

Effects of cancellation

Last Modified on Feb 19, 2020

In this article, you'll learn about the effects of cancellation in different phases of the booking lifecycle. [Learn more about the different activity statuses](#)

Cancellation initiated by Customer

When a Customer cancels a booking, the following actions take place.

- An email notification is sent to the Customer, the User who the Customer made the booking with and [any additional stakeholders](#) to notify them of the cancellation.
- In the [Activity stream](#), the activity is updated with a status of **Canceled (By Customer)**.
- The previously-booked time slot becomes available.

When using ScheduleOnce with a connected calendar

- If the [Customer is added to the calendar event](#), the Customer will receive an updated calendar invite email with **CANCELED** in the title. The status of the calendar event will be automatically changed to "Free."
- The booking owner's calendar event includes **CANCELED** in the title, so that it is easy to spot that this booking was canceled. However, the calendar event is not deleted.
- The original User's calendar event changes its status to "Free". This frees up the slot to accept new bookings.

When using Payment integration

If you use [Payment integration](#), refunds can be processed manually or automatically via ScheduleOnce.

- If the Customer cancels the booking and refunds are processed automatically via ScheduleOnce, an **AUTOMATIC REFUND (CANCELLATION)** refund transaction is added to the Activity stream.
- If the Customer cancels the booking and you manually process a refund via ScheduleOnce, a **MANUAL REFUND VIA SCHEDULEONCE** transaction is added to the Activity stream.

[Learn more about processing refunds via ScheduleOnce](#)

Cancellation initiated by User

When a User cancels a booking, the following actions take place.

- An email notification is sent to the Customer, the User who the Customer made the booking with and [any additional stakeholders](#) to notify them of the cancellation.
- In the [Activity stream](#), the original activity is updated with a status of **Canceled (By User)**.
- The previously-booked time slot becomes available.

When using ScheduleOnce with a connected calendar

- If the [Customer is added to the calendar event](#), the Customer will receive an updated calendar invite email with **CANCELED** in the title. The status of the calendar event will be automatically changed to "Free."
- The Booking owner's calendar event includes **CANCELED** in the title, so that it is easy to spot that this booking was canceled. However, the calendar event is not deleted.
- The Owner's calendar event changes its status to "Free". This frees up the slot to accept new bookings.

When using Payment integration

If you use [Payment integration](#), refunds can be processed manually or automatically via ScheduleOnce.

If the User cancels the booking and refunds are processed manually via ScheduleOnce, a **MANUAL REFUND VIA SCHEDULEONCE** transaction is added to the Activity stream.

[Learn more about processing refunds via ScheduleOnce](#)

Canceling a booking request in Requested status

When a booking request in Requested status is canceled by a User or Customer, the following actions take place.

- An email notification is sent to the Customer, the User who the Customer made the booking with and [any additional stakeholders](#) to notify them of the cancellation.
- In the Activity stream, the canceled activity changes its status to **Canceled** and moves to the top of the list.