

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).

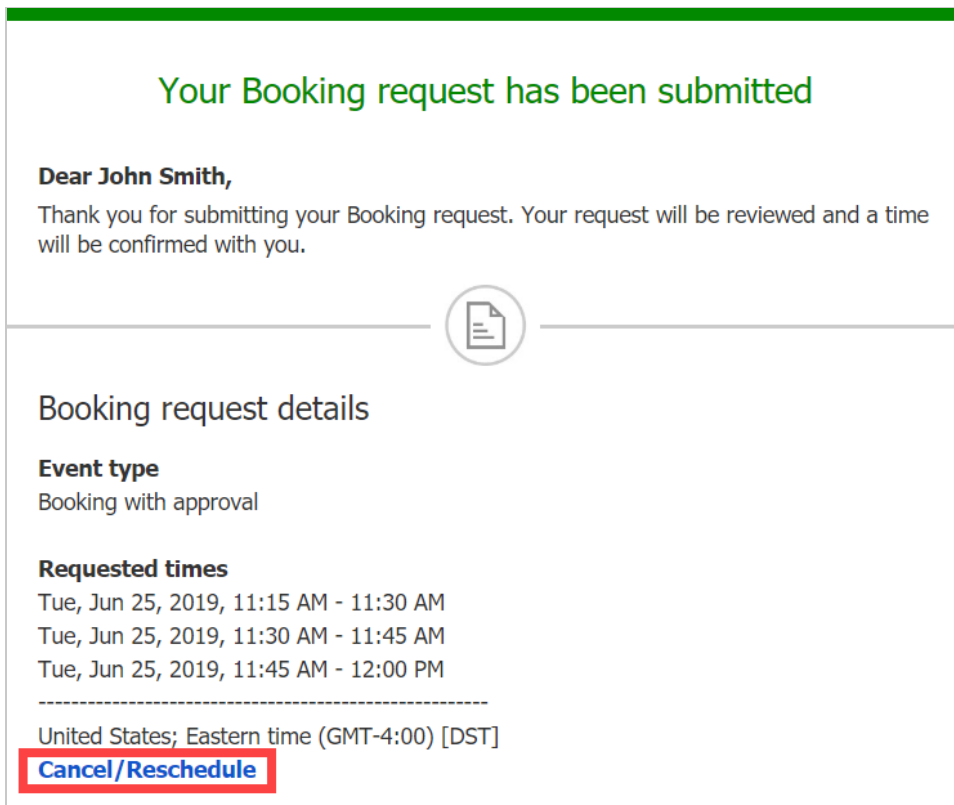


Figure 1: Booking request confirmation email

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

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

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](#)