How to Reschedule or Cancel a Shop Booking Appointment

Shop Bookings · https://haircutnow.com/docs/how-to-reschedule-or-cancel-a-shop-booking-appointment/

Package requirement: Shop Bookings is included only with **Shop Complete**.

Update existing appointments from the selected provider’s appointment list.

Reschedule or change the service

1. Open **Booking → Appointments**.
2. Choose the correct **Team member**.
3. Find the appointment and open **Edit appointment**.
4. Choose the named **Service** and update **Date and time**.
5. Update **Private notes** if needed.
6. Choose **Save appointment**.
7. Wait for **Saved.** and verify the revised appointment.

Use the displayed shop time zone. If the system reports a conflict or an outdated record, reload the appointment before trying again.

Reassign to another team member

Open **Reassign staff**, then choose an available qualified team member. The time, service, and payment stay the same. Select an available email/text notification option, or confirm that you will notify the customer directly. Save and check the resulting appointment. If the result is uncertain, use **Retry reassignment** for that same change.

Cancel an appointment

Find the correct customer, service, and time, choose **Cancel appointment**, and review the confirmation before proceeding.

Check that the appointment is no longer shown with editable active-booking controls.

Notify the customer

Confirm the changed details with the customer through your usual contact method. Do not assume every reschedule or cancellation sends a push, text, or email.

Turning a provider’s booking off or adding time off is separate from canceling an existing appointment.