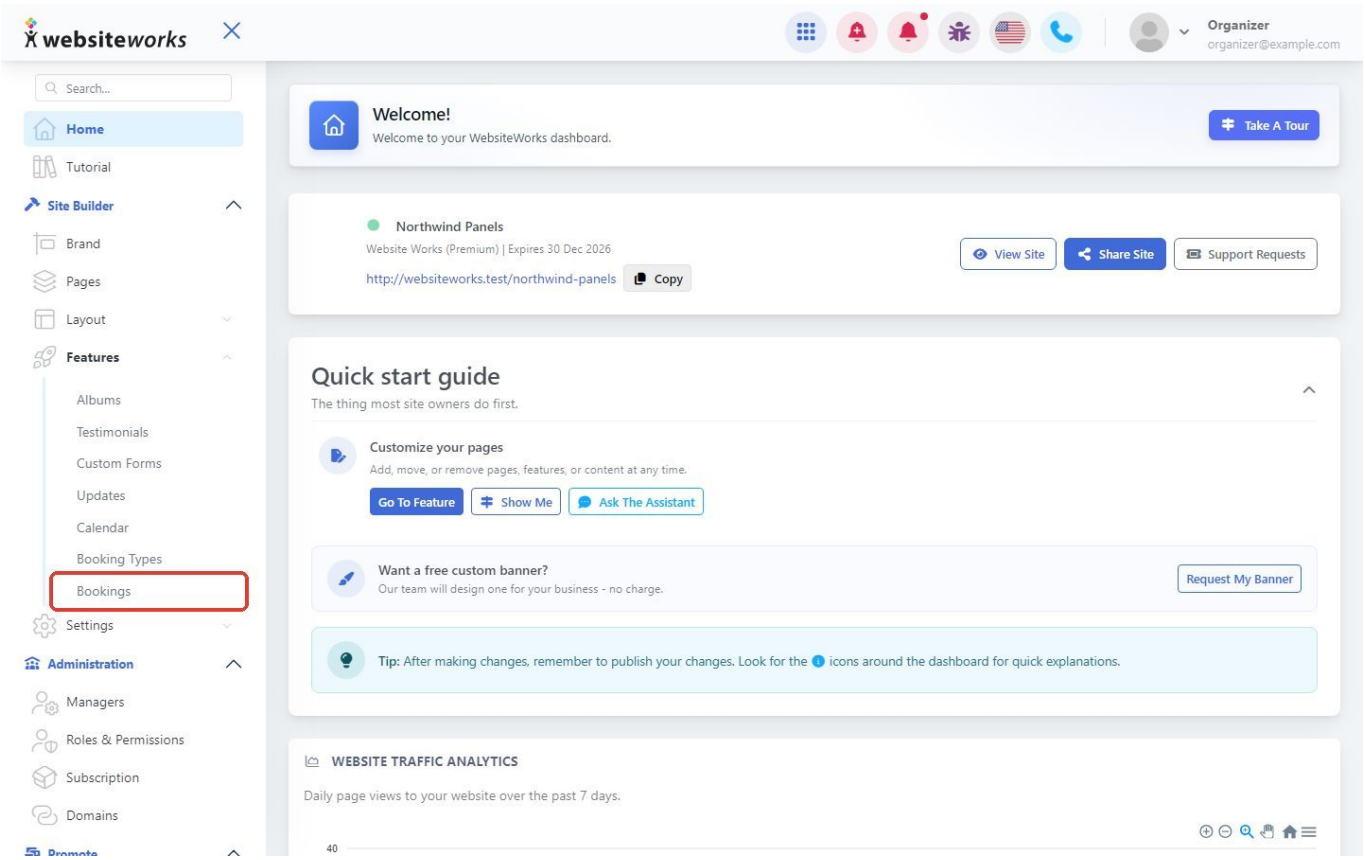
Managing and cancelling bookings

Category: Calendar
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Reading Time: 2 min

Every booking made through your website appears in **Features** > **Bookings**, on a calendar shown in your site timezone.

