

Effects of rescheduling

Last Modified on Feb 20, 2022

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

Reschedule initiated by Customer

When a Customer submits a request to [reschedule a booking](#), the following actions take place.

- **If the Customer reschedules using the same Booking page:** In the [Activity stream](#), the original event is updated with the new time and a status of **Rescheduled (By Customer)**. In the calendar, the event is moved to the new date and time. There is no canceled activity and one calendar event is used for the entire booking lifecycle.

Note:

This does not apply to Booking pages in [Group session](#) mode integrated with [Zoom](#), [Google Meet](#), [Microsoft Teams](#), [GoToMeeting](#), or [Webex Meetings](#). In this case, the original activity is updated with a status of **Canceled (By Customer)** and a new **Rescheduled** Activity is created.

- **If the Customer reschedules using a different Booking page:** In the [Activity stream](#), the original activity is updated with a status of **Canceled (By Customer)**, a new **Rescheduled** Activity is created, and the **Stream** activity counter is incremented (Figure 1).

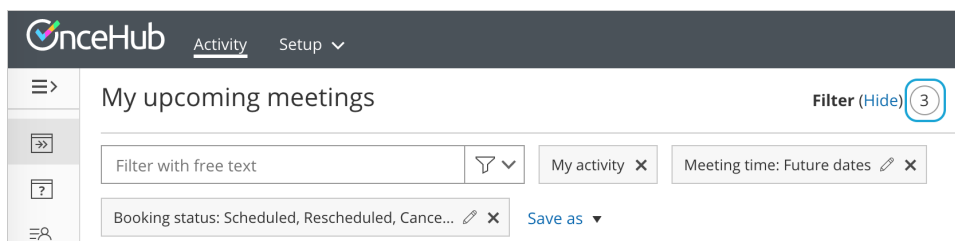


Figure 1: Stream activity counter

- An email notification with the new booking details is sent to the Customer, the User who the Customer made the booking with, and [any additional stakeholders](#).
- The original User and [any additional stakeholders](#) are notified of the canceled booking and are informed of who the Customer reschedules with.
- The previously booked time slot is made available.

When using ScheduleOnce with a connected calendar

- If the [Customer is added to the original 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 original User's calendar event changes its status to "Free". This frees up the slot to accept new bookings.
- The original calendar event includes **CANCELED** in the title, so that it's easy to spot that this booking was canceled. However, the calendar event is not deleted.

When using Payment integration

If you use [Payment integration](#), payment can be collected automatically via ScheduleOnce and the Customer can be charged a reschedule fee when rescheduling the booking. In this case, a **PAYMENT (RESCHEDULE)** Transaction is added to the Activity stream.

Reschedule initiated by User

A User can reschedule a booking using either of the following methods.

1. Send the Customer a reschedule request asking them to reschedule the booking themselves.
2. Reschedule on behalf of the Customer directly in your connected [Google Calendar](#) or [Exchange/Outlook Calendar](#).

When a reschedule request is sent by the User to the Customer, the following actions take place.

- The previously booked time slot becomes available.
- The User, [any additional stakeholders](#), and the Customer receive an email notification with the reschedule request details.
- For [Booking pages associated with Event types](#), the Customer will make a new booking for [the same Event type or any Event type](#), depending on what the User specified in the **Cancel/request reschedule** pop-up.
- In the Activity stream, the original activity is updated with a **Canceled (Reschedule requested by User)** status.

When using ScheduleOnce with a connected calendar

- The original calendar event includes **CANCELED** in the title, so that it's easy to spot that this booking was canceled. However, the calendar event is not deleted.
- The User's calendar event changes its status to "Free". This frees up the slot to accept new bookings.
- If the [Customer was added to the original 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".

When using Payment integration

- When the User reschedules with the same Event type, the Customer will not be asked to pay a reschedule fee when rescheduling the booking.
- When the User reschedules with any Event type, payment can be collected automatically via ScheduleOnce and the Customer can be charged for a reschedule fee when rescheduling the booking. In this case, a **PAYMENT (RESCHEDULE)** Transaction is added to the Activity stream.