

How to Cancel a Reservation

In this Article we will show how to Cancel an existing reservation.

Note: reservations created via GDS / third party channels (eg. Expedia, Booking.com, Siteminder) should be modified or canceled through the original channel. Canceling it directly may cause errors in any further updates, or commission to be paid.

First locate the reservation you wish to be canceled using **Advance Search (F3)**. Ensure the black arrow is pointed at the correct reservation. Once the reservation has been located, click **Cancel** located at the top of the screen.

Front Desk Transactions Reservations Reports System Configuration Operations Export/Import Search Help

Walk-In New Res. Change Res. **Cancel** Reservation Confirmation Guest Folio Post Charges Post Payment

	Room	Room Type	Name	Date In	Date Out	Stay	ResID	Rate	Adlt	Chld	Rate code
		EKS	Keller, Bernice	29-Apr-2020	08-May-2020	0	1004	\$390.56	2	0	*Best Available Rate
		SQQ	Smith, Dan	29-Apr-2020	30-Apr-2020	0	1022	\$150.00	2	0	*Best Available Rate
	202	SK	Jones, Melissa	04-May-2020	06-May-2020	-5	1021		2	0	Tourico Rate
>		SK	Potter, Grace	05-May-2020	07-May-2020	-6	1019	\$144.00	2	0	Corporate Standard ...
		SQQ	Banks, Jessica	22-May-2020	25-May-2020	-23	1012	\$166.67	2	0	Group Rate
	204	SQQ	Brown, Luis	22-May-2020	25-May-2020	-23	1020	\$166.67	2	0	Group Rate
		DQQ	Greenfield, Rachel	22-May-2020	25-May-2020	-23	1015	\$191.67	2	0	Group Rate
	209	DQQ	Humphries, Phil	22-May-2020	25-May-2020	-23	1011	\$191.67	2	0	Group Rate
	9000	House Account	Mahogany Run PGA, MH...	22-May-2020	25-May-2020	-23	1009	\$0.00	1	0	Manual Rate
		DQQ	McQueen, Ian	22-May-2020	25-May-2020	-23	1013	\$191.67	2	0	Group Rate
		DQQ	Pewter, Brian	22-May-2020	25-May-2020	-23	1014	\$191.67	2	0	Group Rate

In-House Arrivals Departures **Reservations** Checked Out No-Shows Cancelled Wait List Tape Chart

22-05-20

Use the **Reason** drop down menu to select the reason this reservation is being cancelled (**Note:** the list of reasons are customizable, and can be edited by going to **System Configuration > Property > Reasons tab > Cancel/Checkout Reasons**)

There are two possible options when cancelling a reservation:

1. **Cancel Res** – this will cancel the reservation without penalty
2. **Cancel & Charge** – this will cancel the reservation, and based on the property's Cancellation Policy, a penalty will apply. This penalty will be based either on a specific number of nights, a percentage of the guests stay or a fixed amount. For more information on cancellation policies, please see the article [How to Create a \(Cancellation\) Policy](#) in the System Configuration Manual.

NOTE: Assuming a Cancellation Policy is set in place for the PMS, when cancelling the reservation *outside* of the cancellation period, typically the **Cancel & Charge** button will be grayed out, as there is no penalty to be charged (See below).

R Cancel Reservation ×

Res ID 1019 **Guaranteed**

Res Date 27-Apr-2020

Date In 05-May-2020

Date Out 07-May-2020

Guest Potter, Grace

Reason

Cancellation Penalty N/A

Charges \$0.00

Deposit Total \$0.00

Post Charge

Cancel Reservation (without penalty)

When selecting **Cancel Res**, a message box will appear confirming if the Cancellation Confirmation should be printed. Select either **Yes** or **No**.

Confirm ×

 Do you want to print the cancellation confirmation?

TIP: If **Yes** was selected to print the Cancellation Confirmation, upon exiting out of the confirmation, if the guest has an email address on their profile (and the PMS is setup to send email confirmations), an option to email the Cancellation Confirmation to the guest will display. Select **Yes** or **No**.

Email Confirmation

Would you like to email this confirmation to the guest?

Email Type

Text HTML

Extra Attachment

Attach HTML copy of confirmation?

The reservation will now be cancelled, and appear on the **Cancelled** screen of the PMS.

Front Desk Transactions Reservations Reports System Configuration Operations Export/Import Search Help

Walk-In New Res. Reinstate Reservation Confirmation Guest Folio Post Charges Post Payment

Room Type	Name	Date In	Date Out	ResID	Rate	Adlt	Chld	Cancel#	Rate code
SK	Potter, Grace	05-May-2020	07-May-2020	1019	\$144.00	2	0	37356	Corporate Standard Rate

Note the cancellation number to provide to the guest.

In-House
Arrivals
Departures
Reservations
Checked Out
No-Shows
Cancelled
Wait List
Tape Chart

Cancel & Charge Reservation (enforcing penalty)

When a reservation is being cancelled *within* the Cancellation Period, as long as a Cancellation Policy is configured in the PMS, it will automatically calculate the penalty to charge, and will show up in the **Post Charge** window.