Step 1: Open Bookings

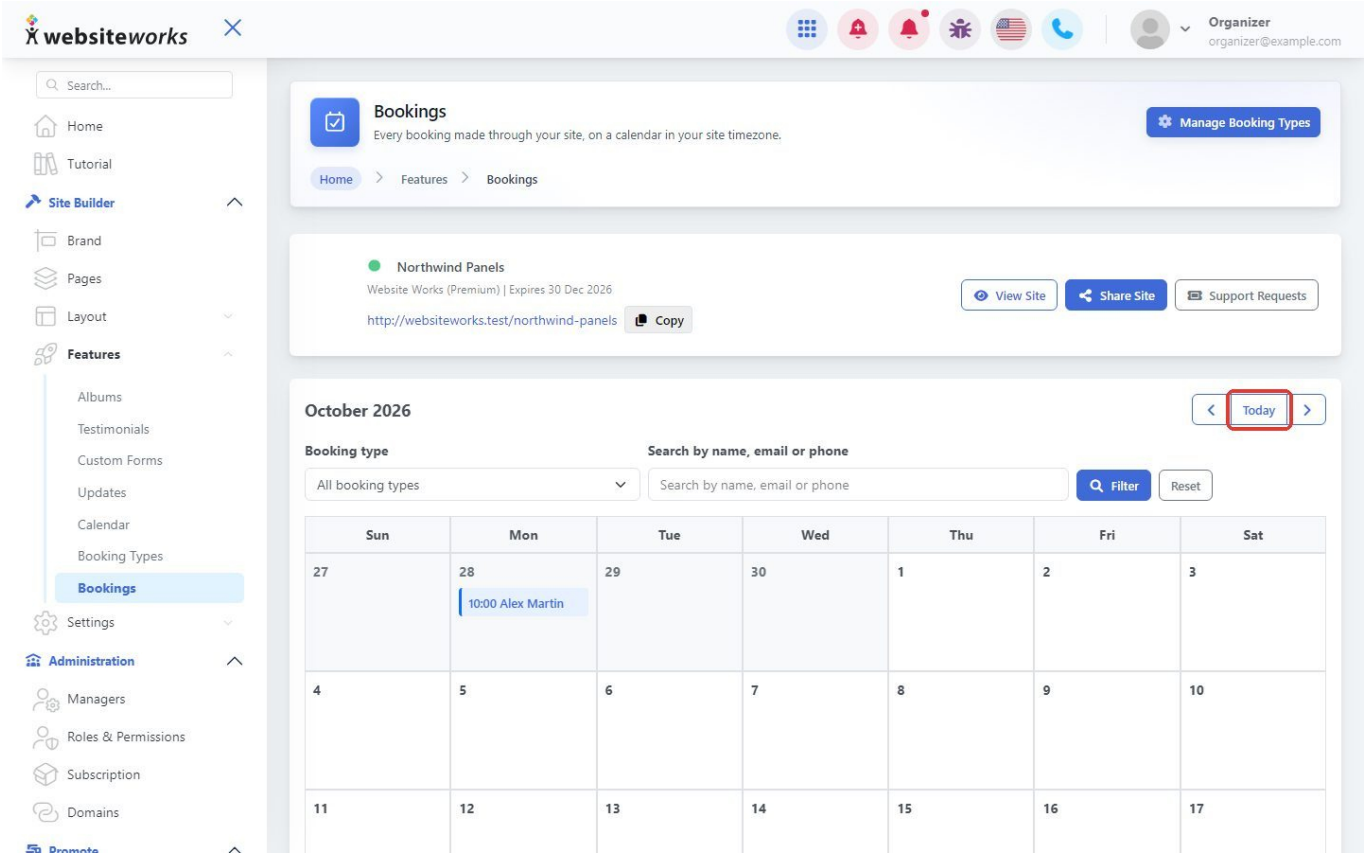
In the menu, click **Features**, then **Bookings**.



Open Features > Bookings.

