

Online bookings quickstart

How online bookings work, how to add a service, change the calendar, manage bookings, handle emails and time zones, and refund a paid booking.

Add-on Bookings

Online bookings are an add-on. If your site doesn't have them yet, ask us about adding them; we quote it in writing first.

DON'T SEE THIS?

It may be turned off for your site. Ask us and we'll take care of it.

How it works

Customers choose a service, a day and a time on your site, without calling. They answer your questions, and pay if the service has a price. Paid services are charged straight away, even when you still have to approve the request. They get a confirmation on screen and by email, and can reschedule or cancel from it. Bookings suit time with people, such as haircuts, visits and consultations, and aren't a good fit for restaurant tables. See [How online bookings work](#).

Add a service people can book

Click **Bookings**, then **Appointment Types**, then **+ New Appointment**. Give it a **Title**, a **Duration** and a **Location**. To charge for it, turn on **Charge for this appointment**. Your payment account must be connected first. We can set that up. You connect your own account, and we never ask for your password. Times come from each person's weekly schedule, under **Staff Members**. See [Add a service people can book](#).

Change how the calendar looks

Click the calendar on its page. **Content** lets you choose which services show and put them in order. **Design** sets the colors and text style. Preview it, on a phone too, then publish. If you don't see a **Publish** button, tell us and we'll publish it for you. See [Change how the booking calendar looks](#).

See and manage your bookings

Click **Bookings**, then **Booked Appointments**. Use **Filter** to narrow the list. If you've asked to approve each booking, open one and click **Accept** or **Decline**. For a change of plan, use the three dots to **Reschedule** or **Cancel Appointment**. The customer gets an email about each of these. See [See and manage your bookings](#).

Booking emails and time zones

Customers usually see times in their own time zone, because the calendar goes by their browser. Confirmations always include the time zone. We can show times only in your time zone, turn off the automatic appointment emails, or make customers confirm their email, which helps cut down fake bookings. Email us with the service name and what you want. See [Booking emails, verification and time zones](#).

Refunds

Canceling doesn't refund, and refunding doesn't cancel. They are two steps. If you decline a paid request, refund it too. Open the appointment and click **Refund**, or choose **Refund now** when you cancel. See [Refund a paid booking](#).

Need a hand?

If your site doesn't have this yet, ask us about adding it. We quote it in writing first, and nothing is billed unless you approve. Email hello@zossoz.com.

Related guides: [How online bookings work](#) · [Add a service people can book](#) · [See and manage your bookings](#) · [Refund a paid booking](#) · [Cheat sheet: the jobs owners do most](#)

More guides: [the Zossoz Help Center](#) · [Questions? Email \[hello@zossoz.com\]\(mailto:hello@zossoz.com\)](#)