**Booking Status in moonstride**

*Track every booking’s stage in your sales and fulfilment workflow. The status clearly indicates if a booking is new, completed, cancelled, or confirmed—helping your team process and manage bookings accurately.*

**Table of Contents**

1. New
2. Completed
3. Cancelled
4. Confirmed

**New**

**New** is the default status for a booking. When a booking is first created—either by converting a quote or by adding a booking directly—it will appear with the status "New".

This means the booking is ready to be processed further. At this stage, you can:

* Add or confirm services
* Record customer payments
* Obtain supplier confirmations
* Update booking details

**Completed**

Set a booking’s status to **Completed** when all planned services have been added and all documentation has been sent to the customer.

This status indicates that:

* The booking process is finished
* No further internal actions are generally required

Bookings can be manually marked as “Completed” by the user when all requirements are satisfied.

**Cancelled**

A booking is marked as **Cancelled** when the entire reservation is no longer required.

* Once cancelled, no more changes can be made to this booking.
* Any services within the booking are set as cancelled, except for Credit Card Fees that have already been paid—these fees are not cancelled because they’ve already been deducted by credit card providers and are not refundable.

The status helps ensure accurate records and compliance with payment tracking.

**Confirmed**

Change the booking status to **Confirmed** when you:

* Have received confirmation from all suppliers, or
* Have received at least one customer payment
* The booking is considered secure and ready for the next steps, such as ticketing or travel fulfilment

moonstride applies the same rule: bookings are left as "New" until these confirmation steps are complete.

**Note:** The status of bookings can always be manually updated as needed to reflect your specific business process or requirements.

**Summary**

Use booking statuses in moonstride to keep your workflow clear and bookings properly tracked—from creation to completion, cancellation, or confirmation. Status changes help your team coordinate actions, maintain compliance, and support a smooth customer experience.