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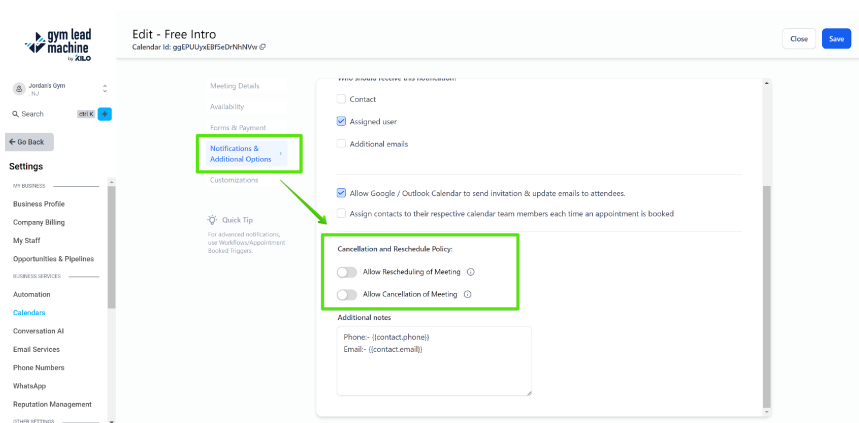
Set Your Cancellation and Reschedule Settings in GLM Calendars

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The **Cancellation & Reschedule Policy** setting in Gym Lead Machine allows you to control the time frame during which bookers can use the cancellation or reschedule links on the booking widget. This feature helps you manage your schedule more effectively by preventing last-minute cancellations or changes. After a specified window of time, bookers will need to contact you directly to make any modifications to their appointments.

How Do I Set Up the Cancellation & Reschedule Policy?

1. **Navigate to calendar settings.** Log into your Gym Lead Machine account, go to **Settings** from the left-side menu, and select **Calendars**.
2. **Select the desired calendar.** Choose the calendar for which you want to set the cancellation and reschedule policy.
3. **Go to Notifications and Additional Options.** Scroll down to find the **Notifications and Additional Options** section.
4. **Enable cancellation and rescheduling.** Toggle on **Allow Cancellation of Meeting** and **Allow Rescheduling of Meeting**.



5. **Specify the time frame.** Enter the time frame after which the cancellation and reschedule links should be disabled. For example, you might set this to 24 hours before the appointment time.

Note: If you leave this value blank, the links will never expire, allowing bookers to cancel or reschedule at any time.

How Does This Setting Work?

When the Cancellation & Reschedule Policy is enabled, cancellation and reschedule links are added to the booker's calendar invite, and they expire based on the time frame you set.

- **Cancellation and reschedule links:** Links are automatically added to the **Additional Notes** section of the calendar invite. These links are also included in the calendar event that bookers receive.
- **Link expiration:** The links will expire based on the time frame you set. After that period, bookers will be unable to cancel or reschedule online and will be prompted to contact you directly.

For instance, if the policy is set to 48 hours, the booker will be able to use the links to cancel or reschedule up to 48 hours before the appointment. Beyond that, the links will expire.



The cancellation window has expired.
Kindly contact the event owner for assistance.

How Do Bookers Receive the Cancellation & Reschedule Links?

The links are automatically included in the Additional Notes section of the calendar invite that the booker receives. They appear in the notes section of the event in the booker's calendar, providing a convenient way to make changes if needed.

Alternatively, you can incorporate the custom values **{{reschedule_link}}** and **{{cancellation_link}}** in your

automated workflows. This allows you to send these links directly to bookers via email or SMS, ensuring they have easy access to manage their appointments.

By configuring these settings, you maintain control over your schedule and minimize disruptions from last-minute changes, ensuring a smoother operation for your business.

If you have questions about cancellation and reschedule policies in Gym Lead Machine, our Support team is happy to help. Reach us at **hello@usekilo.com**.

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