Busy times not blocking availability [Legacy]

If busy time is not blocking your availability, or if you received a double booking, you can check the following settings.

When using OnceHub with a connected calendar

- Make sure that you're retrieving busy time from your connected calendar. To see which check which calendar busy time is being retrieved from, hover over the lefthand menu and go to the Booking pages icon → Booking pages → your Booking page → **Associated calendars.** Learn more about the Associated Calendars section

- Make sure that you haven't enabled Group sessions with multiple or unlimited bookings per slot. You can set the option to One-on-one session or Group sessions with the number of bookings per slot that you want to accept. To configure One-on-one or Group sessions, hover over the lefthand menu and go to the Booking pages icon → Event types or Booking pages → your Event type or Booking page → **Scheduling options → One-on-one or Group sessions.** If you are using Event types, the Scheduling options section is on the Event type.

- If you are working in Booking with approval mode, make sure you did not approve two bookings in the same time slot.

- Ensure that the event in your connected calendar that is not blocking availability is set to "Busy" and not to "Available" or "Free". Only events with a status of "Busy" block your availability**.** Learn more about when Calendar events are treated as busy time

When using OnceHub without a connected calendar

- Make sure that you haven't enabled Group sessions with multiple or unlimited bookings per slot. You can set the option to One-on-one session or to Group sessions with the number of bookings per slot that you want to accept. To configure One-on-one or Group sessions, hover over the lefthand menu and go to the Booking pages icon → Event types or Booking pages → your Event type or Booking page → **Scheduling options → One-on-one or Group sessions.** If you are using Event types, the Scheduling options section is on the Event type.

- If you are working in Booking with approval mode, make sure you did not approve two bookings in the same time slot.