

Introduction to canceling and rescheduling

Last Modified on Sep 6, 2019

Both Users and Customers can cancel and reschedule booking made via ScheduleOnce. You can set the [Customer cancellation and reschedule policies](#) that apply to bookings with an [activity status](#) of **Scheduled** and **Rescheduled**.

The Customer Cancel/reschedule policy

ScheduleOnce allows you to set up independent cancellation and reschedule policies that are fully configurable. The policies allow you to specify the exact rules for when Customers are allowed to [cancel](#) or [reschedule](#). Customers are always subject to [the Customer Cancel/reschedule policy](#), with the exception canceling or rescheduling [booking requests](#) which have not yet been approved.

Users are not subject to the Customer cancellation and reschedule policy and can always cancel, request reschedule, or request new times directly from the [Activity stream](#).

Note:

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

[Learn more about calendar connection](#)

Customer actions

When a Customer cancels or reschedules a booking, ScheduleOnce tracks the changes in the [Activity stream](#). The Customer, [Booking page Owner](#), and [any additional stakeholders](#) are all immediately notified.

To cancel or reschedule, Customers click the **Cancel/reschedule** link in the scheduling confirmation email or [calendar event](#). This will take them to the same [Booking page](#) or [Master page](#) where the booking was originally made.

On the [Customer Cancel/reschedule page](#), the Customer can cancel or resubmit a booking request, cancel or reschedule a single booking, or cancel or reschedule one or more sessions in a [Session package](#).

Customer action: Cancel/reschedule a single booking

To cancel a single booking or reschedule a single booking, the Customer uses the **Cancel** tab or **Reschedule** tab on the Cancel/reschedule page.

[Learn more about how a Customer cancels a booking](#)

[Learn more about how a Customer reschedules a booking](#)

Note:

If you use [Payment integration](#), you can enable [automatic refunds](#) when Customers cancel a booking.

Customer action: Cancel/reschedule a Panel meeting

To cancel or reschedule a Panel meeting, the Customer uses the **Cancel** tab or **Reschedule** tab on the Cancel/reschedule page.

[Learn more about how a Customer cancels a Panel meeting](#)

[Learn more about how a Customer reschedules a Panel meeting](#)

Customer action: Cancel/reschedule sessions in a package

To cancel or reschedule sessions in a package, the Customer selects one or more sessions on the Cancel/reschedule page and then cancels or reschedules the selected sessions.

[Learn more about how a Customer cancel sessions in a package](#)

[Learn more about how a Customer reschedules sessions in a package](#)

Note:

When you use [Payment integration](#), you can charge Customers a reschedule fee when they reschedule one or more sessions in a package. This enables you to generate an additional revenue stream and reduces unnecessary rescheduling activity. The Reschedule fee amount is always relative to the number of sessions included in the Session package.

Customer action: Cancel/resubmit a Booking request

Booking requests that are not yet scheduled are not subject to the Customer cancel/reschedule policy. The Customer can cancel or reschedule a booking request any time before it is approved.

To cancel or request new times, the Customer simply clicks **Cancel the booking request** or **Reschedule the booking request** on the Cancel/reschedule page.

[Learn more about how a Customer cancels a booking request](#)

[Learn more about how a Customer reschedules a booking request](#)

User actions

As a User, you can always cancel a booking, request to reschedule a booking, cancel a booking request, or cancel a booking request and request new times directly from your [Activity stream](#). When the [activity status](#) of a booking is **Scheduled**, **Rescheduled**, **No-show**, or **Completed**, you can request to cancel or reschedule a booking directly from the [Activity stream](#).

When you request to reschedule a meeting, the booking is canceled and a reschedule request email notification is sent to you and the Customer. To reschedule, the Customer clicks the **Reschedule now** button directly from the email notification or Calendar event. [Learn more about the effects of rescheduling](#)


When you cancel a booking, a cancellation email notification is sent to both you and the Customer. [Learn more about the effects of cancellation](#)

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

To cancel or request reschedule of a booking with [Event types](#), select the activity in the [Activity stream](#). Then, in the **Details** pane, click the **Cancel/request reschedule** button.

In the **Cancel/request reschedule** pop-up, you can choose to request to reschedule with the same Event type,

request to reschedule with any Event type, or cancel the booking. [Learn more about cancel/request reschedule by User with Event types](#)

 **Note:**

When you use [Payment integration](#), if you request a reschedule for the same Event type, the Customer will not be asked to pay a Reschedule fee for rescheduling. The payment data will be reassigned from the canceled booking to the rescheduled booking in the **Activity stream** upon rescheduling.

If you request a reschedule with any Event type, the original booking is canceled and refunded. The Customer will be asked to pay the full Event type price when rescheduling with the new Event type, as if it was a new booking.

If you cancel a booking, 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.

User action: Cancel/request to reschedule for Booking pages without Event types

 **Tip:**

We recommend using [Event types](#) with your [Booking page](#). Event types allow you to offer several meeting types with different durations, price, and other properties.

To cancel or request to reschedule a booking made on a Booking page without Event types, select the activity in the Activity stream. Then, in the **Details** pane, click the **Cancel/request reschedule** button.

In the **Cancel/request reschedule** pop-up, you can choose to request to reschedule or cancel the booking and follow the step-by-step instructions to complete the action. [Learn more about cancel/request reschedule by User without Event types](#)

User action: Cancel a Booking request and request new times

To cancel a booking request or request new times when working in Booking with approval, select the activity in the Activity stream. Then, in the **Details** pane, click the **Cancel/request new times** button.

In the **Cancel/request new times** pop-up, you can choose to request new times or cancel the booking request and follow the step-by-step instructions to complete the action. [Learn more about cancel/request new times by User](#)