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## Booking Calendar Guest Notifications [New]

**Guest notifications** in **Booking Calendars** keep clients informed by automatically sending confirmation and reminder messages related to their appointments. This guide explains how to configure standard notifications and create custom workflows for more personalized communication.

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### Default Guest Notifications

Each **Booking Calendar** includes default notifications that are automatically set up to keep guests informed about their bookings. These default notifications ensure that guests receive essential updates without requiring additional setup.

#### **Standard Notifications (Automatically Enabled):**

- **Meeting Confirmation:** Sent immediately after a booking is made to confirm appointment details.
- **Meeting Reminder:** Sent, by default, 1 hour before the scheduled meeting.
- **Meeting Rescheduled:** Notifies clients when the meeting date or time is changed.
- **Meeting Reassigned:** Alerts clients when the meeting host changes.
- **Meeting Cancelled:** Informs clients when a meeting has been canceled.

#### **Booking With Approval Notifications:**

These notifications are automatically when **Booking with Approval** is enabled for a Booking Calendar:

- **Meeting Request Submitted:** Sent when a request is submitted
  - **Meeting Request Approved:** Sent when the request is approved
  - **Meeting Request Declined:** Sent when the request is declined
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## Configure Guest Notification

Guest notifications are centrally managed at the **Booking Calendar** level to ensure consistent communication across all team members.

### To Set-up Notifications

1. Select **Booking Calendars** from the left navigation menu.
2. Select the Booking Calendar you wish to edit and navigate to the **Notifications** tab.
3. In the **Guest Notifications** section, toggle on the **Email** or **SMS** notification type for each stage of the booking lifecycle (e.g., *Meeting Confirmation, Meeting Reminder* etc.).  
**SMS Consent:** Enabling SMS notifications automatically adds a consent checkbox to your **Booking Form** to collect the guest's phone number and consent.  
Note that your account includes **25 complimentary SMS credits** to get started.
4. Adding **Meeting Reminders:**
  - Scroll to the **Meeting Reminder** section.
  - Click the **+ Add email reminder / + Add SMS reminder** link to configure up to five reminders.
  - Use the dropdown menu to specify the exact timing (e.g., 1 hour before).

### Email Customization and Object Properties

Personalizing your content ensures guests receive professional information tailored to your brand.

- **Customize Content:** Go to the **Notifications** tab, scroll down to the **Guest Notifications** section, and click **Customize** next to the desired notification type (e.g., Meeting Confirmation or Meeting Reminder). This opens the **Email notification** tab where you can edit the **Subject** and **Body**. The rich text editor allows you to use full text formatting (such as bold, italics, alignment, lists), insert links, or include custom images.
- **Insert Object Properties:** Click **+ Object Properties** to open the properties dropdown menu, or type **@** to quickly search and insert them. These automatically pull dynamic data directly into the email, such as:
  - **Guest Info:** Full name, email address.
  - **Meeting Details:** Date, Time, Location.
  - **Links:** Reschedule link, Cancel link.

### SMS Customization and Object Properties

Personalizing your text notifications helps guests receive clear and relevant meeting information directly on their

mobile devices.

- **Customize Content:** Go to the **Notifications** tab, scroll down to the **Guest Notifications** section, and click **Customize** next to the desired notification type (e.g., *Meeting Confirmation* or *Meeting Reminder*). Select the **SMS notification** tab to edit the message. SMS notifications support plain text only and do not include a subject field or rich text formatting options.
  - **Insert Object Properties:** Click **+ Object Properties** to open the properties dropdown menu, or type @ to quickly search and insert them. These automatically pull dynamic data directly into the SMS, such as:
    - **Guest Info:** Full name and mobile number.
    - **Meeting Details:** Date, Time, Location.
    - **Links:** Reschedule and cancellation links.
  - **Notification-Specific Properties:** Available Object Properties vary depending on the notification type. For example, the **Reminder time** property is available only in Meeting Reminder notifications. Some properties, such as **Booking Form Transcript**, are not available in SMS notifications.
  - **Compliance Footer:** To meet carrier and regulatory requirements, the *"Sent by OnceHub."* text is automatically appended to all SMS notifications and cannot be removed.
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