

Customer action: Cancel a Panel meeting [Legacy]

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](#).

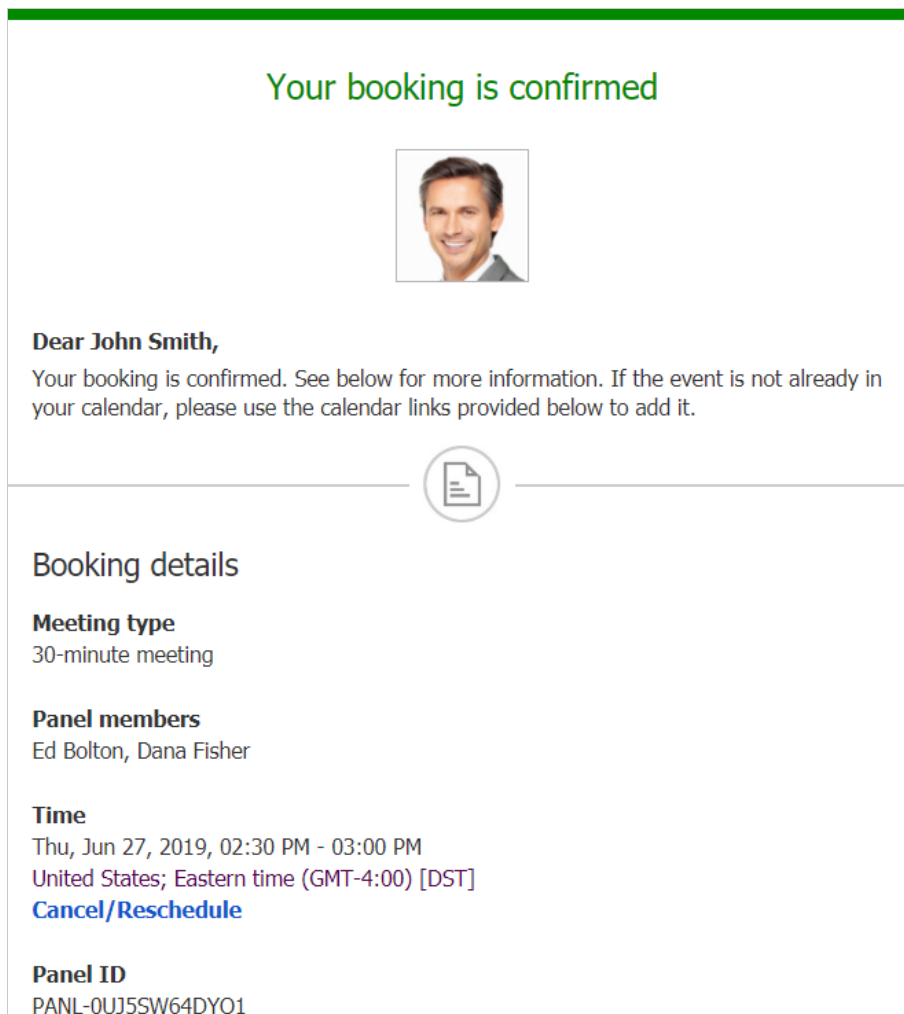





Figure 1: Booking confirmation email

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.

30-minute meeting

How would you like to update this booking?

 Reschedule  Cancel  Keep

Cancel the booking

Time
Thu, Jun 27, 2019, 02:30 PM - 03:00 PM
United States; Eastern time (GMT-4:00) [DST]

i Cancellation policy
Bookings can be canceled any time before the meeting time.

Reason for canceling*

Cancel the booking

Figure 2: Cancel tab

- 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](#)