

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](#).

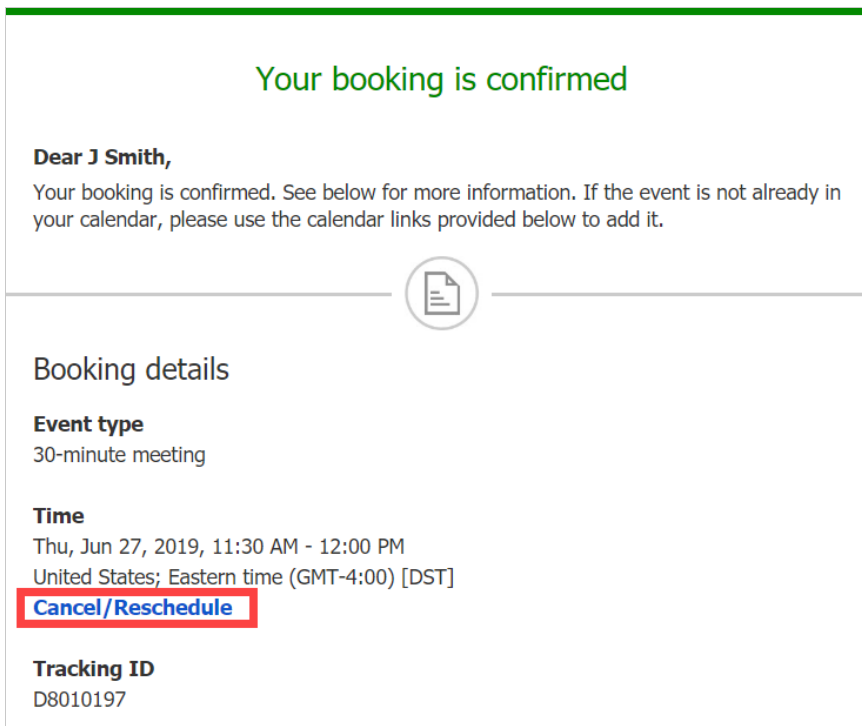





Figure 1: Booking confirmation email


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.

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

 Reschedule  Cancel  Keep

Cancel the booking


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

 **Cancellation policy**
Bookings can be canceled any time before the meeting time.

Reason for canceling*

[Cancel the booking](#)


Figure 2: Canceling a booking

 **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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If you use [Payment integration](#), you can enable [automatic refunds](#) when Customers cancel a booking. [Learn more about enabling automatic refunds](#)