Shop Bookings Setup, Access, and Appointment Troubleshooting

Shop Bookings · https://haircutnow.com/docs/shop-bookings-setup-access-and-appointment-troubleshooting/

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

Start by checking the shop name, selected team member, and the exact message on screen.

Booking is missing or access is denied

Confirm the business has Shop Complete and you are signed in to the correct account. Managers need **Booking management** permission.

Setup is not ready

If the shop’s booking connection is still being prepared, finish any requested setup under **Products → Shop Complete** and retry. If it remains unavailable, contact support.

An ownership message means the shop connection needs review. A setup error needs attention, while a package-access message means the active plan could not be verified. Check the account and package before contacting support; do not create another shop or purchase a duplicate plan.

A provider or service is missing

Check **Team** for the correct account link and booking status. Check **Services** for assignment and activation, then review weekly hours and time off.

An appointment cannot be saved

Check the team member, named service, date/time, and displayed shop time zone. Refresh after a conflict or outdated-record error before trying again. If a save was interrupted, look for the appointment before submitting it again.

The appointment list is empty

Verify the selected team member, calendar month, From/Through dates, search, and status filters. Clear filters or load more results when offered.

Contact support

Include the shop name, affected provider, action attempted, exact error message, and approximate time. For an appointment issue, include its date and time. Avoid sending passwords or unnecessary customer details.