

# Cancel a booking

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There are a number of ways to cancel a Hirer's booking within BookingsPlus. This is our recommended way - it does all the cancellations, communication & credit notes (if required) in just a few clicks, meaning it's easy for you. It's also easily understood for the Hirer.

Select the **Bookings** tab.

Amend **Start Date**  **End Date**  to include the dates you are wishing to cancel.

Type your hirer's name in the search box (make sure it's the correct client incase you have a few with similar names!) and click **Go**.

The screenshot shows the 'Bookings' tab in the BookingsPlus application. The navigation bar includes Dashboard, Calendar, Enquiries (6), Clients, Bookings, Invoices (2), Payments, Reminders (14), Reports, Users, Manage, Organisations, and Venues. Below the navigation bar, there are buttons for 'New Booking', 'Excel Export', and 'VAT Bulk Edit'. The main heading is 'Bookings' with a 'Detailed' dropdown. Below this, there are filters for 'by: Space (92)', 'Category', 'Status', and 'Payment Status'. There are also date range filters for 'Start Date' (01/11/2020) and 'End Date' (30/11/2020), along with 'Clear', 'Go', and 'Cancel selected' buttons. A search box contains the name 'John' and a 'Show' dropdown is set to '20 entries'. The main table lists five bookings with columns for Date, Start time, End time, Space, Client, Bookings Value (Ex. VAT), Category, Status, Payment Status, and Booking Ref. Each row has a checkbox in the first column. The bookings are for 'John Smith (a)' at 'AWP 1 (5 aside)- 7 aside Pitch A' with a value of £50.00. The statuses are 'confirmed' and 'provisional'. The payment statuses are 'Billed' and 'Unbilled'. The booking references are #522242 and #522270. At the bottom left, it says 'Showing all 5'.

<input type="checkbox"/>	Date	Start time	End time	Space	Client	Bookings Value (Ex. VAT)	Category	Status	Payment Status	Booking Ref	
<input type="checkbox"/>	02/11/2020	10:00	11:00	AWP 1 (5 aside)- 7 aside Pitch A	John Smith (a)	£50.00		confirmed	Billed	#522242	Edit
<input type="checkbox"/>	02/11/2020	11:00	12:00	AWP 1 (5 aside)- 7 aside Pitch A	John Smith (a)	£50.00		provisional	Unbilled	#522270	Edit
<input type="checkbox"/>	09/11/2020	11:00	12:00	AWP 1 (5 aside)- 7 aside Pitch A	John Smith (a)	£50.00		provisional	Unbilled	#522270	Edit
<input type="checkbox"/>	16/11/2020	11:00	12:00	AWP 1 (5 aside)- 7 aside Pitch A	John Smith (a)	£50.00		provisional	Unbilled	#522270	Edit
<input type="checkbox"/>	23/11/2020	11:00	12:00	AWP 1 (5 aside)- 7 aside Pitch A	John Smith (a)	£50.00		provisional	Unbilled	#522270	Edit

Tick the boxes for the bookings you wish to cancel. *Note - if there are more than 20 bookings, click to show 50 or 100 entries.*

Click the **Cancel selected** button.

You will then see a pop-up allowing you to notify the customer and raise credit notes for any bookings that are Invoiced.

Bookings Invoices Payments Customers Reports

## Cancel Bookings

Notify the client(s) by email that you have cancelled these bookings?

*Notifications sent to confirmed bookings only*

Reason for cancellation(s)

Pitch not suitable for use

*This reason will be displayed on the credit note if raised*

One or more of these bookings has been billed - would you like to raise credit notes?

Notify the client(s) by email that you have raised a credit note(s)?

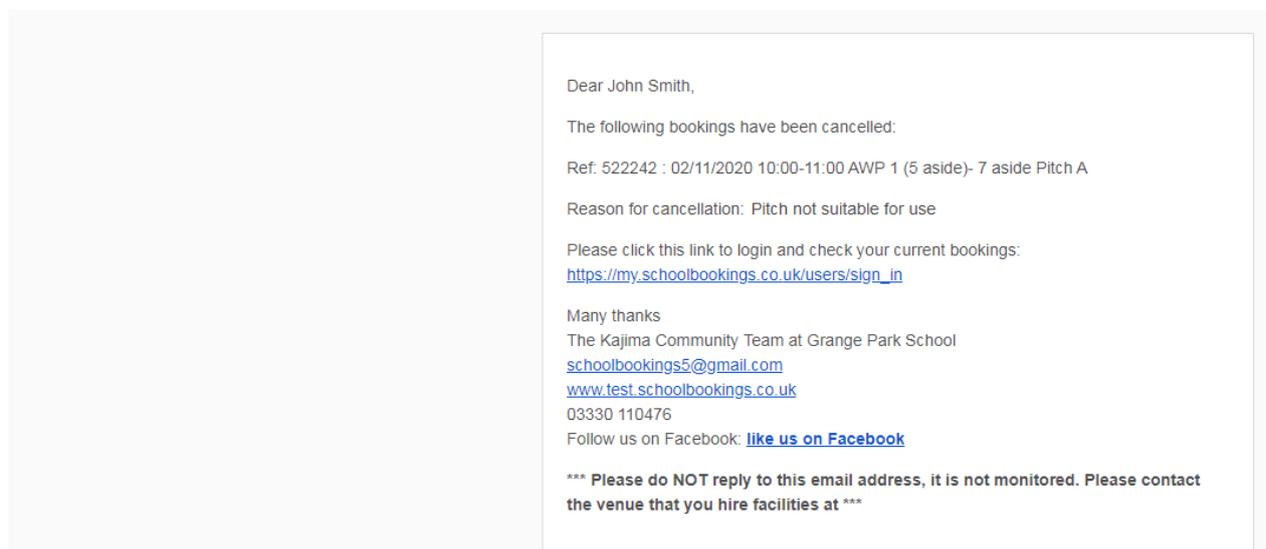
Cancel these Bookings Go Back

PITCH 2 Park FC (WK) Fitness

If you select to notify client by email, they will receive an itemised cancellation email (example below). This email is based on the standard text for your venue. It may be appropriate to amend this email for this specific occasion. See [Amend Automated Emails](#) for assistance on how to do this.

Notification of cancelled bookings 522242 ▷ Inbox x

1. Grange Park School Demo <noreply@email.schoolbookings.co.uk>  
to John ▾



If any of the bookings are billed, an option to raise credit notes is given. This raises one credit note per customer (showing all the cancelled bookings).

If a credit note is raised, this will be shown on screen & you will be able to allocate it directly to an invoice.

If you choose to not Credit note an Invoiced booking, once cancelled, it will show on the bookings tab. This will be shown by a

 on the left hand side. It will also still show on the Bookings Value Report with the Status Cancelled.

