



Cancelling an Online Booking

Following are guidelines for what to do when a customer who has booked online contacts you to cancel their booking. For offline bookings, that is, bookings made over the phone/in person etc, your own standard refund policy and procedures apply.

How do I cancel a booking that has been made online?

Customer has cancelled outside 48 hours of arrival and is entitled to a full refund:

1. Forward the booking confirmation email to cancellations@eviivo.com with a note requesting a refund for the customer.
2. In your Frontdesk® diary, right-click on the booking and select "Cancel Booking". This will open the Customer Folio and show that the room expense has been cancelled for the customer.
3. Click on the "Add Payment/Refund" button. The screen shown here will appear. The refund amount showing will be the amount the customer has already paid.
4. Change the payment method to be Credit Card.
5. Click on the "Confirm" button. The balance on the Customer Folio will now be £0.00.

Product Expenses	Tax Rate	Total	Paid	Due	Include
Triple Room (Cancelled)	17.5%	£0.00	£105.00	-105.00	<input checked="" type="checkbox"/>

Customer has cancelled within 48 hours to arrival and is not entitled to a refund:

1. In your Frontdesk® diary, right-click on the booking and select "Cancel Booking". This will open the Customer Folio and show that the room expense has been cancelled for the customer.
2. Click on the "Add Expense/Discount" button.
3. Select the expense called "Product Cancellation Fee" and enter the full value of the booking so that the balance is zero.
4. Click on the "Confirm" button. You do not need to contact Eviivo.



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