

Cancel Reservation

To cancel a reservation you must know the reservation number.

Select Reservation to cancel:

Reservation Basics			Trip Details			Payment History	
	Rate Type	Unit Cost	Qty	Date Received	Amt Received		

Are you sure you want to cancel this reservation?

Enter the reservation number or select the reservation number from the dropdown list. Details of the reservation are displayed. At the bottom of the form, the question “Are you sure you want to cancel this reservation” will display. Select Yes or No. If you select Yes, and you have already received money on the reservation, you will receive this message:

Deposits Have Already been Received. This reservation should be saved to the Cancelled Reservation File.

Press OK.

Next, you will be prompted with the message:

Include in Cancelled Reservation File?

If you answer No, the reservation will be cancelled and no records will remain except for the client record.

If you answer Yes, you will be allowed to see the following form:

Reservation Cancelled On:	7/5/2010
Payments received to date:	\$1,000.00
How much will be kept?	\$0.00
How much will be returned?	
Method of Return Payment:	
Reason for Cancellation:	

OK CANCEL

The cancellation date will default to “today”. Total deposit received will display. Enter the amount of deposit that will be kept (forfeited) and Lodge-ical™ will calculate the amount of deposit to be returned. Select a method of return payment and enter the reason for cancellation. Press OK. The amount of return deposit will be stored in Lodge-ical as a negative payment amount with a payment category equal to CXL REFUND.

Press the button labeled CANCEL if you want to undo the entire process. If you press CANCEL, the reservation will still be considered active.

ATTENTION: You CAN NOT reverse a cancellation.