

# Cancelling Booking Entries

**Summary:** This articles provides instructions on how to cancel booking entries.

**Note:** Booking entries can be cancelled at any point from Pending status till Paid status. When underpaid status, a refund can be processed as well. Note that booking can only be cancelled before Checking-in.

## To cancel a booking entry:

1. In the booking entry information page, click the **Cancel Booking** button. This will open the Booking Cancellation page:

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Admin / Bookings / Ryan Davitt 2021-07-13 / Cancel

### Booking Cancellation

Guest Information		Booking Details	
Guest Name	Ryan Davitt	Booking Type	Walk-in
Guest Type	Individual	Status	pending
Contact Person	Ryan Davitt	Check In	July 13, 2021 08:00
Address	1 Sempagala Street	Check Out	July 13, 2021 17:00
Contact Number	0994222222	Category	Non-Government
Alt Contact Number	Empty	Activity Purpose	Empty
Email	ryan@bagulo.com	Remarks	Empty
		Discount	None Chosen
		Fees	Empty

### Cancellation Details

Cancellation number\*

Cancellation date\*

Refund amount

Reason\*

2. Provide the necessary information for the booking cancellation. When done, click the **Create Booking cancellation** button. *Note that any amount provided in the Refund amount field will be ignored if the booking entry is not underpaid status (i.e. the user has not paid yet).*

- To access the list of refunds made, in the side navigation pane, click **Refunds**. This will open the list of Refunds page.

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Bill Registration Number	Bill	Payment Method	Payment Amount	Payment Status	Amount	Requested At	Created At	
2	Ryan Dearth	Magik Check	₱4,374.00	refunded	₱3,926.00	July 13, 2022	July 13, 2022 12:50	View
3	Ryan Dearth	Magik Check	₱28,200.00	refunded	₱28,200.00	July 06, 2022	July 13, 2022 14:11	View

Displaying all 2 Refunds.  
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- Refund information can be viewed by selecting the Refund entry and clicking **View**.

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Created 11 April 2022 08:27:22 by Ralph Angelo

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