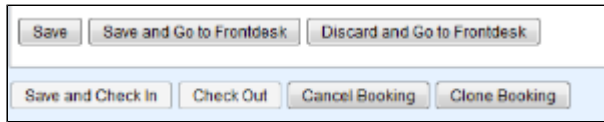


Cancel Booking

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.

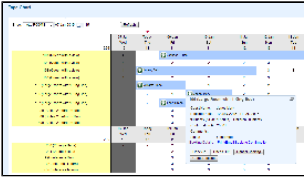
For example, a confirmed or unconfirmed booking would have these Booking Action buttons available: Cancel Booking and Clone Booking. See [Booking Action Buttons](#)



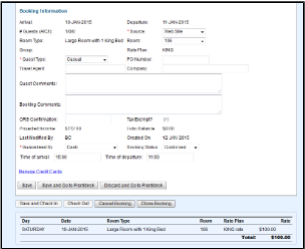
There are three places in which you can cancel a booking:

Click images to enlarge

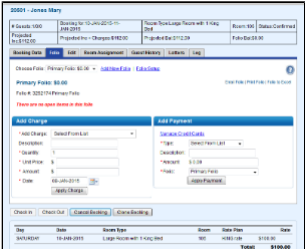
Tape Chart



Booking Data Tab



Folio Tab



Bookings

Related Functions

- [New Booking Details](#)
- [Manage Bookings on Tape 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](#).
- 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

20501 - Jones Mary

# Guests: 1/0/0	Booking for: 10-JAN-2015-11-JAN-2015	Room Type: Large Room with 1 King Bed	Room: 106	Status: Confirmed
Projected Inc: \$112.00	Projected Inc + Charges: \$112.00	Projected Bal: \$112.00	Folio Bal: \$0.00	

Booking Data
Folio
Edit
Room A

Choose Folio: Primary Folio: \$0.00

Primary Folio: \$0.00
Folio #: 3252174 Primary Folio
There are no open items in this folio

Add Charge

* Add Charge: Select From List
Description:
* Quantity: 1
* Unit Price: \$
* Amount: \$
* Date: 08-JAN-2015
Apply Charge

Add Payment

[Manage Credit Cards](#)
* Type: Select From List
Description:
* Amount: \$ 0.00
* Folio: Primary Folio
Apply Payment

Check In
Check Out
Cancel Booking
Clone Booking

Are you sure you want to cancel this booking?
OK
Cancel

Email Folio | Print Folio | Folio to Excel

Figure 2. Booking Cancellation Information.

Booking Cancellation

Cancelled By Name:
Cancel Phone #:
Cancellation Initiated By:

☒ Property
☐ Guest

Comments:

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	