

Scheduling and responding to booking requests [Classic]

When you work in [Booking with approval mode](#) and a Customer submits a booking request, you'll receive an email with the suggested meeting times that the Customer selected. You can also access the suggested times directly from the activity in the [Activity stream](#)

In this article, you'll learn about responding to booking requests from Customers.

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Requirements

To respond to a booking request, you must be [the Owner, an Editor, or a Viewer](#) of the [Booking page](#) that the booking was made on.

Scheduling a booking request

When you use Booking with approval mode, you can set the number of times your Customers must suggest. The more times you ask your Customers to suggest, the more flexibility you'll have when you pick the final time. Once a Customer submits their booking, you'll receive an email notification to review the suggested times and approve the booking request (Figure 1). The booking request will also be visible in your [Activity stream](#).

Booking request from John Smith

John Smith (jsmith@example.com) from J Smith has submitted a Booking request for Booking with approval.

[Approve the request](#)



Booking request details

Event type

Booking with approval

Booking page

Dana Fisher

Suggested times in your time zone

Tue, Jun 25, 2019, 09:00 AM - 09:15 AM

Tue, Jun 25, 2019, 09:15 AM - 09:30 AM

Tue, Jun 25, 2019, 09:30 AM - 09:45 AM

United States; Central time (GMT-5:00) [DST]

Figure 1: Booking request notification email

Approving a booking request

To schedule the booking request, click the **Approve the request** button in the email notification. This will open the **Find a time and schedule** page.

You can also schedule the booking request in your Activity stream. In the **Details** pane for the activity, select Approve the booking request (Figure 2). This will take you to the **Find a time and schedule** page.

My booking requests

Filter (Hide) 2 | Time zone: United States; Centr ... (GMT-6:00)

Filter with free text

My activity x

Booking status: Requested x

Save as

List

Suzie Jones

suzieschedule@gmail...

Requested

15-minute meeting

15 min

Details

15-minute meeting

15 min

Approve the booking request

Cancel/request new times

...

Detailed status

Requested (By Customer)

Figure 2: Schedule a booking button

The Find a time and schedule page

The **Find a time and schedule** page presents all the times selected by the Customer who submitted the booking request. The relevant days are highlighted with green in the Month row above the table.

To select a time, you can click on the green days directly, or use the arrow buttons (Figure 3).

Find a time and schedule Time zone: United States; Eastern time (GMT-4:00) [DST]

Subject: 15-minute meeting
[Add location](#) [Add details](#)

Days highlighted with green () include common availability when event duration is 15 minutes

AUGUST 2017

01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
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Mon, Aug 14, 2017, 09:30 AM - 09:45 AM

Hour:	08:00 AM	09:00 AM	10:00 AM	11:00 AM	12:00 PM	01:00 PM	02:00 PM	03:00 PM	04:00 PM	05:00 PM
Chris' Page										
Lana Lang										

No suitable time? [Request new times](#)

Schedule On Mon, Aug 14, 2017, 09:30 AM - 09:45 AM United States; Eastern time (GMT-4:00) [DST]

Figure 3: Find a time and schedule

When you click the **Schedule** button, the meeting is created in your [selected calendar](#) and a [calendar invite can be sent to your Customers](#), depending on your Customer notification settings. In addition, OnceHub sends email confirmations with all the meeting details to your Customers based on your [Customer notification settings](#).

Canceling a booking request or requesting new times

If none of the times work for you, you can click the **Request new times** link on the **Find a time and schedule** page.

You can also request new times or cancel the booking request in your Activity stream. In the **Details** pane for the activity, select **Cancel/request new times** (Figure 4). [Learn more about managing bookings from the Activity stream](#)

My booking requests Filter (Hide) 2 | Time zone: United States; Centr ... (G

Filter with free text

My activity x
 Booking status: Requested x
 Save as

List

Suzie Musin suzieschedule@gmail... Requested 15-minute meeting 15 min

Details

15-minute meeting
 15 min
 Approve the booking request
 Cancel/request new times
 ...

Detailed status
 Requested (By Customer)

Figure 4: Cancel/request new times button

[Learn more about canceling a booking request and requesting new times](#)