

User action: Cancel/request to reschedule for Booking pages with Event types

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When the **activity status** of a booking is **Scheduled, Rescheduled, No-show, or Completed**, the User can request to cancel or reschedule a booking directly from the **Activity stream**.

Note:

You can cancel or reschedule directly from your calendar if you have connected your OnceHub Account to [Google Calendar](#), [Office 365 Calendar via EWS](#), or [Exchange/Outlook Calendar](#).

[Learn more about calendar connection](#)

In this article, you'll learn how to cancel or request reschedule directly from the Activity stream when you use [Booking pages associated with Event types](#).

Effects of canceling or rescheduling

When you request to reschedule from the Activity stream, the booking is canceled and a reschedule request email notification is sent to both the User and the Customer. To reschedule, the Customer clicks the **Reschedule now** button directly from the email notification, or the **Customer's cancel/reschedule link** in the [calendar event](#). [Learn more about the effects of rescheduling](#)

When you cancel a booking from the Activity stream, a cancellation email notification is sent to both the User and the Customer.

[Learn more about the effects of cancellation](#)

Requirements

To cancel a booking or request to reschedule from the Activity stream, you must be [the Owner, an Editor, or Viewer](#) of the [Booking page](#) that the booking was made on.

Rescheduling a booking made on a Booking page with Event types

1. Select the activity in the Activity stream.
2. In the **Details** pane, click the **Cancel/request reschedule** link (Figure 1).

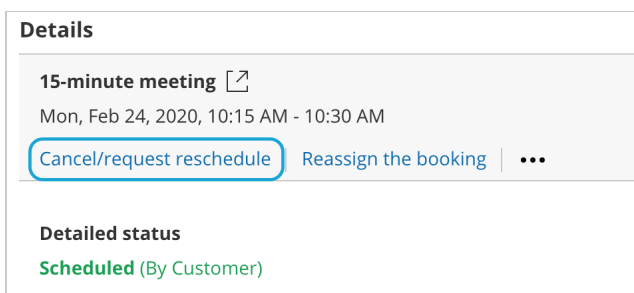


Figure 1: Cancel/request reschedule button

- The **Cancel/request reschedule** pop-up will appear (Figure 2).

Cancel/request reschedule [?] X

John Smith jsmith@example.com
 60-minute meeting
 Thu, Jun 27, 2019, 04:00 PM - 05:00 PM
 United States; Eastern time (GMT-4:00) [DST]

Please select:

- Cancel the booking and send a reschedule request for the same Event type
- Cancel the booking and send a reschedule request for any Event type
- Cancel the booking

Next

Figure 2: Cancel/request reschedule pop-up—Selection step

- Select whether you want send a reschedule request for the same Event type, or a reschedule request for any Event type.
 - **Cancel the booking and request reschedule for the same Event type:** The Customer will only be able to reschedule with the same Event type that they originally booked on your Booking page or [Master page](#). If you use [Payment integration](#), the Customer will not be asked to pay any [reschedule fee](#). The payment data will be reassigned from the cancelled booking to the rescheduled booking in the Activity stream after the Customer reschedules.
 - **Cancel the booking and request reschedule for any Event type:** The Customer will be able to reschedule with any Event type on your Booking page or Master page. If you use [Payment integration](#), the original booking is canceled and refunded. The Customer will be asked to pay the full Event type price when rescheduling, as if it was a new booking.
- Click **Next**.
- In the **Notification** step, you can add a reschedule reason that will be provided to the Customer.
- Click **Next**.
- In the **Review** step (Figure 3), you can confirm the details of the booking that you're about to cancel and request that the Customer reschedules.

