

## Customer action: Cancelling a booking request [Legacy]

A Customer can cancel a booking request at any time. Booking requests that have not been approved are not subject to the [cancellation policy](#) set by the meeting organizer. The Cancellation policy applies only to scheduled or rescheduled bookings.

In this article, you'll learn about the steps that a Customer takes to cancel a booking request.

### How Customers cancel a booking request

1. To cancel a booking request, the Customer clicks the **Cancel/reschedule** link in the scheduling confirmation email (Figure 1).

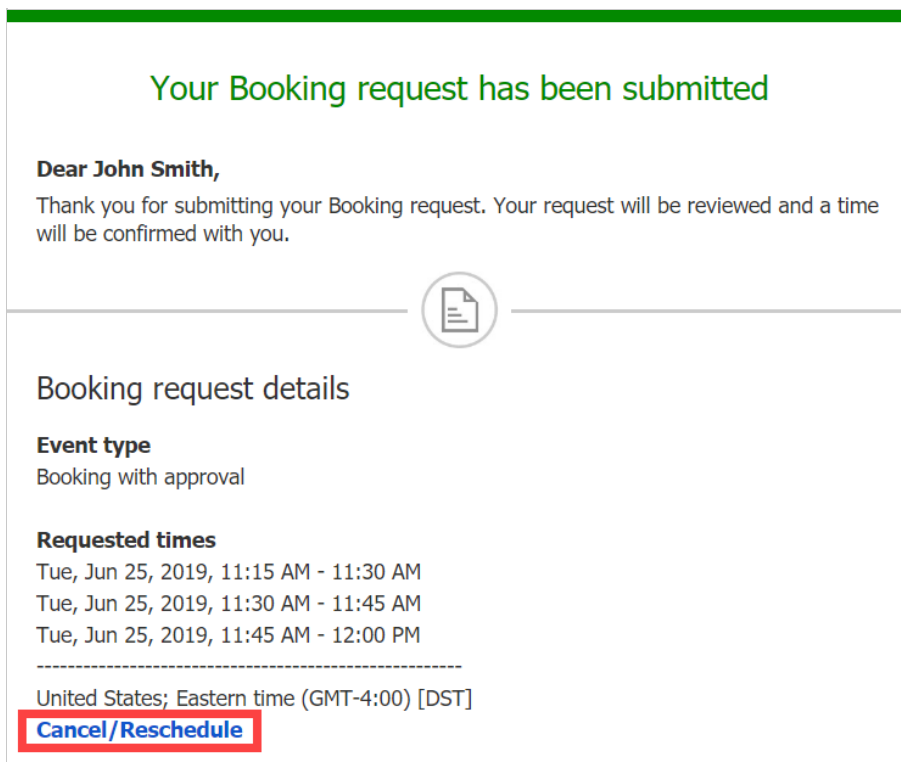





Figure 1: Booking request confirmation email

2. The [Cancel/reschedule page](#) will open.
3. The Customer can review the booking request details on the **Keep** tab.
4. In the **Cancel** tab, the Customer clicks the **Cancel the booking request** button to cancel the booking request (Figure 2). The Customer also provides a reason for requesting new times if it is required by your [Cancel/reschedule policy](#).

### Booking with approval

How would you like to update the booking request?

 Reschedule    Cancel    Keep

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**Your booking request is awaiting approval.**

**Event type**  
Booking with approval

**Reason for canceling\***

[Cancel the booking request](#)

Figure 2: Cancel tab

5. After cancellation, the Customer will receive a cancellation email notification, along with the [Booking page Owner](#) and [any additional stakeholders](#).

[Learn more about the effects of cancellation](#)