

Customer Action: Reschedule sessions in a package

Last Modified on Jul 1, 2019

Whether or not a Customer can reschedule sessions in a package is subject to the [Cancel/reschedule policy](#) 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 sessions in a package.

How Customers reschedule sessions in a package

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

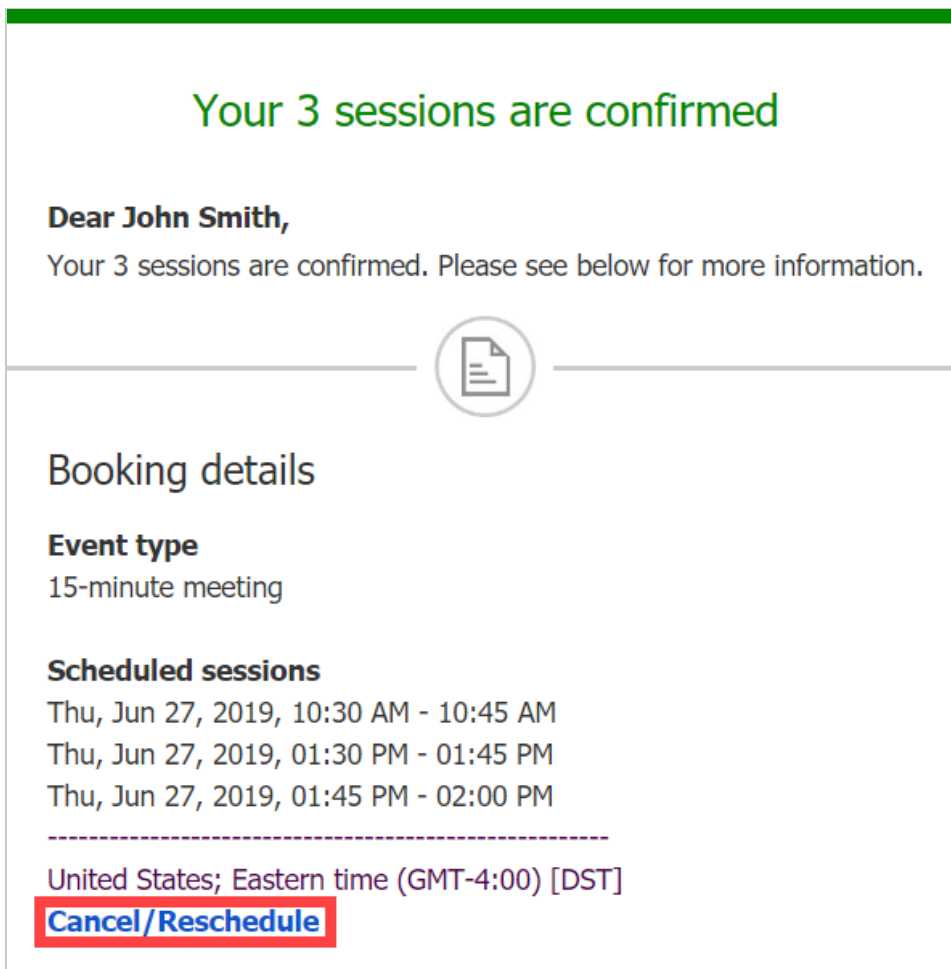


Figure 1: Booking confirmation email

2. The [Cancel/reschedule page](#) will open.
3. In the **Reschedule** tab, the Customer selects the sessions to be rescheduled (Figure 2).

15-minute meeting

How would you like to update the sessions?

i Reschedule policy
Sessions can be rescheduled any time before the scheduled session time.

Sessions that can be rescheduled

- Thu, Jun 27, 2019, 10:00 AM - 10:15 AM [Scheduled]
- Thu, Jun 27, 2019, 01:00 PM - 01:15 PM [Scheduled]
- Mon, Jul 1, 2019, 10:00 AM - 10:15 AM [Scheduled]

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

Figure 2: Rescheduling sessions in a package

4. The Customer clicks **See available times** and then selects new dates and times.
5. Depending on your [Cancel/reschedule policy](#), the Customer can be asked to provide a reason for rescheduling.
6. The [Booking form](#) step is skipped since all the required information was already provided by the Customer when they made the booking.
7. Once the sessions have been rescheduled, an email notification is sent to the Customer, the [Booking page Owner](#), and [any additional stakeholders](#).

[Learn more about the effect of rescheduling](#)

i Note:

When using [Payment integration](#), you can charge Customers a reschedule fee when they reschedule one or more sessions in a package. This enables you to generate an additional revenue stream and reduces unnecessary rescheduling activity. The Reschedule fee amount is always relative to the number of sessions included in the Session package.