Step 2: Browse the calendar

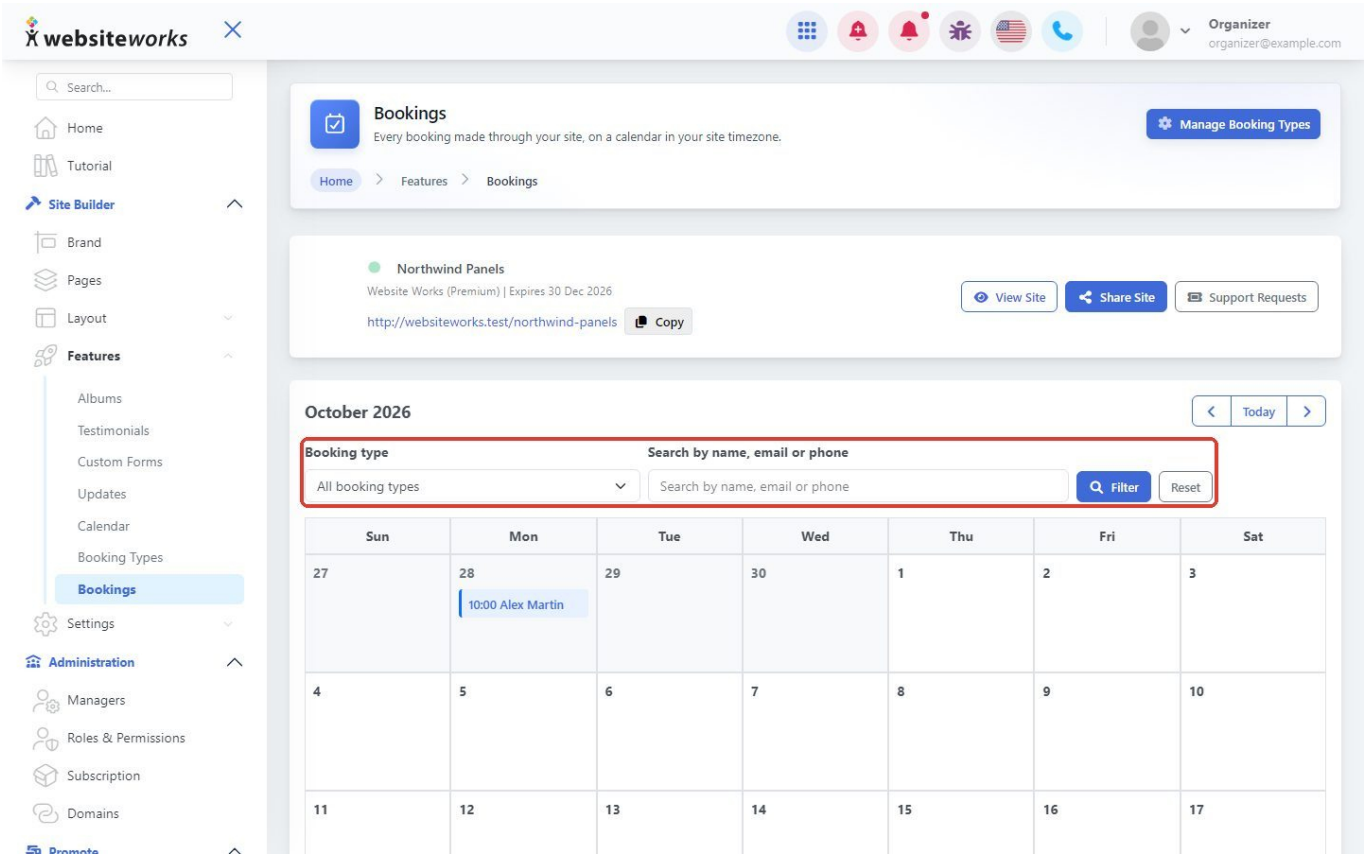
The calendar shows each booking with its start time and the visitor's name. Use the arrows to move to the previous or next month, and click **Today** to come back to the current month.



Move between months.

