Customer action: Cancel a single booking

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

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

How Customers cancel a single booking

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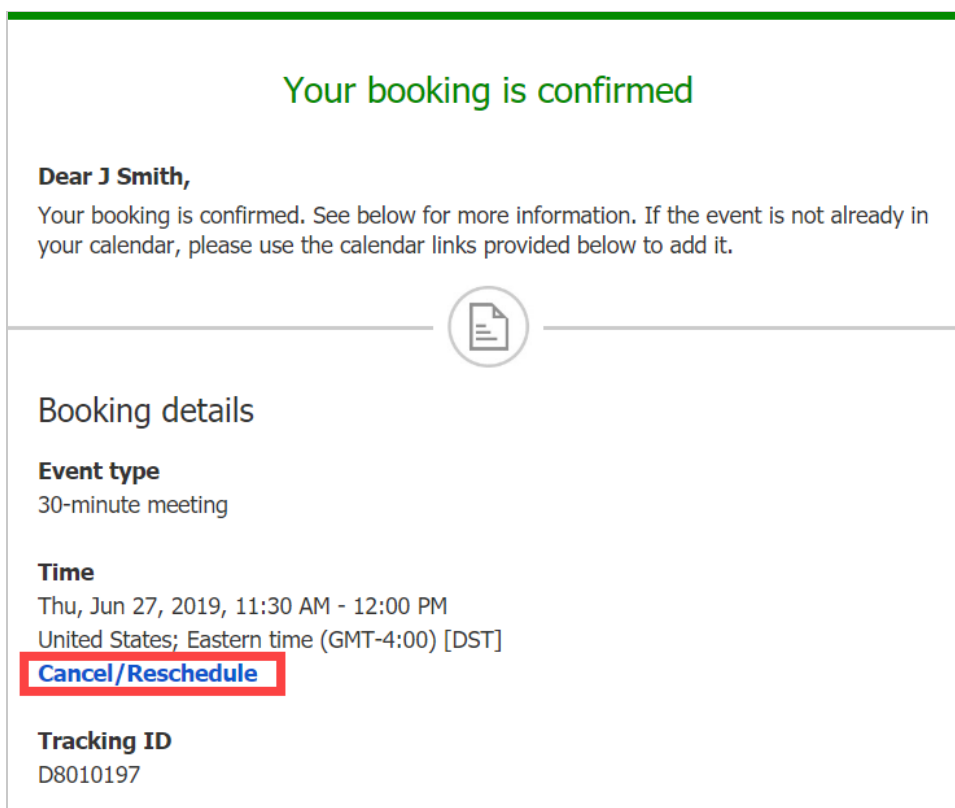

Figure 1: Booking confirmation email

2. The Cancel/reschedule page will open.
3. In the **Keep** tab, the Customer can review the details of the booking.
4. In the **Cancel** tab, the Customer can click **Cancel the booking** to cancel the booking (Figure 2). Depending on your Cancel/reschedule policy, the Customer can be asked to provide a reason for canceling.

Figure 2: Canceling a booking

> **(i) Note:**
>
> When using Payment integration, you can enable automatic refunds when Customers cancel a booking or one or more sessions in a package. This enables you to build trust and increase customer satisfaction. Learn more about enabling automatic refunds

5. Once the booking has been canceled, the Customer will receive a cancellation email notification, along with the Booking page Owner and any additional stakeholders.

Learn more about the effects of cancellation

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