

Refund a paid booking

Give a customer their money back for a paid appointment, and why canceling and refunding are two separate steps.

Add-on Bookings

A customer pays when they book. If you cancel or decline, or simply agree to give the money back, you refund it yourself. 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.

Good to know first

- Canceling an appointment doesn't refund it, and refunding doesn't cancel it. They are separate steps.
- You can refund before you cancel.
- If you decline a paid request, you need to refund it too.

Refund an appointment

1. Log in to your site editor. In the side panel, click **Bookings**.
2. Click **Booked Appointments**.
3. Find the appointment and click it to open it.
4. Under **Manage this appointment**, click **Refund**.
5. Tick the box beside the appointment you're refunding.
6. Optional: turn on the email notification switch if you want the customer to get an email confirming the refund.
7. Optional: type a reason.
8. Click **Refund**.

Cancel and refund in one go

1. In **Booked Appointments**, click the three dots beside the appointment, then **Cancel Appointment** (or **Reschedule**).
2. Type the reason.
3. Under **Refund the customer?**, choose **Refund now**.
4. Tick the appointment, choose whether to send the email, add a reason if you like, and click **Refund**.

If you pick **I'll do it later if needed**, nothing is refunded yet. Come back to the steps above when you're ready.

Tips

- Tell customers about your cancellation rules on the booking page, before they pay.
- Keep your own record of who you refunded and when.

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. For a refund you can't find or complete, email us the date, the customer's name and the service.

Related guides: See and manage your bookings · How online bookings work · Refund or cancel an order · Add a service people can book

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