Step 3: Filter and search

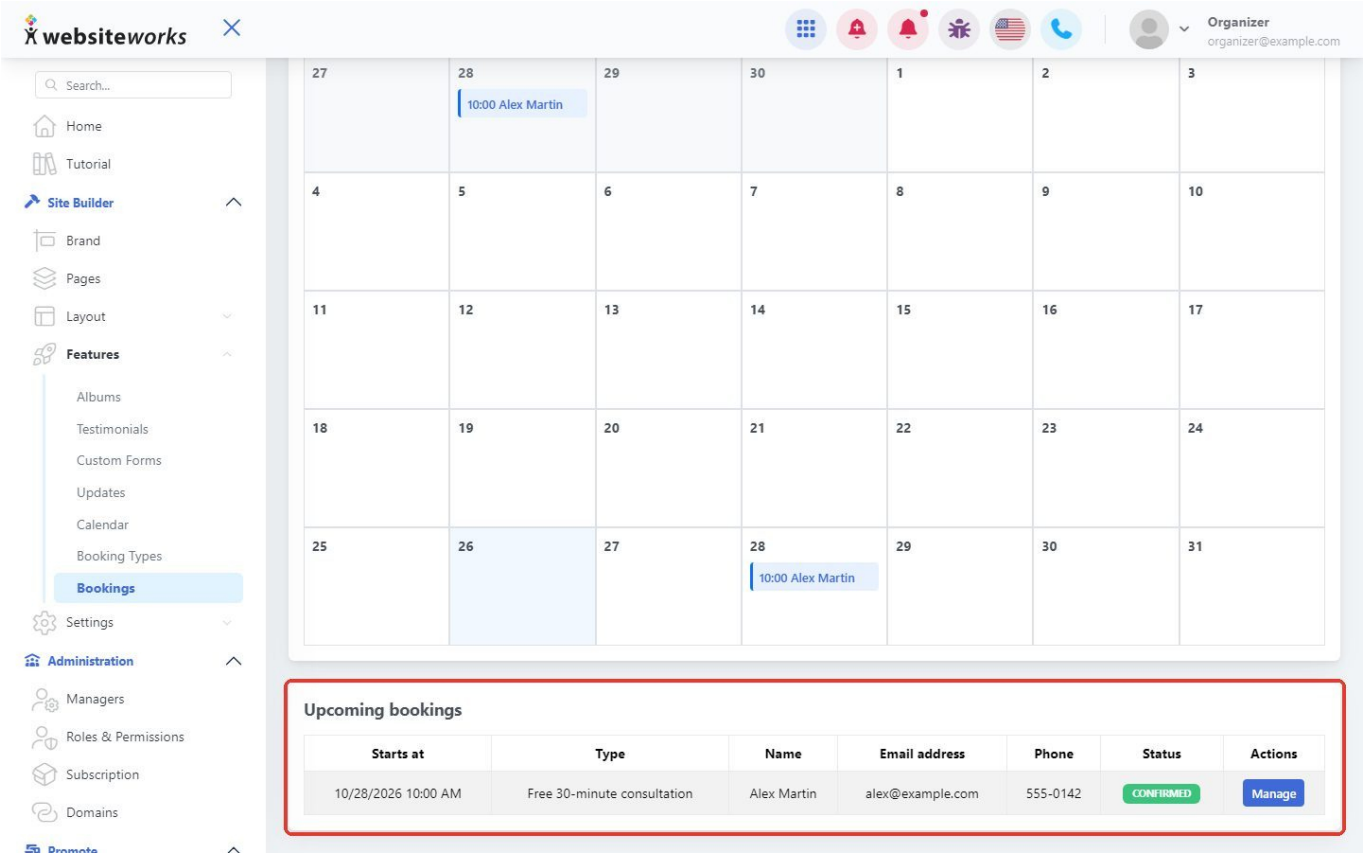
Pick a **Booking type** to see only those bookings, or type in **Search by name, email or phone**. Click **Filter**. Click **Reset** to see all bookings again.



Filter by type or search.