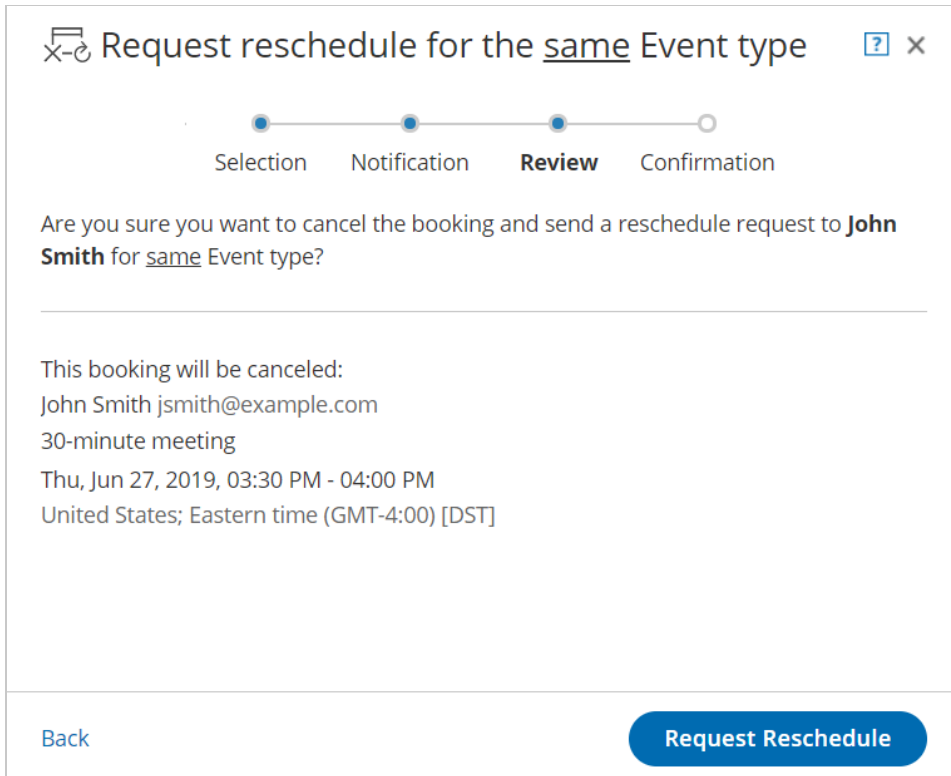


Figure 3: Cancel/request reschedule pop-up—Review step

9. Click **Request reschedule**.
10. The original booking will be canceled and the Customer will receive an email notification to reschedule. The [Booking page Owner](#) and [any additional stakeholders](#) will also receive an email notification. [Learn more about notification scenarios](#)

Note:

You can always decide to change your selection by clicking **Back** at any step of the Cancel/request new times process.

To confirm the action, you must click the **Request reschedule** in the last step of the pop-up.

Canceling a booking made on a Booking page with Event types

1. Select the activity in the Activity stream.
2. In the **Details** pane, click the **Cancel/request reschedule** link (Figure 4).

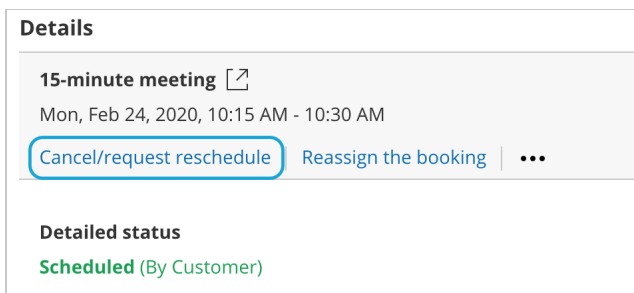


Figure 4: Cancel/request reschedule button

3. The **Cancel/request reschedule** pop-up will appear.
4. Select **Cancel the booking** (Figure 5).

Cancel/request reschedule

John Smith jsmith@example.com
30-minute meeting
Thu, Jun 27, 2019, 03:30 PM - 04:00 PM
United States; Eastern time (GMT-4:00) [DST]

Please select:

- Cancel the booking and send a reschedule request for the same Event type
- Cancel the booking and send a reschedule request for any Event type
- Cancel the booking

Next

Figure 5: Cancel/request reschedule pop-up—Selection step

5. Click **Next**.
6. In the **Notification** step, you can add a cancellation reason that will be provided to the Customer.
7. Click **Next**.
8. In the **Review** step, you can confirm the details of the booking that you're about to cancel.
9. Click **Cancel booking**.

Note:

When using [Payment integration](#), refunds can be processed manually via ScheduleOnce. In this case, manual refunds can be processed directly from the **Cancel/request reschedule** pop-up in the **Refund** step.

10. The original booking will be canceled and the Customer will receive an email notification, along with the [Booking page Owner](#) and [any additional stakeholders](#). [Learn more about notification scenarios](#)

Note:

You can always decide to change your selection by clicking **Back** at any step of the Cancel/request new times process.

To confirm the action, you must click the **Cancel booking** in the last step of the pop-up.