## **OnceHub** Support

## Customer action: Reschedule a single booking

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Whether or not a Customer can reschedule a booking is subject to the Cancel/reschedule policy that you've set on your Booking page or Event type. The Reschedule policy only applies to scheduled bookings.

In this article, you'll learn about the steps that a Customer takes to reschedule a single booking.

## How Customers reschedule a single booking

1. The Customer clicks the **Cancel/Reschedule** link in the scheduling confirmation email (Figure 1) or in the calendar event.

Your booking is confirmed
<b>Dear J Smith,</b> Your booking is confirmed. See below for more information. If the event is not already in your calendar, please use the calendar links provided below to add it.
Booking details
Event type 30-minute meeting
Time Thu, Jun 27, 2019, 11:30 AM - 12:00 PM United States; Eastern time (GMT-4:00) [DST] Cancel/Reschedule
Tracking ID D8010197

Figure 1: Booking confirmation email

2. The Cancel/reschedule page will open. In the **Reschedule** tab, the Customer clicks **See available times** (Figure 2) and then selects a new date and time.



Reschedule	× Cancel	🗸 Кеер
schedule this booking		
<b>e</b> , Jun 27, 2019,  11:30 AM - 12:00 PM ted States; Eastern time (GMT-4:00) [l		

Figure 2: Reschedule tab

- 3. If your Cancel/reschedule policy asks for a reason for rescheduling, the Customer will be prompted to provide one.
- 4. The Booking form step is skipped, since all the required information was already provided by the Customer when they made the booking.
- 5. Once the booking has been rescheduled, an email notification is sent to the Customer, the Booking owner, and any additional stakeholders.

## Learn more about the effect of rescheduling



If you use Payment integration, you can charge Customers a reschedule fee when they reschedule a booking. This enables you to generate an additional revenue stream and reduces unnecessary rescheduling activity.