Step 4: See your upcoming bookings

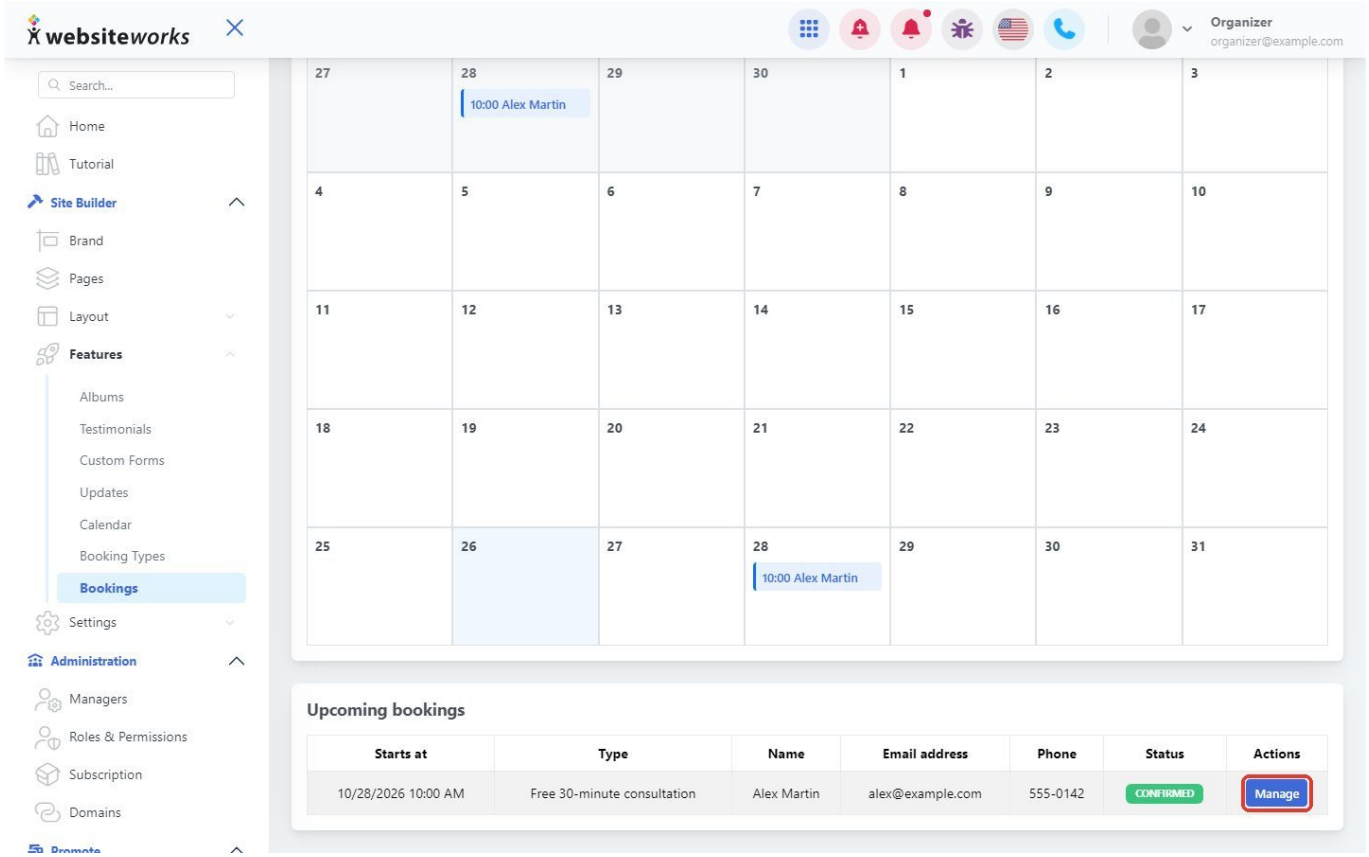
Below the calendar, **Upcoming bookings** lists the next bookings with their start time, type, the visitor's name, email address, phone and status.



Your next bookings.

