The Customer cancel/reschedule policy [Legacy]

OnceHub allows you to set up independent cancellation and reschedule policies that are fully configurable. The policies allow you to specify the exact rules for when Customers are allowed to cancel or reschedule.

Defining your cancellation and reschedule policy

On the Cancel/reschedule policy page, you can customize the policy description presented to your Customers and choose whether or not Customers will be requested to provide a reason when they cancel or reschedule. You can choose to make providing the reason **Mandatory**, **Optional**, or choose not to display the field at all by selecting **Don't ask**.

You can define different policies for different scheduling scenarios. The policies you define are displayed on the Customer Cancel/reschedule section. This allows your Customers to make an informed decision before they proceed with the cancel/reschedule action.

The three timeframe options available for when cancellations and reschedules can be made by your Customers are:

- **Any time before the meeting:** This means that Customers can cancel right before the scheduled meeting time. This can be a matter of minutes before the meeting.
- Up to a certain time before the meeting: In this case, you can select how long before the scheduled meeting time that the Customer can cancel. The possible values range from 15 minutes to 14 days.
- Never: In this case, the Customer will never be able to cancel the booking.

Location of the Cancel/reschedule policy page

Depending on whether or not your Booking pages are associated with Event types, the location of the Cancel/reschedule policy page and the options available to you change.

Booking pages not associated with Event types

When you use Booking pages without Event types, the cancellation and reschedule policies are set at the Booking page level under the **Cancel/reschedule policy** section (Figure 1). Learn more about the Cancel/reschedule policy section

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< 🚳 Booking p	age: Marketing … Booking page Marketing •			
Overview	Cancel/reschedule policy			
Event types	(i) To accept online payments for your bookings, you must add Event types to your Booking page. Learn more			
Associated calendars	1 Cancellation policy Customers can cancel online			
Recurring availability				
Date-specific availability	Any time before the meeting Up to The set of the meeting			
Scheduling options	○ Never			
Time slot settings	Policy description (visible to Customers)			
Location settings	System text (Recommended) Custom text			
Booking form and redirect	Bookings can be canceled any time before the meeting time.			
Customer notifications				
User notifications	Customer cancellation reason			
Cancel/reschedule >	Mandatory Optional			

Figure 1: Cancel/reschedule policy on a Booking page not associated with Event types

Booking pages associated with Event types

If you have associated your Booking page with at least one Event type, the cancellation and reschedule policies are set at the Event type level under the **Payment and Cancel/reschedule policy** section (Figure 2).

Learn more about the payment and cancel/reschedule policy section

< 🚯 Event typ	e: Sales call …		Event type Sales call	•		
Overview	Payment and cancel/reschedule policy			?		
Scheduling options	1 Payment and pricing					
Time slot settings	O not display a price					
Booking form and	O Display a price but do not collect	t payment via ScheduleOnce. Learn more				
redirect	100.00	U.S. Dollar (USD)	Ŧ			
Customer notifications	O Display a price and collect payment via ScheduleOnce. (requires a connected PayPal account)					
Payment and cancel/reschedule	el/reschedule > (2) Cancellation policy					
policy	Customers can cancel online					
Public content	O Any time before the meeting					
○ Up to						
Never						

Figure 2: Payment and cancel/reschedule policy section

The cancellation/reschedule policies in Event types are configured together with payments. In addition to specifying the timeframe for canceling or rescheduling, you can also define the monetary penalties that Customers will face if they cancel

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or reschedule.

Depending on which **Payment and pricing** option you pick, the ability to set up policies with monetary penalties and automatically handle refunds and rescheduling fees changes.

Do not display a price

This option only allows you to set the timeframe during which Customers can cancel or reschedule. This option does not allow you to set up monetary penalties within your cancellation and reschedule policies.

Learn more about the cancel/reschedule policy when a price is not displayed

Display a price but do not collect payment via OnceHub

This option allows you to set the timeframe during which Customers can cancel or reschedule, as well as define the monetary penalties that Customers will face when cancelling or rescheduling.

However, because you are only displaying a price and are not collecting payments via OnceHub, refunds and rescheduling fees can only be defined in text in the description policy. These policies cannot be enforced in OnceHub. In other words, you remain in charge of processing the rescheduling fees and refunds.

Learn more about the cancel/reschedule policy when a price is displayed

Display a price and collect payment via OnceHub

This options allows you to set the timeframe during which Customers can cancel or reschedule, as well as define and enforce the monetary penalties that Customers will face when cancelling or rescheduling.

Since your OnceHub account is connected to PayPal with this option, the handling of refunds and rescheduling fees can be completely automated. This allows you to streamline your payments throughout the booking lifecycle. If you prefer, you can still choose to manually process refunds.

Learn more about the cancel/reschedule policy when collecting payment via OnceHub