

User action: Cancelling a booking request [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](#).

If the times suggested by the Customer don't work for you, you can cancel the request or request new times. In both cases, email notifications will be sent to both the User and Customer. [Learn more about the Customer notifications scenarios](#)

In this article, you'll learn how to cancel a booking request and request new times or cancel a booking request.

In this article:

- [Requirements](#)
- [Canceling a booking request and requesting new times](#)
- [Canceling a booking request](#)

Requirements

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

Canceling a booking request and requesting new times

1. Select the activity in the Activity stream.
2. In the **Details** pane, select **Cancel/request new times** (Figure 1).

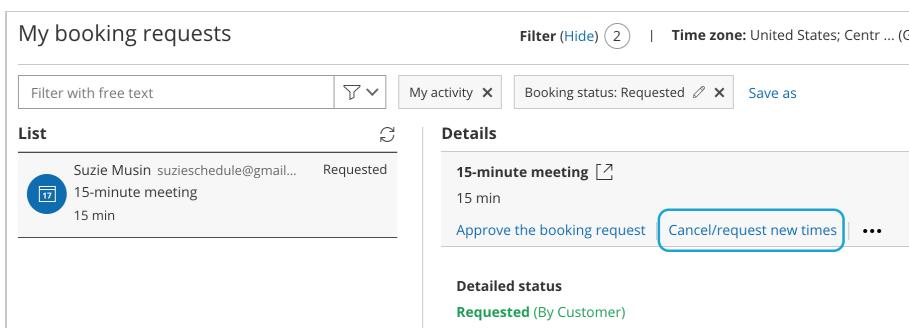


Figure 1: Cancel/request new times button

3. The **Cancel/request new times** pop-up will appear.
4. Select **Cancel the booking request and request new times** (Figure 2).

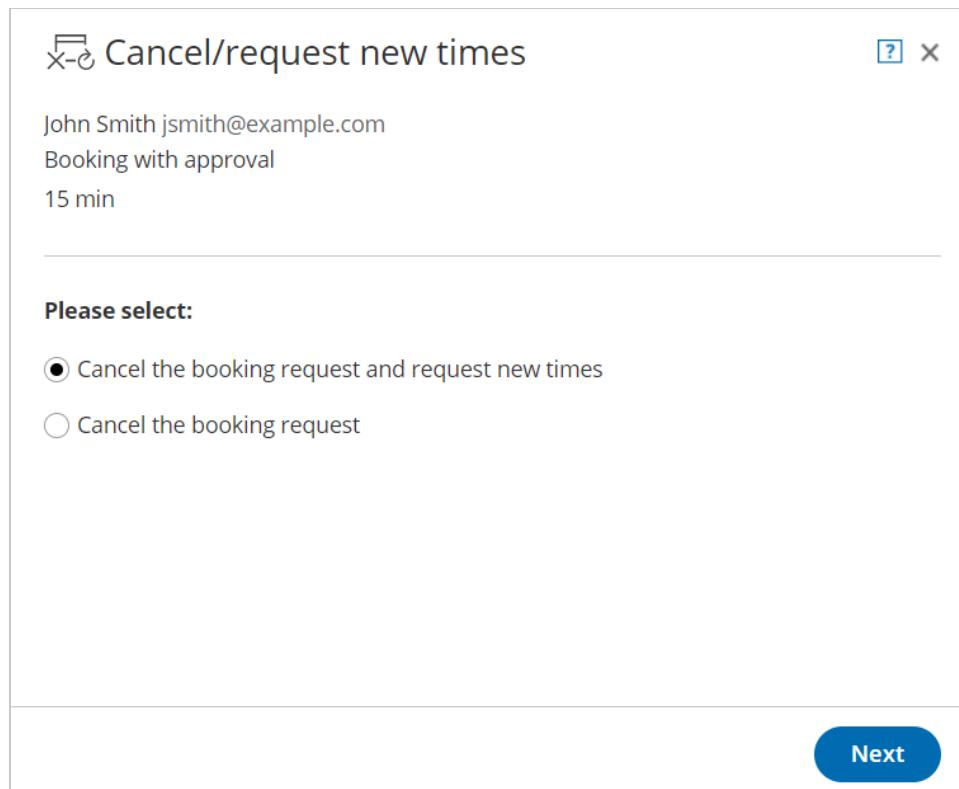


Figure 2: Cancel/request new times pop-up—selection step

5. Click **Next**.
6. In the **Notification** step, you can add a reschedule reason that will be provided to the Customer.
7. Click **Next**.
8. In the **Review** step, you can confirm the details of the booking request that you're about to cancel and request new times for.
9. Click the **Request new times** button to cancel the booking request and request new times.
10. In the **Confirmation** step, you'll see confirmation that your request for new times has been sent and that the former booking request has been canceled.
11. Both the User and the Customer will receive the **Booking request resubmission requested by User** email notification. [Learn more about notification scenarios](#)