Step 5: Open a booking

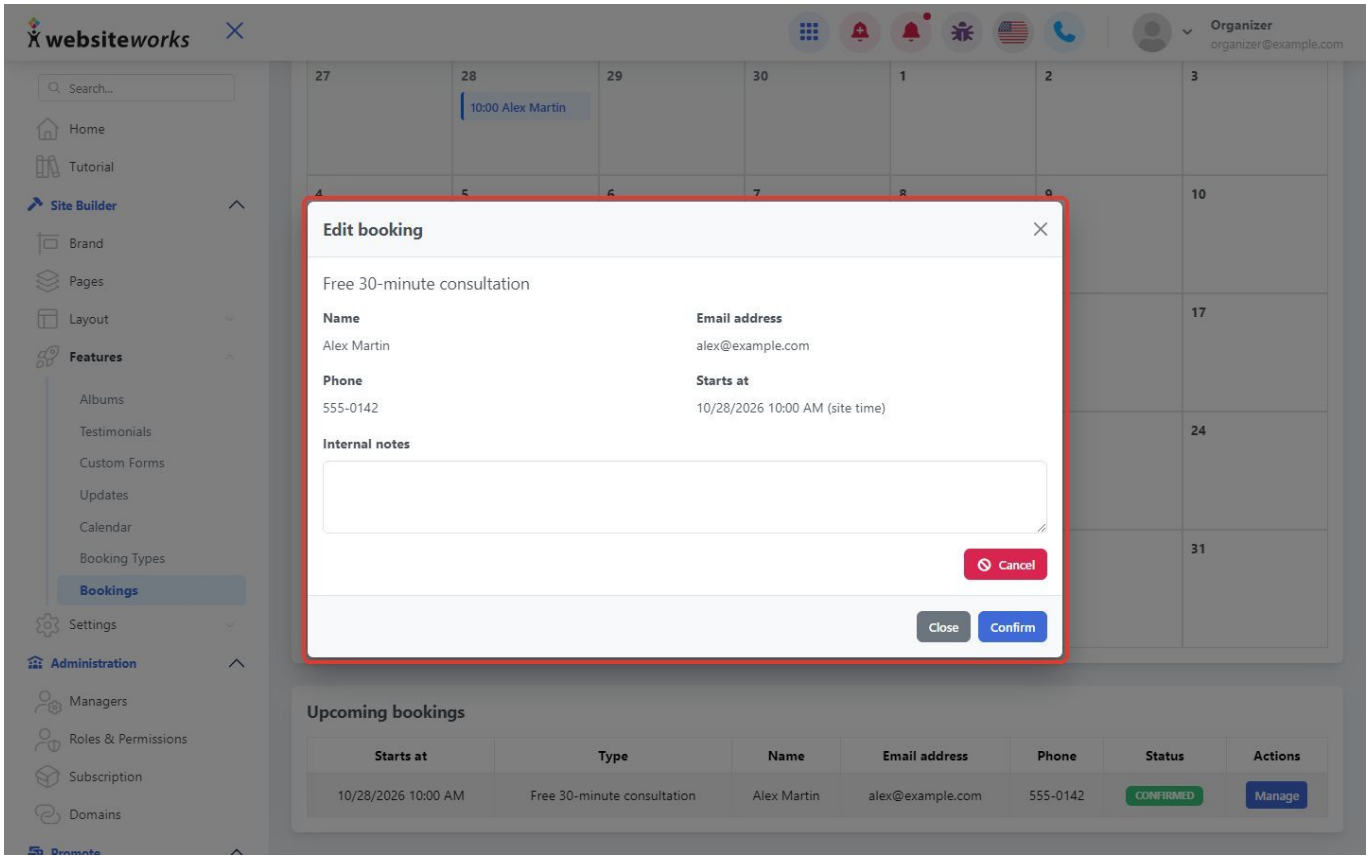
Click **Manage** next to a booking.



Click Manage.

