

Payment and rescheduling: price is not displayed [Classic]

You can specify when your Customers can cancel or reschedule a booking.

In this article, you'll learn how to configure the Customer Cancellation policy and Reschedule policy when you do not display a price for your Event type.

In this article:

- [Customer Cancel/reschedule policy rules](#)
- [Configuring the Customer Cancel/reschedule policy](#)

Customer Cancel/reschedule policy rules

The following rules apply to the Customer Cancel/reschedule policy:

- The Cancellation and Reschedule policy only affects your Customers. Users are not subject to the policy and they can cancel or reschedule at any time from the [Activity stream](#).
- The Customer can always access the Customer cancel/reschedule link in [Default email and calendar invite templates](#), regardless of the Cancel/reschedule policy. The policy will be reflected on the [Customer Cancel/reschedule page](#) that the Customer accesses via the Cancel/reschedule link. The policy will always reflect the settings that were saved at the time of the initial booking.
- If you're working in [Booking with approval](#) mode, the Customer Cancel/reschedule policy does not apply to booking requests. However, it will apply to scheduled or rescheduled bookings.

Configuring the Customer Cancel/reschedule policy

1. Go to **Booking pages** in the bar on the left. .
2. In the **Event types** section, click on the Event type you want to edit.
3. Click the **Payment and cancel/reschedule policy** section (Figure 1).

Event type: 30-minute session ... Event type 30-minute session ▼

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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

Figure 1: Payment and cancel/reschedule policy

4. In the **Payment and pricing** step, select **Do not display a price** (Figure 2).

1 Payment and pricing

☒ Do not display a price

☐ Display a price but do not collect payment via ScheduleOnce. [Learn more](#)

100.00 U.S. Dollar (USD) ▼

☐ Display a price and collect payment via ScheduleOnce. (requires a [connected PayPal account](#))

Figure 2: Payment and pricing step

5. In the **Cancellation policy** step (Figure 3), select your preferred option.

2 Cancellation policy

Customers can cancel online

☒ Any time before the meeting

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☐ Never

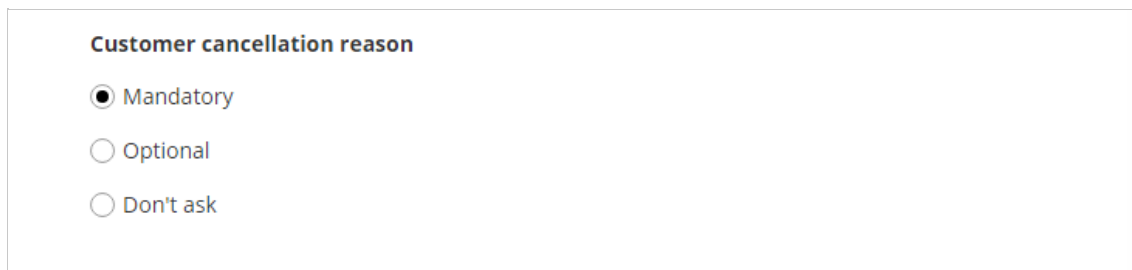
Figure 3: Cancellation policy

- **Any time before the meeting:** This means that Customers can cancel right before the scheduled meeting time. This can be a matter of minutes before the meeting.
- **Up to a certain time before the meeting:** In this case, you can select how long before the scheduled meeting time that the Customer can cancel. The possible values range from 15 minutes to 14 days.
- **Never:** In this case, the Customer will never be able to cancel the booking.

Note:

When you work with [Session packages](#), Customers can cancel each session independently and each session is subject to the Cancellation policy.

- In the **Cancellation policy** step, you can also define the **Policy description** that is visible to Customers on the [Customer Cancel/reschedule page](#). By default, OnceHub generates an automatic text based on your selection. You can decide to use your own custom text instead if you want to customize the cancellation policy description.
- Finally, in the **Cancellation policy** step you can also choose to ask your Customers to give you a **cancellation reason** (see Figure 4). This question will be displayed on the [Customer Cancel/reschedule page](#). You can choose to make the cancellation reason **Mandatory**, **Optional**, or choose not to display the field at all by selecting **Don't ask**.



