

## 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 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.

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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 the **Email notification** or **SMS notification** checkboxes for each stage of the booking lifecycle (e.g., Meeting Scheduled, 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 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 Variables

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

- **Customize Content:** Click the **Customize email** dropdown to edit the Subject and Body. You can use full text formatting (Bold, Italics, Alignment) and add custom instructions or images.
  - **Insert Dynamic Variables:** When editing, type @ to access a list of dynamic variables. These automatically pull data into the email, such as:
    - **Guest Info:** Full name, email address.
    - **Meeting Details:** Date, Time, Location.
    - **Links:** Reschedule link, Cancel link.
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