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From the main calendar, click on the reservation to cancel.



Click the "Cancel Entry" link from underneath the room reservation information box.



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Choose the cancellation type from the dropdown menu.



Enter the initials of the employee cancelling the reservation in the Comments box and click Submit.



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The cancellation type "Less than 24 hours" will automatically create an invoice for that customer with a charge for half the scheduled room time.



The employee can also choose the cancellation type "No Show" from the dropdown box. The system will automatically choose this category if a reservation is not checked-in within 30 minutes of its scheduled start time. If the employee chooses this cancellation type, s/he must enter his/her initials in the Comments box and click Submit.



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The "No Show" cancellation type, when created by the employee or the system, will automatically create an invoice for the customer with a charge for the full amount of room time scheduled.

