

## Customer action: Resubmit a booking request

Last Modified on Sep 26, 2019

A Customer can resubmit a booking request as many times as they like. Booking requests are not subject to the [Reschedule policy](#) set by the meeting organizer. The Reschedule policy applies only to scheduled or rescheduled bookings.

### How Customers resubmit a booking request

1. To resubmit a booking request, the Customer clicks the **Cancel/Reschedule** link in the scheduling confirmation email (Figure 1).

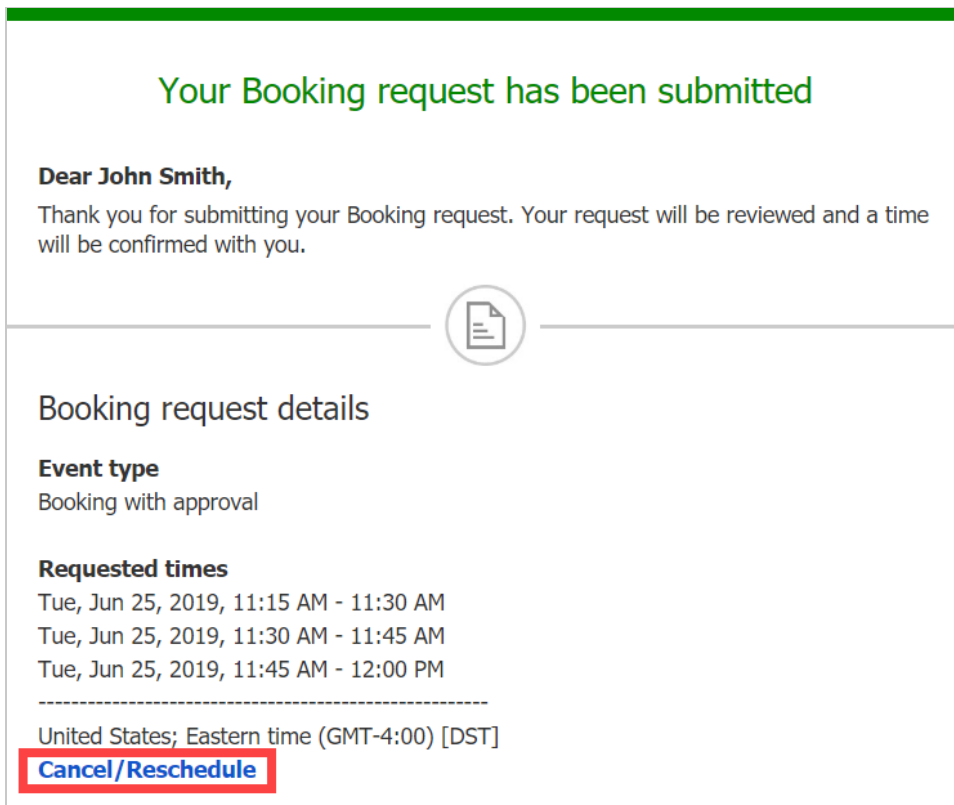


Figure 1: Booking request confirmation email

2. The [Cancel/reschedule page](#) will open.
3. On the **Reschedule** tab, the Customer clicks the **See available times** button (Figure 2).

### Booking with approval

How would you like to update the booking request?

Reschedule  Cancel  Keep

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**Your booking request is awaiting approval.**

**Event type**  
Booking with approval

**Time suggestions**  
Tue, Jun 25, 2019, 12:00 PM - 12:15 PM  
Tue, Jun 25, 2019, 12:15 PM - 12:30 PM  
Tue, Jun 25, 2019, 12:30 PM - 12:45 PM

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

[See available times](#)

Figure 2: Reschedule tab

4. The Customer selects new dates and times and provides a reason for requesting new times if it is required by your [Cancel/reschedule policy](#).
5. The [Booking form step](#) is skipped because all the required information was already provided by the Customer when they made the booking.
6. After rescheduling, the Customer will receive a reschedule email notification, along with the [Booking page Owner](#) and [any additional stakeholders](#).

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