



Cancel booking rule control

System have following control to handle cancel booking, select the rule to activate the control

Not allow cancel and remove booking when any following 1 rule matched :-

- Not allow cancel and remove booking within 24 hours
- Not allow cancel and remove same day booking within 2 hours
- After 03:00 pm not allow to cancel and remove next day booking before 06:00 pm
- Not allow cancel and remove booking when member cumulative cancel booking > 0 times (= days)
- Not allow cancel and remove booking when member cumulative no show booking > 0 times (= days)
- Not allow cancel and remove booking when member cumulative cancel + no show booking > 0 times (= days)

Can select more than 1 rule, if any selected rule is matched, user cannot cancel or remove booking

Besides control, system provide exception function, select the exception to activate

Exception :-
Authorised users (Setup at staff master)

- Booking create within 1 hrs
- Booking lastupdated within 1 hrs
- Booking treatment purchased before 1 / Oct / 2019

Booking create within [1] hour and Booking lastupdated within [1] hour

These 2 exceptions allow company to handle short time bookings.

Booking treatment purchased before [1-Oct-2019]

This exception provide convenience to company to announce the cancel booking rule will implement strictly starting from this contract. Contract committed before will be handled with flexibility.

System allow to setup authorized users that can override the cancel booking rule control

At Staff > Staff > Select staff > Edit > User > Booking authority > Override cancel booking rule

Override cancel booking rule Yes

Select Yes to setup user to authorized user

At Booking > Therapist table

Booking

Page Menu

Date: 11-Sep-2019 | Shop All | Table Display | New Member

Shop: CWB | Member: WeM-00035HK | Sign Inv | Ms Christy Man / CWB

R | A | F | SMS | M | T | Book | My Account | Campaign | History | Installme

Time	A Vikki	D Gary	A Lee	A Anna	A Joan	A Lisa
11:00		WeM-00035HK •Ms Christy Man •Unspecified room •Confirmed •1354 •Gary (S002) •11:00-12:00 •Unspecified treatment				
11:15						
11:30						
11:45						
12:00						
12:15						
12:30						
12:45						
13:00						
13:15						
13:30						
13:45						
14:00						
14:15						

Same Day Move | Date | Purchased Treatment | Treatment | Therapist | Room

Available therapist | Available room | Available equipment | Available time

Shop	Booking ID	Status	Arrived time	Date	Booking time	Treatment	Therapist	Room	Create bo
CWB	1354	Confirmed		11-Sep-2019	11:00 - 12:00	Unspecified treatment category	Gary	Unspecified	Ivy Lee(be

Member group | Member code | Member name | Tele

Back | Modify | Reconfirm | Arrive | Ready | ****Control : User Not allow cancel and remove booking within 3 hours**** | No Show | Finish | Remark

In case of system not allow cancel and remove booking, system will display suitable alert



At Booking > Search

Booking search



Booking search results							
Booking ID	Date	Time	Member code	Member name	Treatment code	Treatment name	Status
1354	11-Sep-2019	11:00 - 12:00	WeM-00035HK	Ms Christy Man			Confirmed

[Back](#) [Search Again](#) [Print](#) [Excel](#)

Treatment count : 1
 Treatment receipt count : 0
 Member count : 1

Booking ID	Status	Arrived time	Booking date	Booking time	Treatment	Therapist	Room	Create booking staff
1354	Confirmed		11-Sep-2019	11:00 - 12:00	Unspecified treatment category	Gary	Unspecified room	Ivy Lee(beauty)
Member group				Name				
New Member				Ms Christy Man				

Modify | Reconfirm | Arrive | Ready | ****Control : User Not allow cancel and remove booking within 3 hours**** | No Show | Finish | Remark |

In case of system not allow cancel and remove booking, system will display suitable alert

At R panel

Member code	Member name	Tel	Action	Booking time	Therapist
WeM-00035HK	Christy Man	98712345(M)	Reconfirm	11:00 - 12:00	Gary (S002)

Member count: 1, Booking count: 1

In case of system not allow cancel and remove booking, system will display suitable alert

At A panel

Member code	Member name	Tel	Action	Booking time	Therapist
WeM-00035HK	Christy Man	98712345(M)	Arrive **Control : User Not allow cancel and remove booking within 3 hours** No Show	11:00 - 12:00	Gary (S002)

Member count: 1, Booking count: 1

In case of system not allow cancel and remove booking, system will display suitable alert