Event type: Payment and cancel/reschedule policy section

Last Modified on Oct 13, 2022

OnceHub enables you to specify when your Customers can cancel or reschedule a booking. The cancel/reschedule policy only affects your Customers. They can cancel or reschedule on the Customer Cancel/reschedule page. Users are not subject to the Cancel/reschedule policy and they can cancel or reschedule at any time from the Activity stream.

When you use Payment integration, you can charge a reschedule fee or automatically process refunds when Customers reschedule or cancel bookings. The policy settings will vary based on the payment option that you choose.

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Location of the Payment and cancel/reschedule policy section

To edit the Payment and cancel/reschedule policy for your Event type, go to **Booking pages →** select the relevant Event type
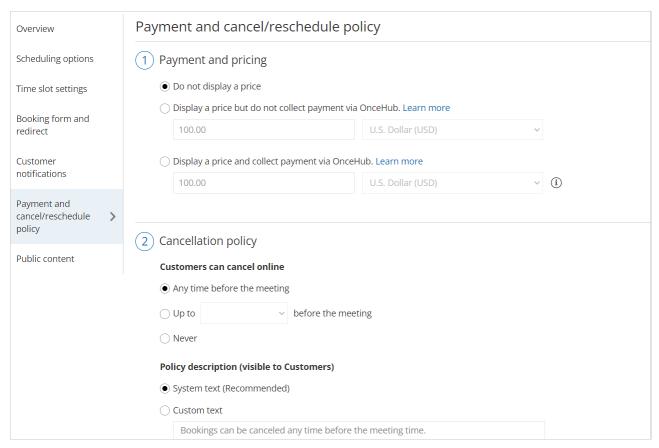**→ Payment and cancel/reschedule policy** (Figure 1).

Payment and cancel/reschedule policy

(1) **Payment and pricing**

◉ Do not display a price

◯ Display a price but do not collect payment via OnceHub. Learn more

100.00	U.S. Dollar (USD) ⌄

◯ Display a price and collect payment via OnceHub. Learn more

100.00	U.S. Dollar (USD) ⌄	ⓘ

(2) **Cancellation policy**

Customers can cancel online

◉ Any time before the meeting

◯ Up to [⌄] before the meeting

◯ Never

Policy description (visible to Customers)

◉ System text (Recommended)

◯ Custom text

Bookings can be canceled any time before the meeting time.

Figure 1: Payment and cancel/reschedule policy section

Payment collection options

Do not display a price

When you choose not to display a price, you define the timeframe during which Customers are permitted to cancel or reschedule a booking. You can also customize the policy description visible to Customers on the Cancel/reschedule page. Learn more about the Cancel/reschedule policy when not displaying a price

Display a price but do not collect payment via OnceHub

When you choose to display a price but do not collect payment via OnceHub, you set the price for your Event type but collect payment and process refunds manually (not via OnceHub).

You can customize the policy description to include the refund amount your Customers will receive if they cancel, or the reschedule fee they'll be charged if they reschedule. All payment transactions will be handled manually and not via OnceHub. Learn more about displaying a price and not collecting payment via OnceHub

Display a price and collect payment via OnceHub

In order to display a price and collect payment via OnceHub, your OnceHub account must be connected to PayPal. When you choose this option, payments are collected automatically when Customers schedule or reschedule a booking.

Depending on your Refund settings, you can also enable OnceHub to automatically process refunds when Customers cancel a booking. This allows you to streamline your payment and refund processes and provide a seamless customer experience. Learn more about displaying a price and collecting payment via OnceHub