

Reject, cancel or propose another slot for a booking

Handle a booking beyond approval: reject it with a message, move the slot, cancel it or record a no-show.

4 min · Available · 2026-09-26

Before you begin

- ✓ You need Manage booking operations; cancelling with refund also needs Refund bookings.

1 STEP 1 OF 4 · 30 S

Open the booking

Open **Spaces** → **Bookings** and select the request. In the side column, the **Decide** card offers **Approve**, **Propose alternative slot** and **Reject with message**. If it clashes with another booking, a notice says so and the button becomes **Approve anyway**.

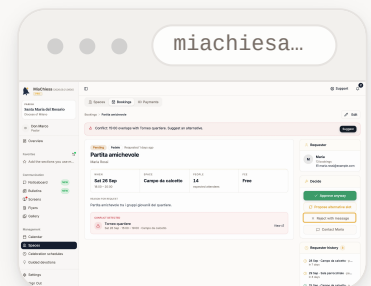


Fig. 1 The Decide card appears only for pending requests.

2 STEP 2 OF 4 · 1 MIN

Reject with a message

Select **Reject with message** and write the reason (optional): the requester will read it. Confirm with **Reject**.

To move the time use **Propose alternative slot** instead: the booking editor opens, where you pick the new slot and select **Save changes**.

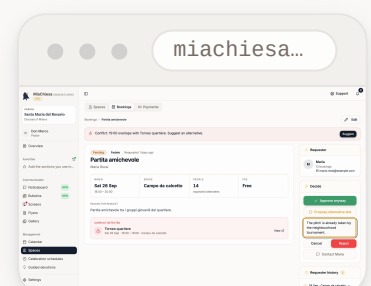


Fig. 2 A clear reason avoids repeated requests.

3

STEP 3 OF 4 · 30 S

Check the outcome

Booking rejected appears and you return to the list: the request is no longer among those to approve.

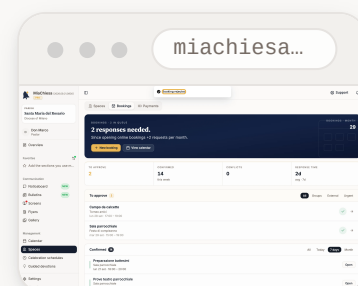


Fig. 3 Rejecting frees the requested slot.

4

STEP 4 OF 4 · 1 MIN

Cancel or record a no-show

On an approved booking, the **Cancel booking** card cancels it and frees the space; if it was paid online, **Cancel and refund** shows the amount according to the refund policy.

After the booking has ended, **Mark as no-show** records that nobody came: the booking becomes **No show** and stays in the history.

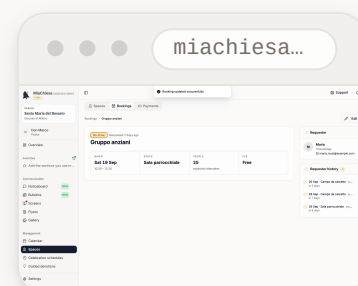


Fig. 4 No show stays in the requester's history.

What you have achieved

- ✓ The booking is rejected, moved, cancelled or marked as a no-show.
- ✓ The space is freed when the booking is rejected or cancelled.

Troubleshooting

I can't see the Decide card

It appears only for pending bookings and if you have Manage booking operations.



I can't see Mark as no-show

It appears only after the end time of an approved booking.



I see "This time slot is already booked. Please choose another."



The new slot overlaps another booking: pick a different one.