

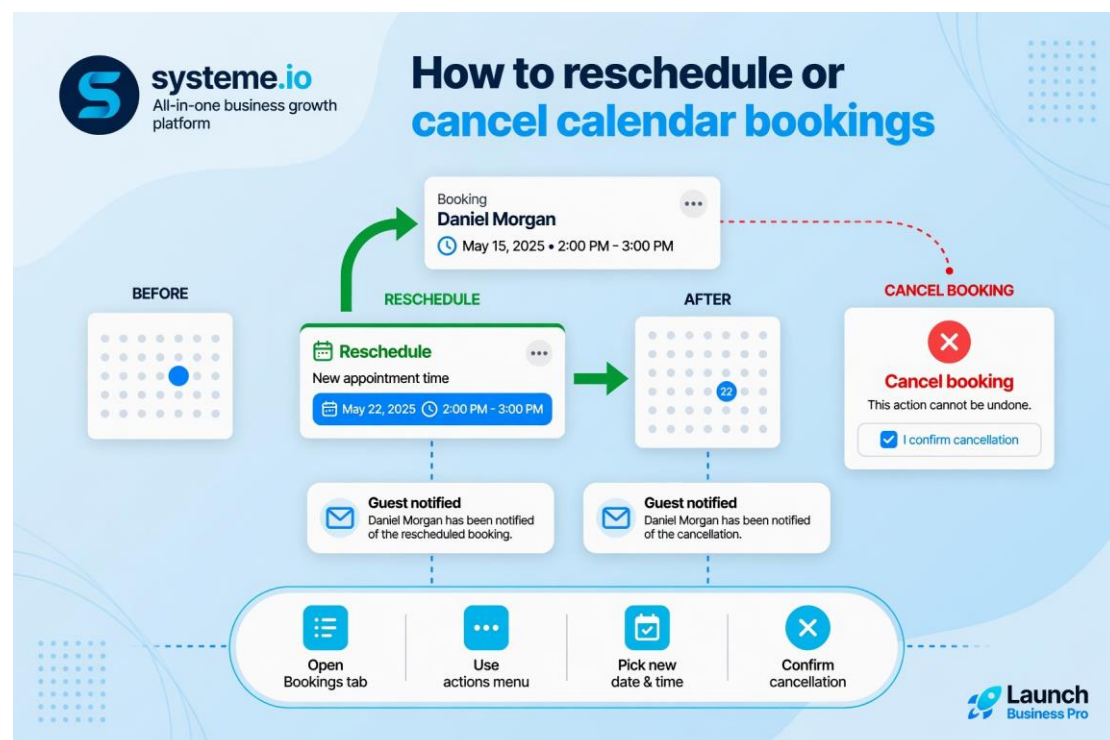
How to Reschedule or Cancel Calendar Bookings

Introduction

Plans change—for you and for your clients. A conflict appears on your calendar, a guest needs a different time zone–friendly slot, or someone must cancel before a paid session. Handling reschedules and cancellations cleanly protects your reputation and keeps your Bookings list accurate.

On systeme.io, you can **reschedule** or **cancel** appointments from the host side in **CRM** → **Calendar** → **Bookings**. Invitees can also use buttons in their **confirmation email** to reschedule or cancel, within the rules you set on each event.

This guide walks through accessing your bookings list, moving appointments to new times, canceling with confirmation, guest self-service options, and what happens after each action.



Accessing Your Bookings List

Before you change any appointment, open the central list:

1. Click **CRM** in the menu bar.
2. Select **Calendar**.
3. Open the **Bookings** tab.

Here you see upcoming and past reservations with event name, timing, and guest details. Use filters or date ranges when your volume grows so you can find the correct row quickly before using the actions menu.

Note

For a broader overview of the Bookings tab (filters, details, and daily workflow), see the dedicated manage bookings guide in Related Resources below.

Reschedule a Booking (Host)

To move an existing booking to a new date or time from your dashboard:

1. Locate the booking in the **Bookings** list.
2. Click the **three-dots menu** (...) on that row.
3. Select **Reschedule booking**.
4. In the calendar window, choose a new **date and time** that respects your availability.
5. Click **Apply** to confirm the selected slot.
6. Click **Reschedule booking** again to finalize the change.

