Cancel Booking

Only a confirmed or unconfirmed booking can be cancelled. Once the booking is complete or is currently active, it can't be canceled. The action buttons active on each booking depend on the status of the booking. If the Cancel Booking button is not available, then the status of the booking does not offer that option and therefore not be cancelled.

For example, a confirmed or unconfirmed booking would have these Booking Action buttons available: Cancel Booking and Clone Booking. See B ooking Action Buttons



There are three places in which you can cancel a booking:

Click images to enlarge



- Chart
- **Bookings Status**
- Send Confirmation Letter

To Cancel a Booking in any of these three places, follow these steps:

- Locate the booking in Quick Search, on the Tape Chart or in Search Bookings.
 Open the booking and the Booking Details screen will open. Use the pop-out box Cancel Booking button if you use the Tape Chart
 Go to the bottom of the Booking Data Tab and click Cancel Booking. See Booking Action Buttons
- . A message will appear asking to confirm the cancellation. Click Yes. See Figure 1.
- A screen will appear to fill-in information on who canceled the booking, contact phone and notes. See Figure 2. ٠
- An option for the User to define who initiated the Cancellation is offered. This allows the Property to set if it was initiated by the Property or the Guest.
 - *Note, if the cancellation was initiated via the MyBookings Area (used for Self Check-in), an OTA, or a GDS Agent, this setting will be automatically selected to the Guest option.
- Click Save and the Booking Cancellation Confirmation will appear. See Figure 3.
- The Booking Status will appear as "Canceled" and availability will be released .. See Figure 4.

Figure 1. Confirmation Message

# Guests:1/0/0 Book		ooking for:10-JAN-2015-11-		Room Type:Large R Bed	Room Type:Large Room with 1 King Red		Status:Confirme	
Projected Projected Inc + Cha			narges:\$112.00	ges:\$112.00 Projected Bal:\$112.00		Folio Bal:\$0.00		
Booking Data	Folio E	dit Room	A	J				
Choose Folio: F	Primary Fol	booking?		0				
Primary Folio	Primary Folio: \$0.00				E	mail Folio Print	Folio Folio to Excel	
Folio #: 3252174	4 Primary F	olio		OK Ca	ncel			
There are no op	en items i	n this folio						
Add Charge				Add Payment				
* Add Charge:	*Add Charge: Select From List 👻			Manage Cre	Manage Credit Cards			
Description:				* Type:	Select From List	-		
* Quantity:	1			Description:				
* Unit Price:	* Unit Price: \$			* Amount:	\$ 0.00			
* Amount:	\$			* Folio:	Primary Folio	-		
* Date: 08-JAN-2015				Apply Payment				
	Apply C	harge						

Figure 2. Booking Cancellation Information.

Booking Cancellation	n
Cancelled By Name: Cancel Phone #:	
Cancellation Initiated By: Comments:	✓ Property Guest
	Characters Left: 255 Save Discard and Go To Front Desk

Figure 3. Booking Cancelled Confirmation

Booking Cancelled						
Booking 20501 has been cancelled. The cancellation # is 20502C						
Go To Frontdesk Go To Tapechart						

Figure 4 Booking Header with updated Status of Cancelled.

20501 - Jones Mary							
# Guests:1/0/0	Booking for:10-JAN-2015-11-JAN-2015	Room Type:NA	Room:NA	Status:Cancelled			
Projected Inc:\$0.00	Projected Inc + Charges:\$0.00	Projected Bal:\$0.00	Folio Bal:\$0.00				