

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](#).

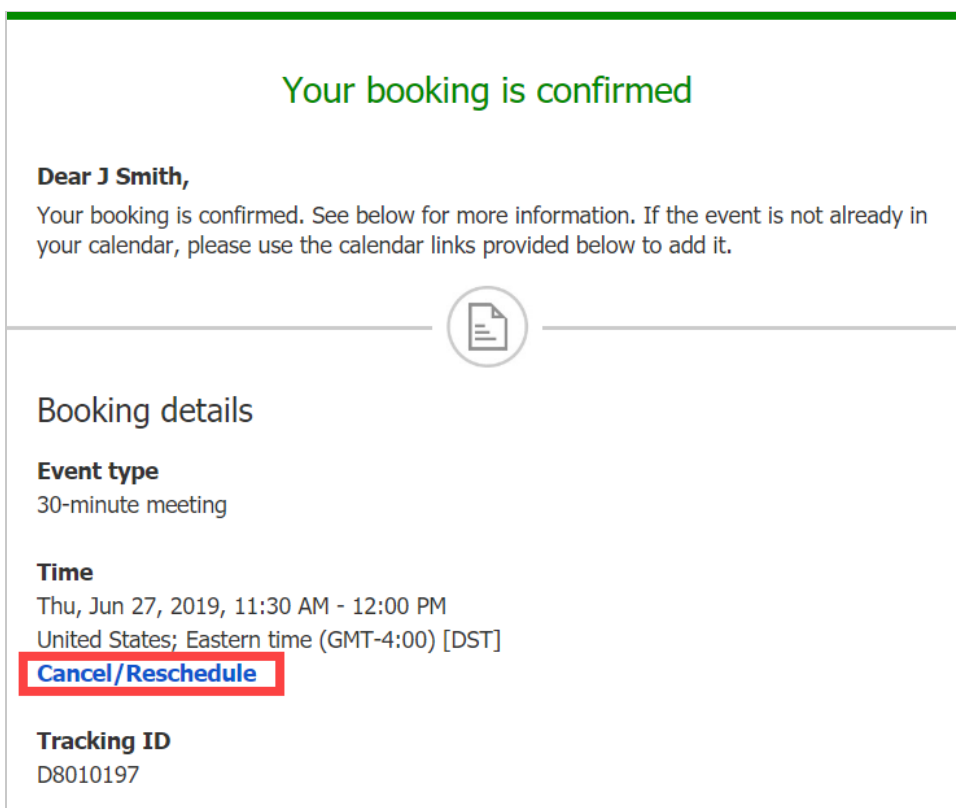





Figure 1: Booking confirmation email


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.

30-minute meeting
How would you like to update this booking?

Reschedule this booking

Time
Thu, Jun 27, 2019, 11:30 AM - 12:00 PM
United States; Eastern time (GMT-4:00) [DST]

 **Reschedule policy**
Bookings can be rescheduled any time before the meeting time.

[See available times](#)

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](#)

 **Note:**

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.