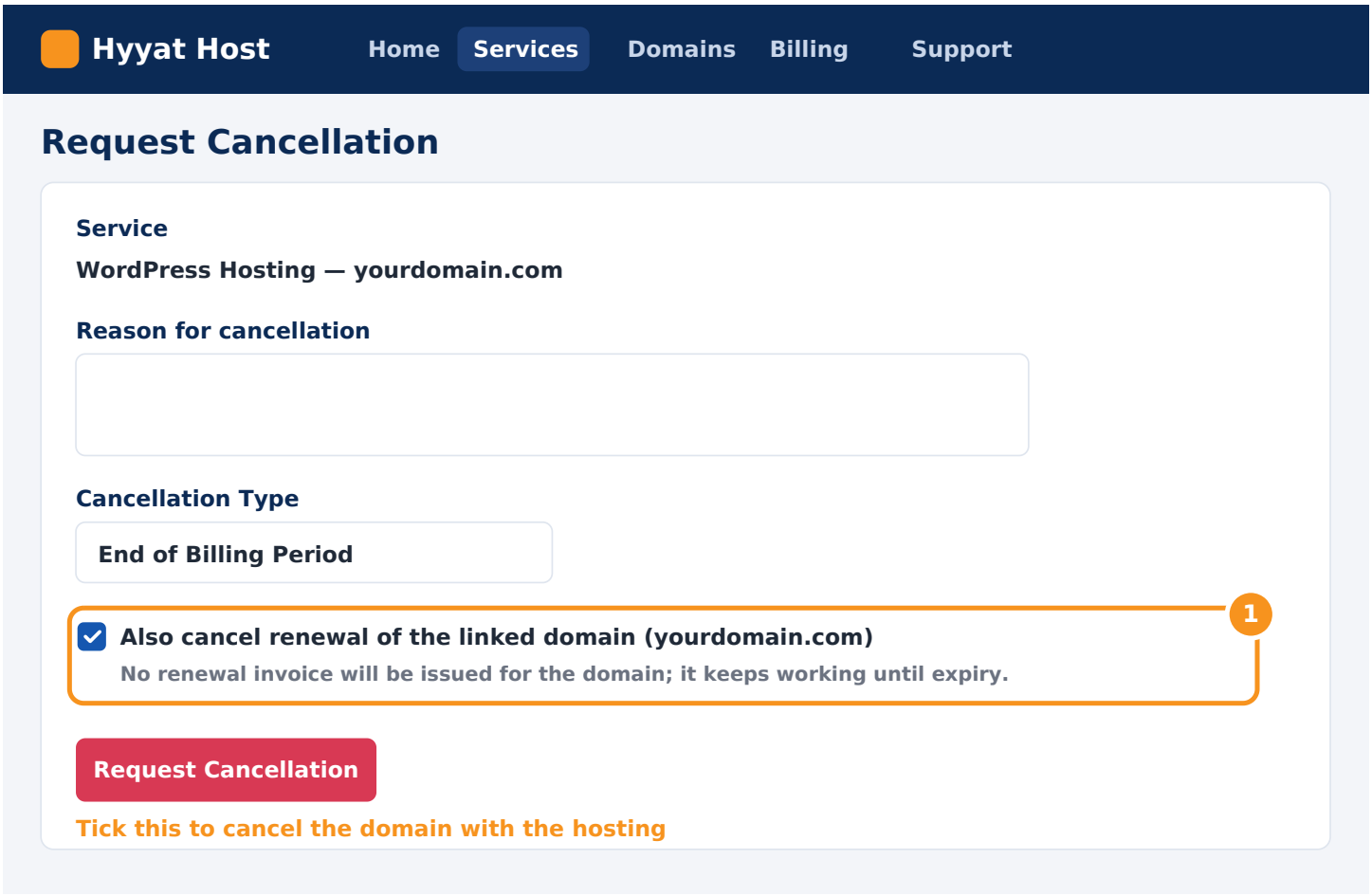
Step 4: Confirmation

You will see **Request received**, and a confirmation email is sent to your account email. If you open the request page again, it shows that a cancellation request is already under review, so a duplicate request for the same domain is not possible.



Cancel the domain together with your hosting

If you are cancelling your hosting and its domain is registered in your account, the hosting cancellation page shows an extra option: **Also cancel renewal of the linked domain**. Tick it before clicking **Request Cancellation**, and a domain cancellation request is recorded together with the hosting one. If you leave it unticked, only the hosting is cancelled and the domain keeps renewing as usual.



At the end of the term or immediately?

	At the end of the term	Immediately
Auto-renewal	Stops right away	Stops right away
The domain	Works until its expiry date, then expires	Our team reviews the request to complete the cancellation
Best if	You want to use the remaining time	You do not need the domain at all from now on

In most cases we recommend **At the end of the term**, because your website and email on the domain keep working until the paid period ends.

What happens after you submit?

- **Auto-renewal** stops immediately, so no new renewal invoice is issued.
- **The domain is not deleted** from your account and keeps working until its expiry date.
- You receive a confirmation email, and our team is notified to follow up.
- We reply within 24 hours at most if the request needs anything clarified.

What happens to the domain renewal invoice?

If a renewal invoice for the domain was issued before your request and is still unpaid:

- **An invoice for this domain alone** (plus any payment gateway fee) with nothing paid: it is cancelled automatically with your request.
- **An invoice with other items**, such as hosting or another domain: it stays as it is, and our team reviews it and contacts you to adjust it.
- **A partly paid invoice** or one with credit applied: it stays as it is so no money is lost, and our team reviews it.

Before you cancel: important notes

- After the domain expires, the website and email on it stop working.
- An expired domain may become available for anyone to register, and you may not be able to get it back.
- If the domain is used for important accounts (for example, as the login email for other services), change that email before it expires.
- Domain cancellation is available to the main account owner only, not to sub-users.

Changed your mind?

No problem, as long as the domain has not expired yet. Open a support ticket with the domain name, and our team will turn auto-renewal back on as it was.

Domain cancellation FAQ

Is the domain deleted as soon as I submit?

No. Only renewal stops; it keeps working until its expiry date and then expires.

Do I get a refund for the domain?

The cancellation request only stops renewal and does not include any automatic refund. For questions about an amount you paid, open a ticket with the billing team.

I do not see "Request Domain Cancellation". Why?

It appears only for active domains and for the main account owner. If there is already a request under review for the same domain, it will not show again.

I have a domain without hosting. Can I cancel it?

Yes. The domain cancellation request is separate from hosting and works for domains registered on their own too.

I cancelled my hosting but forgot the domain. What now?

Open the domain from My Domains and click "Request Domain Cancellation" as in the steps above.

How long until you respond?

We reply to tickets and requests within 24 hours at most.

Related guides

- Turn domain auto-renewal on or off
- Cancel your hosting or stop its renewal
- Domain protection and registrar lock
- Transfer your domain to Hyyat Host

Looking for a domain for your project?

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

Saudi domain reservationDomain Availability Check