

Cancel your space booking

Withdraw a booking request that is still pending from My bookings, or cancel a booking paid online with a refund.

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Before you begin

- ✓ Sign in with the account that made the booking.
- ✓ You can cancel a request still awaiting approval yourself; a confirmed booking paid online is cancelled with a refund.

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STEP 1 OF 4 · 30 S

Open your bookings

Open **My bookings** from the **Spaces** section. Under **Upcoming bookings** you find your current requests with their status, for example **Pending** or **Approved**. Tap the one to cancel.

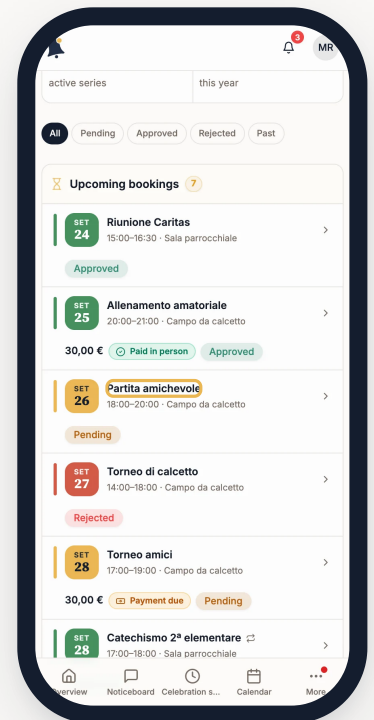


Fig. 1 The status tells you whether you can still cancel yourself.

2 STEP 2 OF 4 · 30 S

Choose Cancel

On the booking page, a request still awaiting approval shows **Awaiting approval** and, at the top, the **Cancel** button.

Booking paid online

If the booking is already confirmed and paid online, **Cancel and request refund** appears instead of Cancel: the window shows how much you will get back and you confirm with **Cancel and refund**.

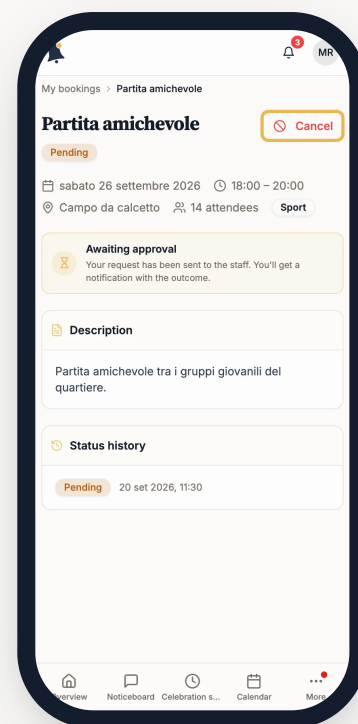


Fig. 2 Cancel appears only while the request is pending.

3 STEP 3 OF 4 · 30 S

Confirm the cancellation

The window asks "Are you sure you want to cancel this booking?". Tap **Cancel booking** to confirm, or **Close** to keep it.

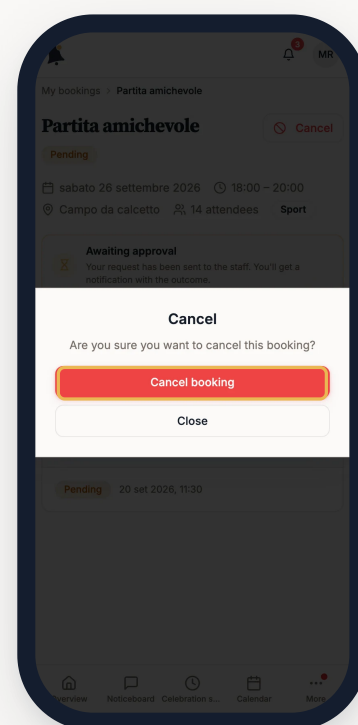


Fig. 3 The cancellation takes effect immediately.

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STEP 4 OF 4 · 30 S

Check the result

Booking cancelled appears and you go back to the list: the booking moves to **Past** with the **Cancelled** status.

For a recurring booking, its page lists the active occurrences: select them with the checkboxes and use **Cancel 2 selected** (the number follows your selection), or the bin next to a single date.

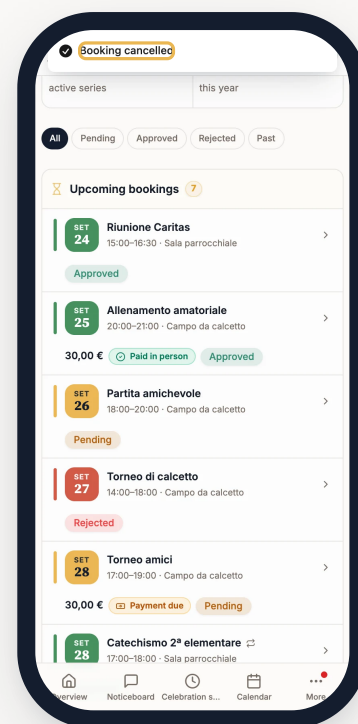


Fig. 4 The cancelled booking stays visible under Past.

What you have achieved

- ✓ The booking is cancelled and you find it under Past with the Cancelled status.
- ✓ If it was paid online, the refund has started.

Troubleshooting

I can't see the Cancel button



The booking has already been confirmed: if you paid online use Cancel and request refund, otherwise contact the community office.

I see "Error cancelling booking"



The booking was not cancelled: check your connection and try again.