

The Customer Cancel/reschedule page

Last Modified on Jun 27, 2019

The Cancel/reschedule page allows Customers to cancel and reschedule bookings subject to the [Cancel/reschedule policy](#) you set on your [Booking page](#) or [Event type](#). Customers access the Cancel/reschedule page by clicking the **Cancel/reschedule** link in the [scheduling confirmation email](#) or the [calendar event](#) for the booking.

In this article:

- [Customer action: Cancel or reschedule a booking](#)
- [Customer action: Cancel or reschedule sessions in a package](#)
- [Customer action: Cancel/reschedule a booking request](#)

Customer action: Cancel or reschedule a booking

To [cancel a booking](#) or [reschedule a booking](#), the Customer can 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 previously made.

On the Cancel/reschedule page (Figure 1), the Customer has the option to keep the original time, reschedule the booking, cancel a single booking, or cancel one or more [sessions in a package](#). If the Customer clicks **See available times**, they will be prompted to select a new time and reschedule the meeting.

30-minute meeting
How would you like to update this booking?

Reschedule Cancel Keep

Cancel the booking

Time
Thu, Jun 27, 2019, 11:30 AM - 12:00 PM
United States; Eastern time (GMT-4:00) [DST]

Information **Cancellation policy**
Bookings can be canceled any time before the meeting time.

Reason for canceling*

Cancel the booking

Figure 1: Canceling a booking

Note:

If you're using [Payment integration](#), you can charge the Customer a reschedule fee or automatically send

refunds when they reschedule or cancel bookings. The policy settings will vary based on the [Payment and cancel/reschedule policy](#) options that you choose.

Customer action: Cancel or reschedule sessions in a package

To [cancel sessions](#) 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 (Figure 2).

15-minute meeting
How would you like to update the sessions?

Reschedule **Cancel** **Keep**

Reschedule policy
Sessions can be rescheduled any time before the scheduled session time.

Sessions that can be rescheduled

- Thu, Jun 27, 2019, 10:00 AM - 10:15 AM [Scheduled]
- Thu, Jun 27, 2019, 01:00 PM - 01:15 PM [Scheduled]
- Mon, Jul 1, 2019, 10:00 AM - 10:15 AM [Scheduled]

United States; Eastern time (GMT-4:00) [DST]

[See available times](#)

Figure 2: Rescheduling sessions in a package

Note:




If you are using [Payment integration](#), you can charge the Customer a reschedule fee or automatically send refunds when they reschedule or cancel bookings. The reschedule fee or refund amount is always relative to the number of sessions included in the Session package.

Customer action: Cancel/reschedule 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. [Learn more about booking requests](#)

To [cancel a booking request](#), the Customer can click **Cancel the booking request** on the **Cancel** tab (Figure 3). To [request new times](#), the Customer can click **See available times** on the **Reschedule** tab.

Marketing call
How would you like to update the booking request?

 Reschedule  Cancel  Keep

Your booking request is awaiting approval.

Event type
Marketing call

Reason for canceling*

[Cancel the booking request](#)

Figure 3: Cancel a booking request