Step 6: Check the booking details

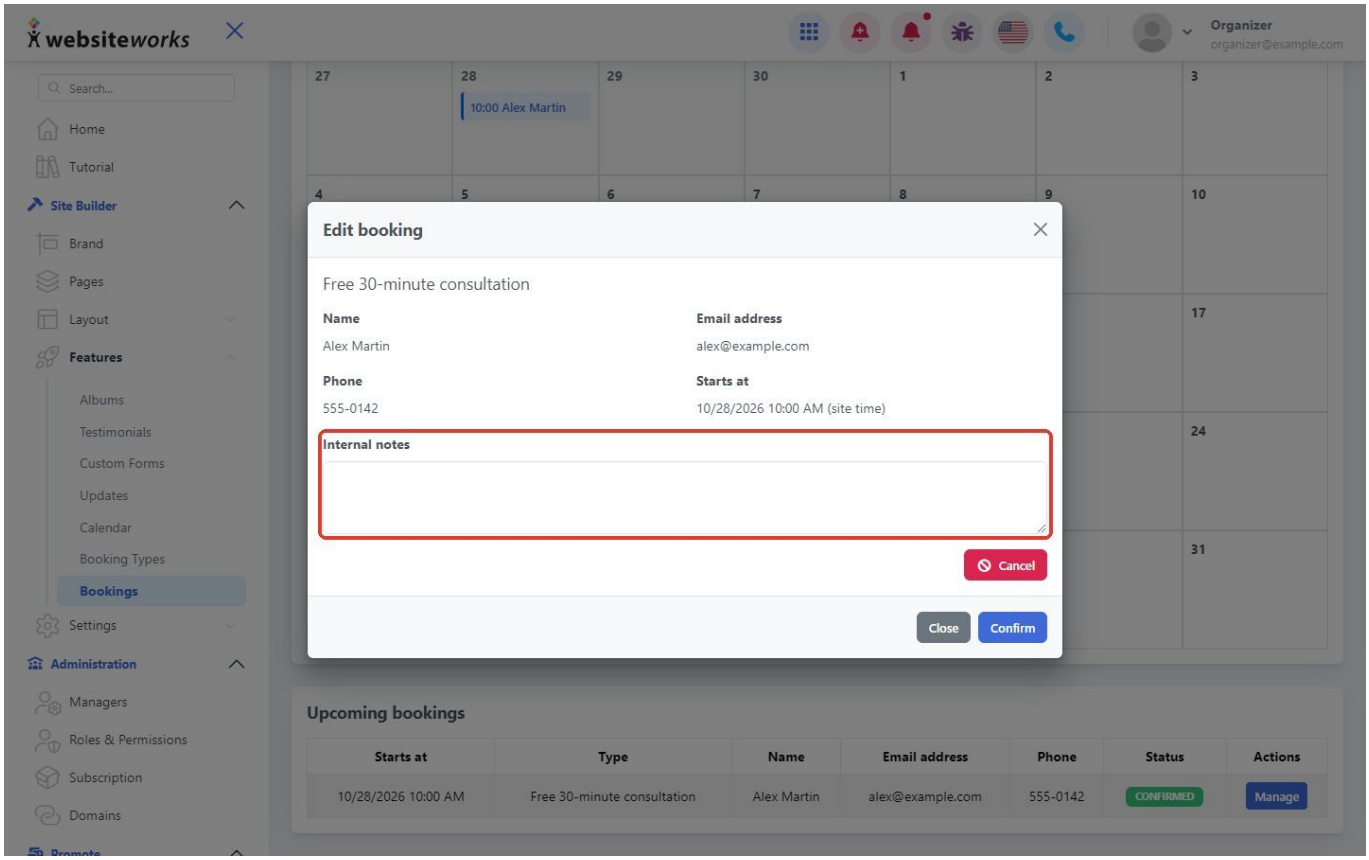
The **Edit booking** window shows the booking type, the visitor's name, email address and phone, and the start time (in your site time).



The booking details.

