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Welcome! If your account was created after January 20, 2025, you are using our new **Booking Calendars [New]**.

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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.

Default Guest Notifications

Each **Booking Calendar** includes standard 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 Cancellation:** Informs clients when a meeting has been canceled.

These default notifications provide a consistent client experience, ensuring that clients stay updated throughout the booking process. You can customize these notifications or create advanced workflows for more tailored communication.

Creating a Custom Notification Template

For more control over the timing and content of notifications, you can create a **Custom Notification Template**. This allows you to set multiple notifications at different stages of the booking lifecycle, including reminders and follow-ups.

To Create a Custom Notification Template:

1. Click **Booking Calendars** in the left-hand menu.
2. Select **Guest notification editor** from the top-right corner.
3. Click **+ New notifications template**.
4. Enter a **Template Name** and click **Create**.
5. Choose your notification types: **Email**, **SMS**, or both by checking the appropriate boxes for each stage of the booking lifecycle.

Adding Meeting Reminders:

- Add up to **3 reminders** for both **Email** and **SMS** by clicking **+ Add reminder**.
- Specify the reminder timing using the dropdown menu.

SMS Consent:

If you include **SMS notifications** in your workflow, a consent checkbox will automatically appear on the **Booking Form** to collect the guest's phone number and consent. Without consent, SMS notifications will not be sent.

Your new account comes with 25 complimentary SMS credits, and additional credits can be purchased in the billing section as needed.

Customizing Emails:

- Click **Customize email** to personalize the subject line and message body.
- Align the content with your brand's tone and style.

Note: Only account administrators can create or edit **Custom Notification Templates**. Member users can apply existing templates to their **Booking Calendars** but cannot modify them.

Email Customization Options

Personalizing your notification content ensures guests receive relevant information in a professional format aligned with your brand.

You Can Customize:

- **Text Formatting:** Bold, Italics, Underline, Strikethrough, Font Color
- **Free Text Sections:** Add custom messages and instructions.
- **Variables:** Insert dynamic details like guest names, meeting times, or rescheduling links.

Using Variables:

While drafting an email, type **@** and select a variable from the list that appears to auto-populate guest and meeting details.

Examples of Variables:

- **Guest Information:** Full name, Email address
 - **Meeting Details:** Date, Time, Location
 - **Reschedule or Cancel Links:** Reschedule link, Cancel link
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Testing and Activating Your Notifications

To ensure your notifications work correctly, test them before applying them to live calendars.

To Activate and Test Notifications:

1. Click **Booking Calendars** in the left-hand menu.
 2. Select the **Booking Calendar** where you want to apply the workflow.
 3. Go to the **Notifications Tab**.
 4. Select your custom template from the dropdown menu and click Save.
 5. **Test Your Setup:** Create a test booking to verify notifications are received as expected.
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