If you need to cancel a connected booking, it’s really easy—just open your app, go to **Bookings**, then **Upcoming**, and tap the **Cancel** button next to the booking.

Cancellations are free if you cancel at least 24 hours before the job’s start time. If it's less than 24 hours, and the reason isn’t something unforeseen like an urgent closure, a **30% cancellation fee** will apply based on the booking hours. That fee goes to the teacher who accepted the job, since they likely won’t have enough time to find a replacement booking.

Just a heads-up—if you’re cancelling because of a change in booking hours, you don’t need to cancel the whole job. Instead, feel free to message the teacher by tapping their profile icon in the app. If they’re happy with the new hours, they can simply submit the correct timesheet at the end of the booking.

We totally understand that things can change last minute in reliever work. We just encourage you to keep your centre’s cancellation rate within a reasonable range, as it can affect your future connection rate with teachers.