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.

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 Object Properties

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 Object Properties:** When editing, type **@** to access a list of all your Object Properties. 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.