Effects of cancellation [Classic]

In this article, you'll learn about the effects of cancellation in different phases of the booking lifecycle. Learn more about the different activity statuses

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Cancellation initiated by Customer

When a Customer cancels a booking, the following actions take place.

- An email notification is sent to the Customer, the User who the Customer made the booking with and any additional stakeholders to notify them of the cancellation.
- In the Activity stream, the activity is updated with a status of **Canceled (By Customer).**
- The previously-booked time slot becomes available.

When using OnceHub with a connected calendar

- If the Customer is added to the calendar event, the Customer will receive an updated calendar invite email with **CANCELED** in the title. The status of the calendar event will be automatically changed to "Free."
- The booking owner's calendar event includes **CANCELED** in the title, so that it is easy to spot that this booking was canceled. However, the calendar event is not deleted.
- The original User's calendar event changes its status to "Free". This frees up the slot to accept new bookings.

When using Payment integration

If you use Payment integration, refunds can be processed manually or automatically via OnceHub.

- If the Customer cancels the booking and refunds are processed automatically via OnceHub, an **AUTOMATIC REFUND (CANCELLATION)** refund transaction is added to the Activity stream.
- If the Customer cancels the booking and you manually process a refund via OnceHub, a **MANUAL REFUND VIA ONCEHUB** transaction is added to the Activity stream.

Learn more about processing refunds via OnceHub

Cancellation initiated by User

When a User cancels a booking, the following actions take place.

- An email notification is sent to the Customer, the User who the Customer made the booking with and any additional stakeholders to notify them of the cancellation.
- In the Activity stream, the original activity is updated with a status of **Canceled (By User).**
- The previously-booked time slot becomes available.

When using OnceHub with a connected calendar

- If the Customer is added to the calendar event, the Customer will receive an updated calendar invite email with **CANCELED** in the title. The status of the calendar event will be automatically changed to "Free."
- The Booking owner's calendar event includes **CANCELED** in the title, so that it is easy to spot that this booking was canceled. However, the calendar event is not deleted.
- The Owner's calendar event changes its status to "Free". This frees up the slot to accept new bookings.

When using Payment integration

If you use Payment integration, refunds can be processed manually or automatically via OnceHub.

If the User cancels the booking and refunds are processed manually via OnceHub, a **MANUAL REFUND VIA ONCEHUB** transaction is added to the Activity stream.

Learn more about processing refunds via OnceHub

Canceling a booking request in Requested status

When a booking request in Requested status is canceled by a User or Customer, the following actions take place.

- An email notification is sent to the Customer, the User who the Customer made the booking with and any additional stakeholders to notify them of the cancellation.
- In the Activity stream, the canceled activity changes its status to **Canceled** and moves to the top of the list.