Once confirmed, **both you and the invitee** receive an email with the updated appointment details. Reminder emails tied to the booking can align with the new time so neither party relies on outdated information.

Tip

If no slots appear in the reschedule window, review availability, time-off blocks, buffers, and daily limits on the event or in the Availability tab before offering manual alternatives to the guest.

Reschedule a Booking (Invitee)

Guests do not need to email you for every time change if self-service is enabled through notifications.

The **booking confirmation email** the invitee receives includes a **reschedule** button at the bottom. When they click it, they can pick a new slot according to your event settings and availability.

After they complete the flow, you and the invitee are notified with the rescheduled details—keeping your systeme.io Bookings tab in sync without duplicate manual updates.

Cancel a Booking (Host)

To cancel from the host side:

1. Find the booking in the **Bookings** tab.
2. Open the **three-dots menu** (...).
3. Select **Cancel booking**.
4. In the confirmation popup, click **Confirm** to finalize.

After confirmation, **you and the invitee** receive an email about the cancellation. The time slot is freed according to your calendar rules so other guests may book it if it still falls within availability.

Important

Canceled bookings cannot be modified or rescheduled. Once canceled, the Reschedule option is no longer available for that entry. If the client still wants a meeting, they must place a new booking through your calendar page or funnel.

Cancel a Booking (Invitee)

The invitee's confirmation email also includes a **cancel** button. Clicking it opens a quick confirmation step; when they confirm, the cancellation is processed automatically.

Whether a guest can cancel at the last minute depends on settings you configured on the event—for example a **cancellation deadline** (such as 24 hours before start) versus allowing cancellation until the meeting begins (0 hours). Set these rules when you create or edit calendar events so expectations are clear on your booking page and in emails.

Event Rules and Notifications

Rescheduling and canceling do not happen in isolation—they interact with how each event was built:

- **Minimum notice period** — how far in advance new bookings must be made.
- **Cancellation deadline** — how close to start time invitees may cancel.

- **Confirmation and reminder emails** — sent to host and invitee around booking, 24-hour, and 1-hour reminders where configured.

When a booking is rescheduled, updated confirmations help both parties; canceled bookings stop further reschedule actions on that reservation. Configure event rules under Calendar → Events so host and guest actions stay consistent with your policies.

After You Reschedule or Cancel

- Verify the booking row in **Bookings** shows the new time or canceled status.
- Check your connected **Google Calendar** or meeting link behavior if you use integrations.
- For paid sessions, handle **refunds or credits** outside or alongside cancellation according to your business policy—calendar cancellation does not replace your payment terms.
- Optionally remove old canceled or past entries from the list when the interface allows deletion of canceled or past bookings for a cleaner view.

Troubleshooting

Issue	Possible Cause	Recommended Solution
No Reschedule option	Booking already canceled or past	Canceled bookings cannot be rescheduled; ask the guest to book again.
Guest cannot cancel from email	Cancellation deadline passed	Review event cancellation deadline; host may cancel from Bookings if appropriate.
No slots when rescheduling	Availability or time-off	Adjust availability or pick another day; communicate with the guest.
Guest did not receive update email	Spam or wrong email on booking	Check contact email in CRM; ask guest to check spam; send manual confirmation if needed.
Duplicate notifications from Google Calendar	External calendar also emailing guests	Review Google Calendar notification settings alongside systeme.io emails.

Frequently Asked Questions

How do I reschedule as the host?

Bookings tab → three-dots menu → **Reschedule booking** → choose slot → **Apply** → confirm.

How do I cancel as the host?

Three-dots menu → **Cancel booking** → **Confirm** in the popup.

Can invitees reschedule or cancel themselves?

Yes, via buttons in the confirmation email, within your event rules.

Do both parties get emails?

Yes—reschedules and cancellations typically notify host and invitee after confirmation.

Can I undo a cancellation by rescheduling?

No. Create a new booking instead; canceled appointments cannot be reopened for reschedule.

Related Resources

- [How to Manage Your Calendar Bookings](#)
- [How to Set Up Your Calendar Events](#)
- [How to Set Your Calendar Events Availability](#)
- [How to Use the Booking Calendar Feature on **systeme.io**](#)
- [How the **systeme.io** Affiliate Program Works](#)

Run scheduling, funnels, and CRM together on [systeme.io](#).

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