Step 7: Add internal notes

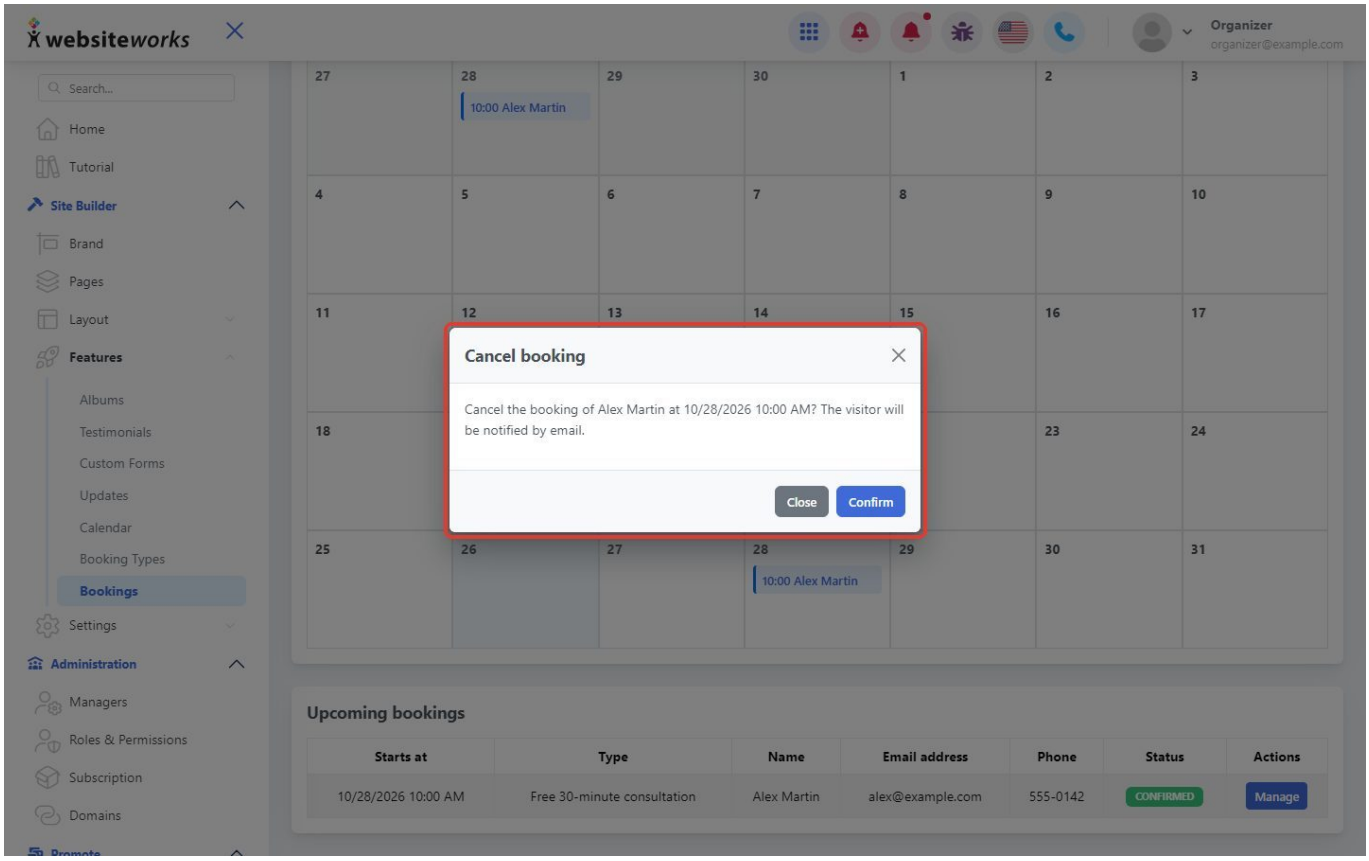
Write anything you want to remember in **Internal notes**, then click **Confirm**. Only you and your team see these notes.



Notes are for your team only.

Step 8: Cancel a booking

To cancel, click **Cancel** in the **Edit booking** window. The **Cancel booking** window asks you to confirm. Click **Confirm** to cancel the booking, or **Close** to keep it. The visitor is notified by email.



Confirm to cancel the booking.

Good to know: Visitors can also cancel online until the **Minimum notice** of the booking type. Closer than that, they need to contact you.