Customer action: Cancel a Panel meeting [Classic]

Whether or not a Customer can cancel a Panel meeting is subject to the Cancel/reschedule policy you've set on your Booking page or Event type. The Cancellation policy only applies to scheduled bookings.

In this article, you'll learn about the steps that a Customer takes to reschedule a Panel meeting.

How Customers cancel Panel meetings

1. The Customer clicks the **Cancel/reschedule** link in the scheduling email notification (Figure 1) or in the calendar event.

Dear John Smith,		
Dear John Smith		
Your booking is confirmed. See below for more information. If the event is not already in your calendar, please use the calendar links provided below to add it.		
Booking details		
Meeting type 30-minute meeting		
Panel members Ed Bolton, Dana Fisher		
Time Thu, Jun 27, 2019, 02:30 PM - 03:00 PM United States; Eastern time (GMT-4:00) [DST] Cancel/Reschedule		
Panel ID PANL-0UJ5SW64DYQ1		

2. The Cancel/reschedule page will open.

3. In the **Cancel** tab, the Customer clicks the **Cancel the booking** button (Figure 2). Depending on your Cancel/reschedule policy, the Customer can be asked to provide a reason for canceling.

SinceHub Help Article

30-minute meeting How would you like to update this booking?			
ਾਟੇ Reschedule	× Cancel	🗸 Кеер	
Cancel the booking			
Time Thu, Jun 27, 2019, 02:30 PM - 03:00 PM United States; Eastern time (GMT-4:00) [DST]			
Cancellation policy Bookings can be canceled any time before the meeting time.			
Reason for canceling*			
Cancel the booking			

Figure 2: Cancel tab

- 4. When a Customer cancels a Panel meeting, the following actions take place:
 - The Customer receives a cancellation email notification.
 - The Primary team member receives a cancellation email notification and all Additional team members are cc'd in this email.
 - If the Primary team member is connected to a calendar, the event is automatically cancelled.
 - All panelists see the cancelled activity status and details for the activity in their Activity stream.

i Note:

When you use Payment integration, you can enable automatic refunds when Customers cancel a Panel meeting. Learn more about enabling automatic refunds