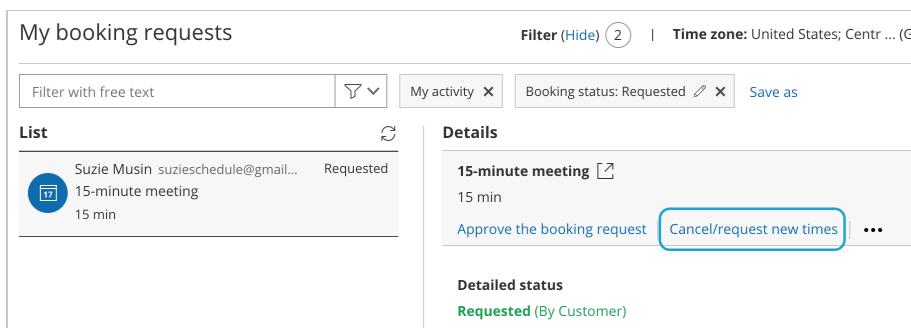
 **Note:**

You can always decide to change your selection by clicking **Back** at any step of the Cancel/request new times wizard.

To confirm the action, you must click the **Request new times** button in the last step of the wizard.

Canceling a booking request

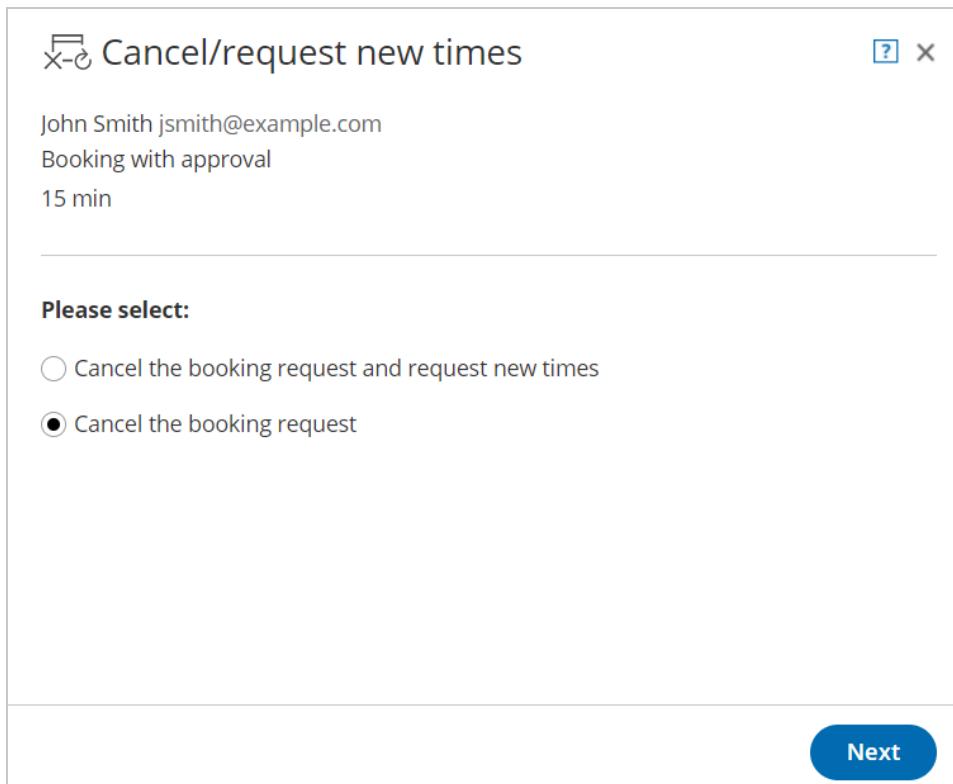
1. Select the activity in the Activity stream.
2. In the **Details** pane, click the **Cancel/request new times** button (Figure 3).



The screenshot shows a list of booking requests. One request for '15-minute meeting' is selected. The 'Details' panel shows the meeting is 'Requested'. Below the details, there is a 'Cancel/request new times' button, which is highlighted with a blue border.

Figure 3: Cancel/request new times button

3. The **Cancel/request new times** pop-up will appear.
4. Select **Cancel the booking request** (Figure 4).



The pop-up window is titled 'Cancel/request new times'. It displays booking details for 'John Smith jsmith@example.com' with 'Booking with approval' and '15 min'. Below this, there is a section titled 'Please select:' with two radio button options: 'Cancel the booking request and request new times' and 'Cancel the booking request'. The second option is selected. At the bottom right is a blue 'Next' button.

Figure 4: Cancel/request new times pop-up—selection step

5. Click **Next**.
6. In the **Notification** step, you can add a reschedule reason that will be provided to the Customer.
7. Click **Next**.
8. In the **Review** step, you can confirm the details of the booking request that you're about to cancel or request new times for.
9. Click **Cancel the booking request** to cancel the request.
10. In the **Confirmation** step, you'll see confirmation that the activity has been canceled and all attendees have been notified.
11. Both the User and Customer will receive the **Booking request canceled by User** email notification.
[Learn more about notification scenarios](#)

 **Note:**

You can always decide to change your selection by clicking **Back** at any step of the Cancel/request new times process.

To confirm the action, you must click the **Cancel the Booking request** in the last step of the wizard.