- Select a **Reason** for the reservation cancellation
- Click **Cancel & Charge**

R Cancel Reservation ×

Res ID 1004 **Guaranteed**

Res Date 15-Apr-2020

Date In 29-Apr-2020

Date Out 08-May-2020

Guest Keller, Bernice

Reason Change In Plans ▾

Cancellation Penalty \$390.56

Charges \$0.00

Deposit Total \$0.00

Post Charge 390.56

Cancel Res **Cancel & Charge** Exit

The Payments box will appear. Confirm the method of payment and the **Amount** being charged and then click **OK/Exit** below.

Payments ×

Guest

Guest Name Keller, Bernice

Res ID 1004

Date In 29-Apr-2020

Date Out 08-May-2020

Payment

Folio 1 - Bernice Keller ▾

PmtCode MC ▾

Reference Mastercard

Card # 5478891060182072 **Authorization** ▭

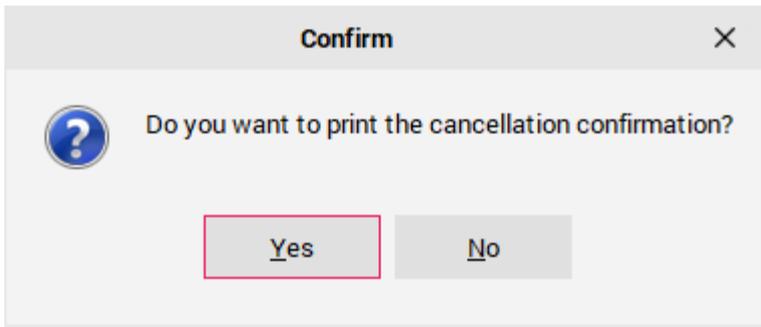
Expiry date 01-23 MM / YY Select from Credit Cards

Card Holder Bernice T. Keller

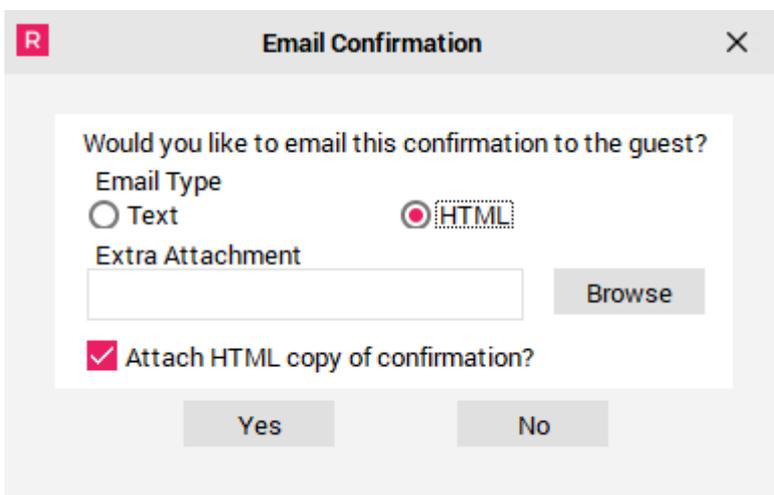
Amount 390.56 Currencies

OK / Exit **OK / New** **Cancel**

A message box will appear confirming if the Cancellation Confirmation should be printed. Select either **Yes** or **No**.



TIP: If **Yes** was selected to print the Cancellation Confirmation, upon exiting out of the confirmation, if the guest has an email address on their profile (and the PMS is setup to send email confirmations), an option to email the Cancellation Confirmation to the guest will display. Select **Yes** or **No**.



The reservation will now be cancelled, and appear on the **Cancelled** screen of the PMS. When looking at the **Folio** tab for this reservation, it will show the Cancellation Fee that was charged, as well as the corresponding payment. The **Folio** should be at a zero balance.



Room Type	Name	Date In	Date Out	ResID	Rate	Adlt	Child	Cancel#	Rate code
EKS	Keller, Bernice	29-Apr-2020	08-May-2020	1004	\$390.56	2	0	37371	*Best Available Rate

Note the cancellation number to provide to the guest.

- In-House
- Arrivals
- Departures
- Reservations
- Checked Out
- No-Shows
- Cancelled**
- Wait List
- Tape Chart

Guest Info **Folio**

0 - All Folios Refresh Select Move

#	Date	TCode	Description	Amount	Tax	Total	Voucher
1	29-Apr-2020 12:20 PM	CANCEL	Cancellation Fee	\$390.56	\$0.00	\$390.56	
1	29-Apr-2020 12:26 PM	MC	Payment: Mastercard	-\$390.56	\$0.00	-\$390.56	

Summary

Room Charge: \$0.00
Other Charges: \$390.56
Tax: \$0.00
Total: \$390.56

Credits: -\$390.56
Balance: \$0.00
Credit Limit: \$0.00
Available: \$0.00

Now Stay