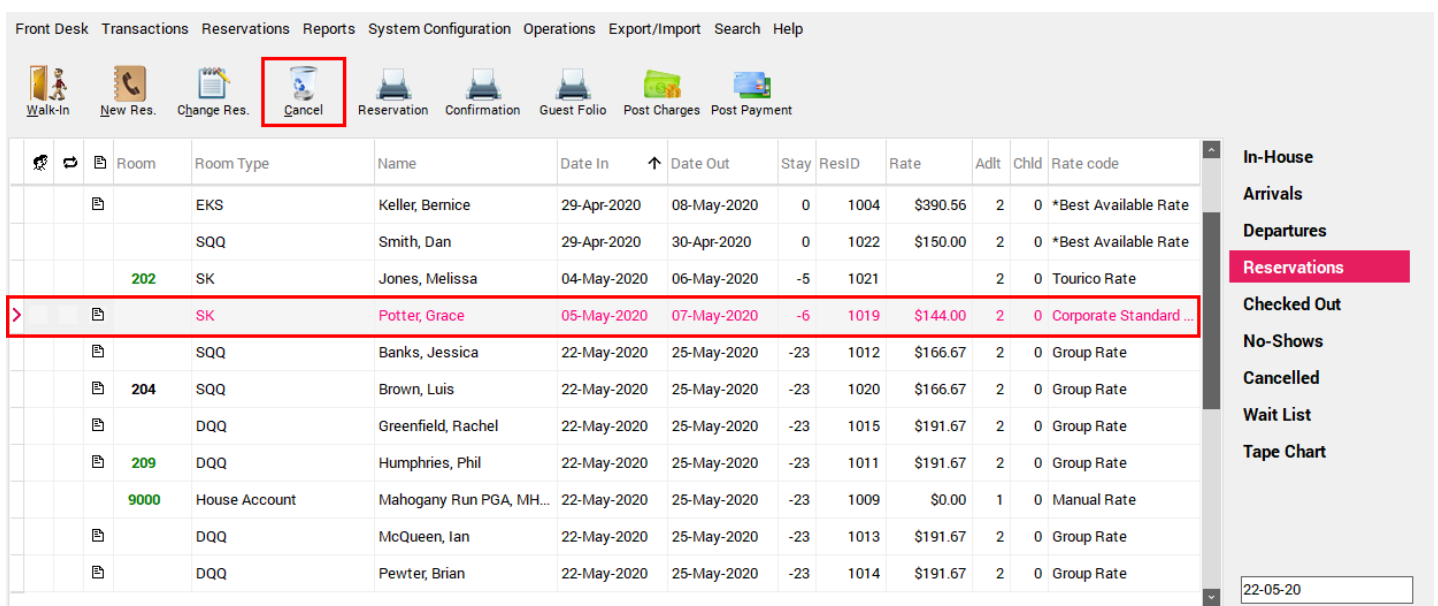


How to Cancel a Reservation

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.



The screenshot displays the PMS interface. At the top, a navigation bar includes icons for Walk-In, New Res., Change Res., **Cancel** (highlighted with a red box), Reservation, Confirmation, Guest Folio, Post Charges, and Post Payment. Below this is a table of reservations. The row for Potter, Grace (Room SK, Date In 05-May-2020, Date Out 07-May-2020, Stay -6, Rate \$144.00) is highlighted with a red border. On the right side, a sidebar menu shows options like In-House, Arrivals, Departures, **Reservations** (highlighted), Checked Out, No-Shows, Cancelled, Wait List, and Tape Chart. At the bottom right, a date field shows 22-05-20.

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

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).

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 Res **Cancel & Charge** **Exit**

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?

Yes **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**.

R

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 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

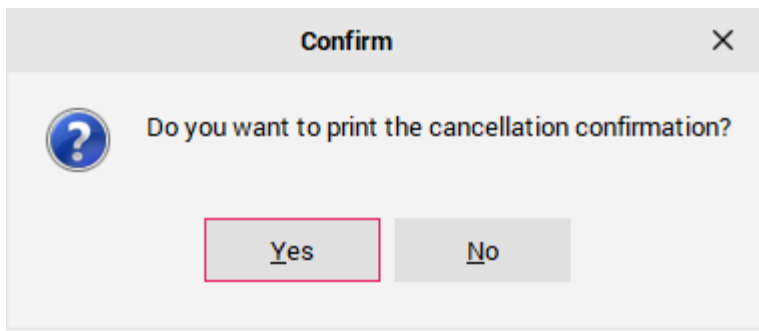
Currencies

OK / Exit

OK / New

Cancel

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

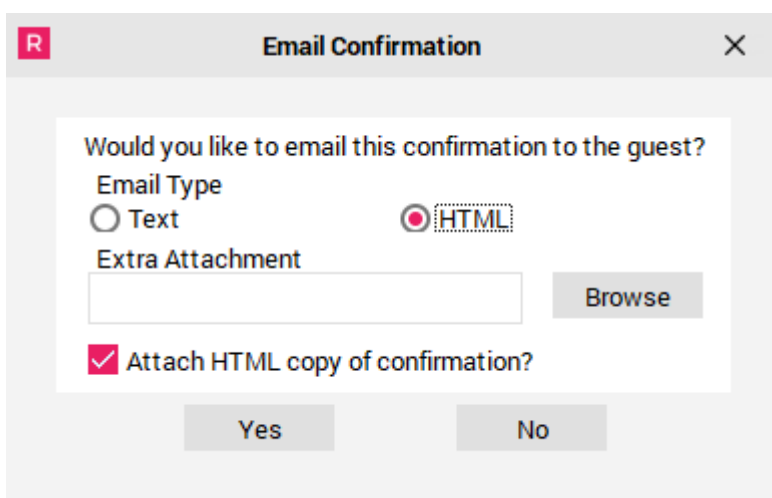
A dialog box titled "Confirm" with a close button (X) in the top right corner. It contains a question mark icon and the text "Do you want to print the cancellation confirmation?". Below the text are two buttons: "Yes" and "No". The "Yes" button is highlighted with a red border.

Confirm

Do you want to print the cancellation confirmation?

Yes 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**.

A dialog box titled "Email Confirmation" with a red square icon containing a white 'R' and a close button (X) in the top left corner. It contains the question "Would you like to email this confirmation to the guest?". Below this is the "Email Type" section with two radio buttons: "Text" and "HTML". The "HTML" radio button is selected. Below this is the "Extra Attachment" section with a text input field and a "Browse" button. At the bottom, there is a checked checkbox labeled "Attach HTML copy of confirmation?". At the very bottom are two buttons: "Yes" and "No".

Email Confirmation

Would you like to email this confirmation to the guest?

Email Type

☐ Text ☒ HTML

Extra Attachment

Browse

☒ Attach HTML copy of confirmation?

Yes 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.

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

	Room Type	Name	Date In	Date Out	ResID	Rate	Adlt	Child	Cancell#	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

\$0.00
\$0.00
\$0.00