

How to Cancel a Reservation

On the Phone

1. Change the order status to canceled
2. Send the cancellation email
3. Tell the customer they can
 - A. Reschedule for free or
 - B. Request a refund by replying to the cancellation email, type refund and send.

Off the Phone

4. Charge the card the full amount if not already charged or refunded. We will reschedule or refund the correct percentage even if it was never charged.
5. Remove the driver
6. If a driver was assigned, and it's picking up today or early morning, send the driver a text eg "Your 2pm canceled"

If necessary, say "I don't handle refunds. It's really easy to get one, just reply to the cancellation email."

Never say they'll get a full refund unless the driver didn't show up or it's a duplicate reservation. There's no such thing as them not paying the cancellation fee just because you didn't charge them.

If you forget to change the order status to canceled and remove the driver, the driver will show up and not get paid since we have to refund the customer.

If you forget to send the cancellation email, there will be no record of when the customer canceled, and no way for the customer to request a refund. This is a bit problem because we won't know what to refund them since the refund amount is based on when we send the cancellation email.

If you forget to charge the card, we won't be able to process their refund right away until we charge the card, then wait 24-48 hours, and then refund them the correct amount.