Customer cancellation reason

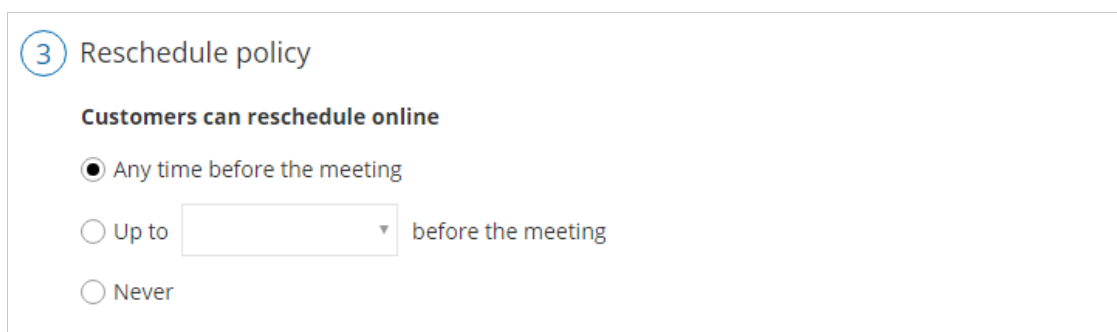
☒ Mandatory

☐ Optional

☐ Don't ask

Figure 4: Customer cancellation reason

- In the **Reschedule policy** step (Figure 5), you can select the following options.



3 Reschedule policy

Customers can reschedule online

☒ Any time before the meeting

☐ Up to before the meeting

☐ Never

Figure 5: Reschedule policy

- Any time before the meeting:** This means that Customers can reschedule right before the scheduled meeting time. This can be a matter of minutes before the meeting.
- Up to a certain time before the meeting:** In this case, you can select how long before the scheduled meeting time that the Customer can reschedule. The possible values range from 15 minutes to 14 days.
- Never:** In this case, the Customer will never be able to reschedule the booking.

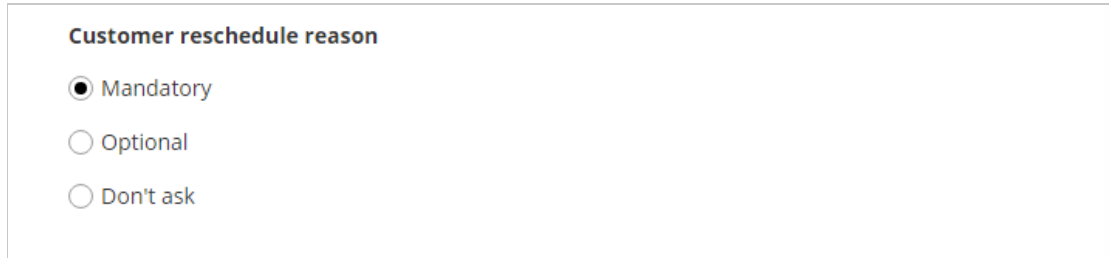
Note:

When working with [Session packages](#), Customers can reschedule each session independently and each session is subject to the Reschedule policy.

- In the **Reschedule policy** step, you can also define the **Reschedule policy description** that is visible to Customers on the [Customer Cancel/reschedule page](#). By default, OnceHub generates an automatic text based on your selection. You can decide to use a custom text instead if you want to customize the Customer reschedule

policy description.

10. Finally, in the **Reschedule policy** step (Figure 6) you can also choose to ask your Customers to give you a **reschedule reason**. This question will be displayed on the [Customer Cancel/reschedule page](#). You can choose to make the cancellation reason **Mandatory**, **Optional**, or choose not to display the field at all by selecting **Don't ask**.

A screenshot of a web form titled "Customer reschedule reason". It contains three radio button options: "Mandatory" (which is selected), "Optional", and "Don't ask".

Customer reschedule reason

☒ Mandatory

☐ Optional

☐ Don't ask

Figure 6: Customer reschedule reason

Congratulations! You've now set the Customer Cancel/reschedule policy that is displayed on the Cancel/reschedule page for your Event type.