

Effects of Booking reassignment

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In this article, you'll learn about the effects of reassigning a booking for Customers, the Booking owner, the Reassigned Booking owner, [Editors](#), and [Viewers](#).

Effects for the Customer

- By default, the Customer is not notified that the booking has been reassigned.
- If required, you can choose to notify the Customer by adding a **Booking reassignment reason** in the **Notification** step of the **Reassign the booking** pop-up. [Learn more about reassigning a booking](#)
- The Customer receives future notifications based on the [Customer notification settings](#) set for the original Booking page.

Effects for original Booking owner, Editors, and Viewers

- The original Booking owner and Editors are notified of the Booking reassignment based on the original Booking page [User notification settings](#).
- After reassignment, they will not receive reminders and follow-up notifications for the booking.
- If a request to reschedule is sent or the booking is rescheduled, the Booking owner and Editors may be notified based on the original Booking page [User notification settings](#).
- The time slot becomes available for the original Booking owner.
- The original Booking owner, Editors, and Viewers always have access to the booking in the [Activity stream](#).

Note:

When a booking is rescheduled, the original Booking page settings are applied. This means that the booking may be rescheduled with a different Booking owner than the original Booking owner. The booking will appear in the new Booking owner's Activity stream.

Effects for the Reassigned Booking owner and Editors

- The Reassigned Booking owner and Editors are notified of the Booking reassignment based on the reassigned Booking page [User notification settings](#).
- After reassignment, the Reassigned Booking owner and Editors may receive reminders and follow-up notifications based on the Booking page User notification settings.
- The time slot becomes unavailable for the Reassigned booking owner.
- If the booking is canceled, the Reassigned Booking owner and Editors may be notified based on the Booking page User notification settings.
- The Reassigned Booking owner, Editors, and Viewers can access the booking in the [Activity stream](#). If the booking is reassigned multiple times, previous Reassigned Booking owners, Editors, and Viewers will not have

access to the booking in the Activity stream.
