User action: Cancel/reschedule for Booking pages with Event types [Classic]

When the activity status of a booking is **Scheduled**, **Rescheduled**, **No-show**, or **Completed**, the User can request to cancel or reschedule a booking directly from the Activity stream.

i Note:

You can cancel or reschedule directly from your calendar if you have connected your OnceHub Account to Google Calendar or Exchange/Outlook Calendar.

Learn more about calendar connection

In this article, you'll learn how to cancel or request reschedule directly from the Activity stream when you use Booking pages associated with Event types.

In this article:

- Effects of canceling or rescheduling
- Requirements
- Rescheduling a booking made on a Booking page with Event types
- Canceling a booking made on a Booking page with Event types

Effects of canceling or rescheduling

When you request to reschedule from the Activity stream, the booking is canceled and a reschedule request email notification is sent to both the User and the Customer. To reschedule, the Customer clicks the **Reschedule now** button directly from the email notification, or the **Customer's cancel/reschedule link** in the calendar event. Learn more about the effects of rescheduling

When you cancel a booking from the Activity stream, a cancellation email notification is sent to both the User and the Customer.

Learn more about the effects of cancellation

Requirements

To cancel a booking or request to reschedule from the Activity stream, you must be the Owner, an Editor, or Viewer of the Booking page that the booking was made on.

Rescheduling a booking made on a Booking page with Event types

- 1. Select the activity in the Activity stream.
- 2. In the **Details** pane, click the **Cancel/request reschedule** link (Figure 1).

SinceHub Help Article

Details
15-minute meeting
Mon, Feb 24, 2020, 10:15 AM - 10:30 AM
Cancel/request reschedule Reassign the booking •••
Detailed status
Scheduled (By Customer)

Figure 1: Cancel/request reschedule button

3. The **Cancel/request reschedule** pop-up will appear (Figure 2).

😓 Cancel/request reschedule	? ×
John Smith jsmith@example.com	
60-minute meeting Thu, Jun 27, 2019, 04:00 PM - 05:00 PM	
United States; Eastern time (GMT-4:00) [DST]	
Please select:	
ullet Cancel the booking and send a reschedule request for the <u>same</u> Event type	
O Cancel the booking and send a reschedule request for <u>any</u> Event type	
○ Cancel the booking	
	Next

Figure 2: Cancel/request reschedule pop-up—Selection step

- 4. Select whether you want send a reschedule request for the same Event type, or a reschedule request for any Event type.
 - **Cancel the booking and request reschedule for the <u>same</u> Event type:** The Customer will only be able to reschedule with the same Event type that they originally booked on your Booking page or Master page. If you use Payment integration, the Customer will not be asked to pay any reschedule fee. The payment data will be reassigned from the cancelled booking to the rescheduled booking in the Activity stream after the Customer reschedules.
 - **Cancel the booking and request reschedule for** <u>any</u> **Event type:** The Customer will be able to reschedule with any Event type on your Booking page or Master page. If you use Payment integration, the original booking is canceled and refunded. The Customer will be asked to pay the full Event type price when rescheduling, as if it was a new booking.
- 5. Click Next.
- 6. In the **Notification** step, you can add a reschedule reason that will be provided to the Customer.

SinceHub Help Article

- 7. Click Next.
- 8. In the **Review** step (Figure 3), you can confirm the details of the booking that you're about to cancel and request that the Customer reschedules.

$-\frac{1}{2}$ Request reschedule for the <u>same</u> Event type 2×10^{-2}						
	Selection	Notification	Review	O Confirmation		
Are you sure you want to cancel the booking and send a reschedule request to John Smith for <u>same</u> Event type?						
This booking will be canceled: John Smith jsmith@example.com 30-minute meeting						
Thu, Jun 27, 2019, 03:30 PM - 04:00 PM United States; Eastern time (GMT-4:00) [DST]						
Back				Request Resch	edule	

Figure 3: Cancel/request reschedule pop-up—Review step

- 9. Click Request reschedule.
- 10. The original booking will be canceled and the Customer will receive an email notification to reschedule. The Booking page Owner and any additional stakeholders with also receive an email notification. Learn more about notification scenarios

i 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 **Request reschedule** in the last step of the pop-up.

Canceling a booking made on a Booking page with Event types

- 1. Select the activity in the Activity stream.
- 2. In the Details pane, click the Cancel/request reschedule link (Figure 4).

SinceHub Help Article

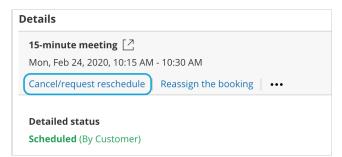


Figure 4: Cancel/request reschedule button

- 3. The Cancel/request reschedule pop-up will appear.
- 4. Select Cancel the booking (Figure 5).

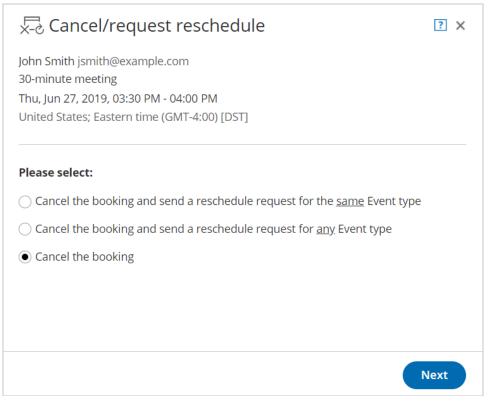


Figure 5: Cancel/request reschedule pop-up—Selection step

- 5. Click Next.
- 6. In the **Notification** step, you can add a cancellation reason that will be provided to the Customer.
- 7. Click Next.
- 8. In the **Review** step, you can confirm the details of the booking that you're about to cancel.
- 9. Click Cancel booking.

i Note:

When using Payment integration, refunds can be processed manually via OnceHub. In this case, manual refunds can be processed directly from the **Cancel/request reschedule** pop-up in the **Refund** step.

10. The original booking will be canceled and the Customer will receive an email notification, along with the Booking page Owner and any additional stakeholders. Learn more about notification scenarios

OnceHub Help Article

i 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 booking** in the last step of the pop-up.