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.
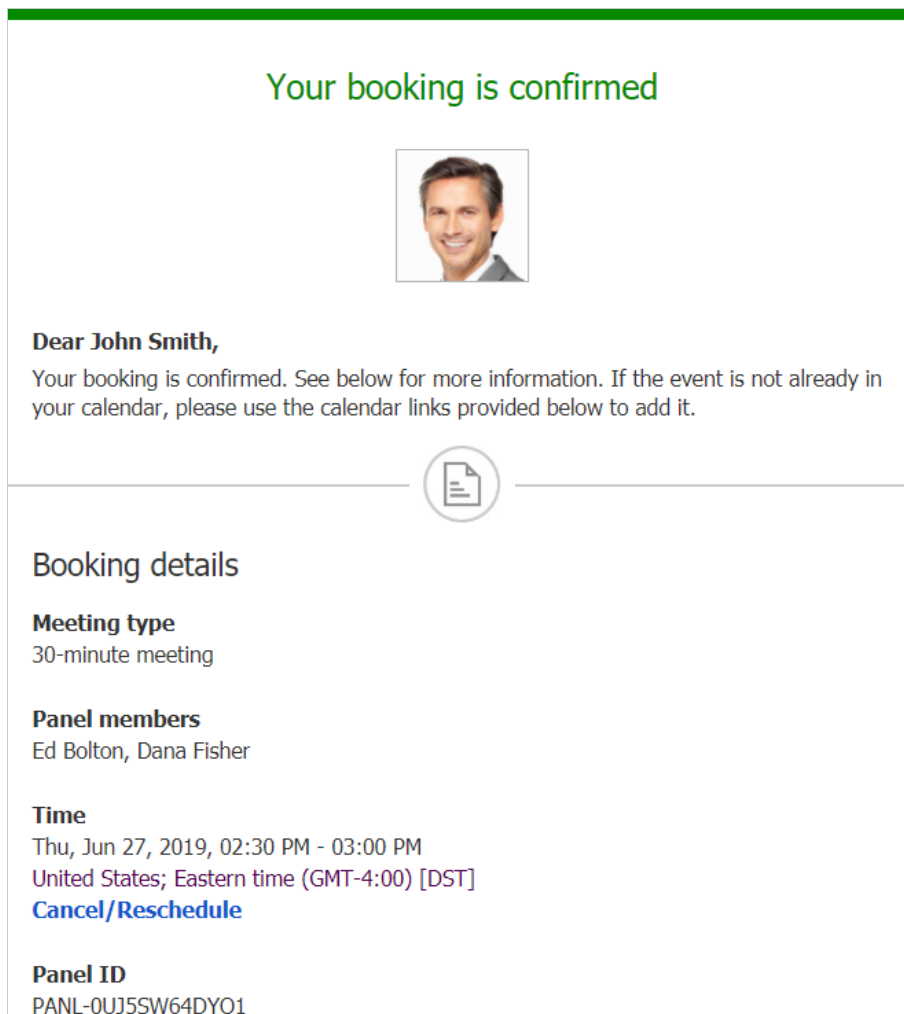

Figure 1: Booking confirmation email

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.

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.

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