

Customer action: Cancel sessions in a package

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Whether or not a Customer can cancel sessions in a package 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 that a Customer takes to cancel sessions in a package.

How Customers cancel sessions in a package

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

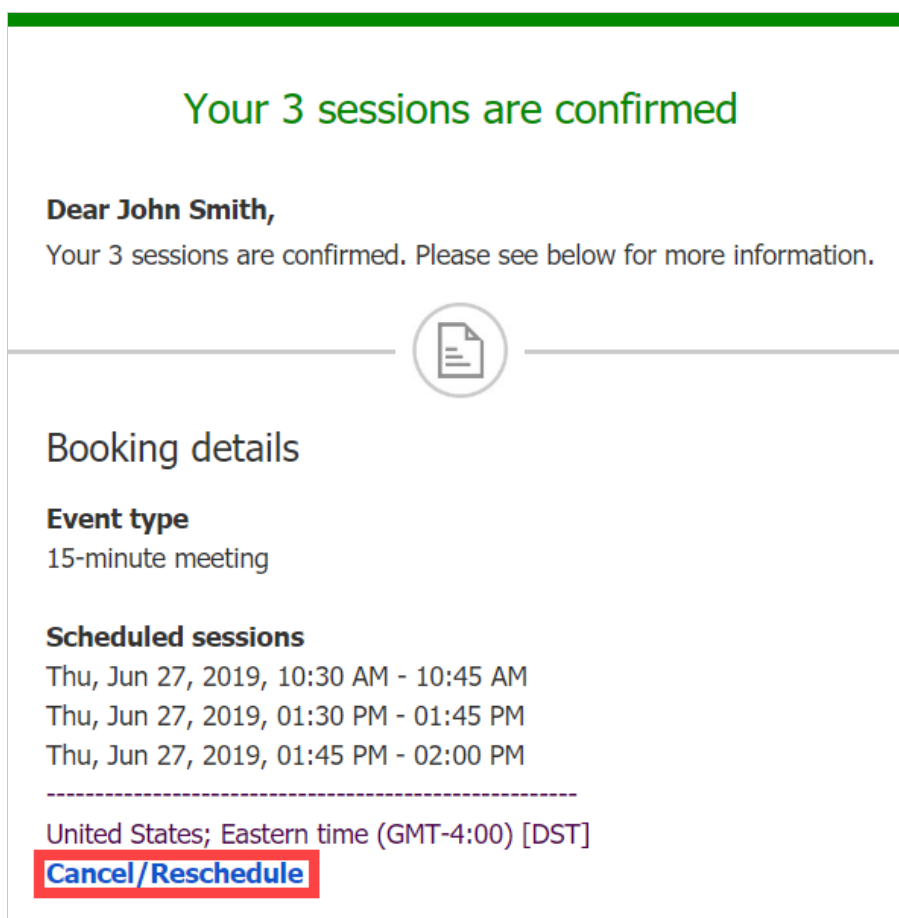






Figure 1: Booking confirmation email

2. The [Cancel/reschedule page](#) will open.
3. In the **Cancel** tab, the Customer selects the sessions that they want to cancel (Figure 2). Depending on your [Cancel/reschedule policy](#), the Customer can be asked to provide a reason for canceling.

15-minute meeting
How would you like to update the sessions?

 Reschedule  Cancel  Keep

 **Cancellation policy**
Sessions can be canceled any time before the scheduled session time.

Sessions that can be canceled

- Thu, Jun 27, 2019, 10:30 AM - 10:45 AM [Scheduled]
- Thu, Jun 27, 2019, 01:30 PM - 01:45 PM [Scheduled]
- Thu, Jun 27, 2019, 01:45 PM - 02:00 PM [Scheduled]

United States; Eastern time (GMT-4:00) [DST]


Reason for canceling*

Cancel selected sessions

Figure 2: Cancel tab

4. Once the sessions have been cancelled, a cancellation email notification is sent to the Customer, the Booking owner, and any [additional stakeholders](#).
5. If the Customer added these events to their calendar, they will have to remove them manually.

[Learn more about the effects of cancellation](#)

 **Note:**

If you use [Payment integration](#), you can enable [automatic refunds](#) when Customers cancel one or more sessions in a package. [Learn more about enabling automatic refunds](#)