Cancelling a booked court – detailed

There are a few ways to cancel a booking. The first way is to click on the 'My bookings' tab on the booking sheet, as shown in the image below:

Book y	your court						MAKE A BOOKING MY	BOOKINGS
Please selec	ct a court and a time v	when you would like to p	lay.				View as Member	~
Thursda	y Ist August				Court 1 - Court 7	View By Date 🗸	Toda	y >
g	Court I	Court 2	Court 3	Court 4	Court 5	Court 6	Court 7	Ø
09:00								09:00
09:30								09:30

This will bring you to a list of your upcoming bookings, as shown in the image below:

Your account	Your bookings Your upcoming bookings at LTA Club.			
🖄 Your details	Date	Time	Court	
Your bookings	01/08/2019	17:00 - 17:30	Court 7	Cancel
Your courses	04/08/2019	09:00 - 09:30	Court 1	Cancel
≜≡ Your memberships				
G→ Sign out	Book a court Check availability online			

To cancel a booking, click the 'Cancel' tab adjacent to the booking you would like to cancel.

The second way is via the booking confirmation email. Within the email, there will be a link, 'click here to manage your bookings', as shown in the image below. If you click this link, a new page will open up on 'Your bookings' page where you can cancel as above.

Your booking has been confirmed.



You will be asked if you are sure you want to cancel the booking, select 'Yes' if you would like to proceed:



Users with a administrator or booking administrator role can cancel a third way. They can do this by clicking on a booking on the booking sheet, which will bring up the below overlay. They can cancel other users bookings as well as their own.

Book	ing		⊗
Categ	ory	Booking	
	2019-08	-01	
\odot	17:00 - 1	.7:30	
Ē	Court 7		
ப	Sophie (D'Sullivan	
Edit booki	ng		CANCEL BOOKING

To cancel the booking click the 'Cancel Booking' tab. You will then be taken to the cancel booking page, as shown in the image below:

Cancel booking

Category:	Booking	
Contact:	Sophie O'Sullivan	
Send email notification	Z	
Notification email text	The administrator has cancelled your booking.	
		CANCEL BOOKING

You can click the 'Back' tab to go back to the previous page or click 'Cancel Booking'. An email notification will be sent to the contact whose booking is being cancelled. There is pre-loaded text in the email but you have the options of writing a more detailed explanation in the 'Notification email text' box. If the booking being cancelled is part of a block booking, you are able to choose to cancel all the dates in the booking or just the booking date that you have selected.

If you click 'Cancel booking' you will then be shown a confirmation of the cancelled booking, as shown in the image below:

The booking has been cancelled.				
Booking Category Booking				
01 August 2019	17:00 to 17:30			
Court 7				
Book another court				

You can now click 'Book another court' to be taken to the booking sheet.