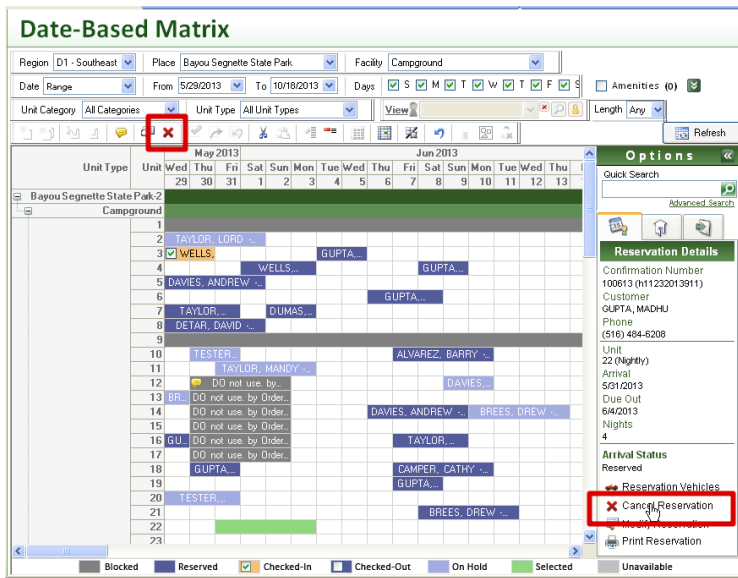


Cancelling a Reservation

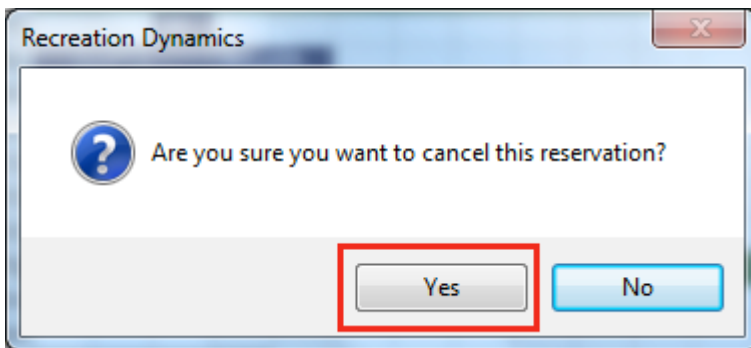
This process is used when a customer wants to cancel their campsite reservation.

A reservation can be cancelled in one of two ways: using the **Date Based Matrix** or using the **Reservations** tab. This Job Aid demonstrates both methods.

Using the Date Based Matrix



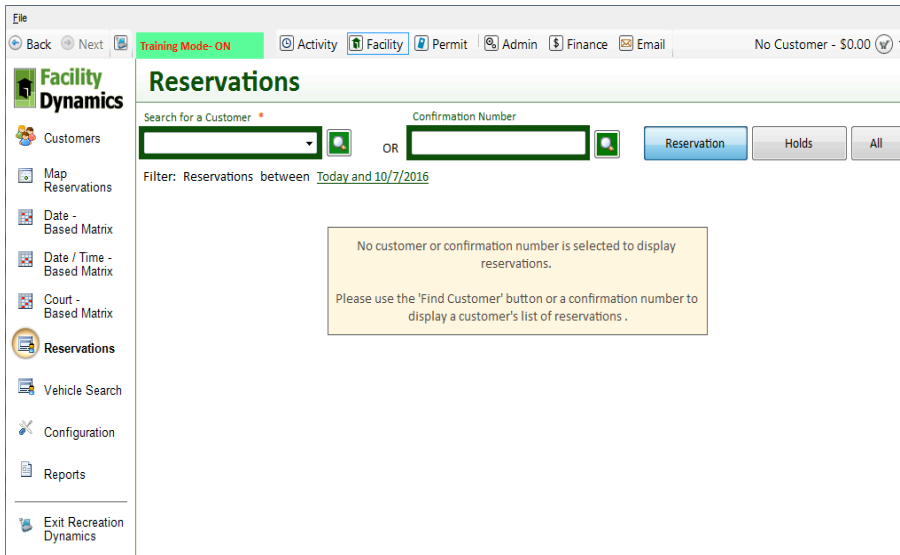
1. Locate and select the reservation.
2. Click the **Cancel** button on the toolbar or the **Cancel Reservation** button in the Options panel at the right of the screen.



3. Click **Yes**.

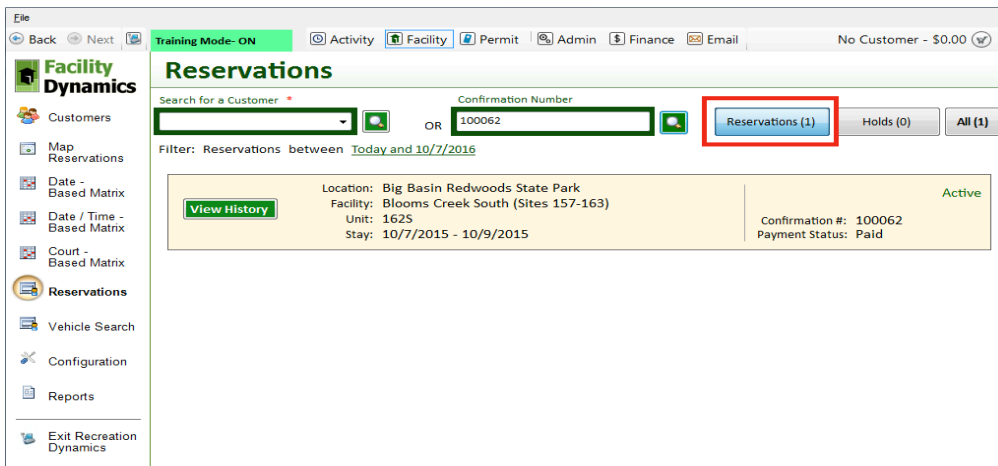
Cancelling a Reservation

Using the Reservations Tab



1. In the **Search for a Customer** field, enter the customer's last name. Alternatively, enter the customer's confirmation number in the **Confirmation Number** field.

2. Click the search icon.



3. Click **Reservations**.

Cancelling a Reservation

The screenshot shows the Facility Dynamics software interface. At the top, there's a navigation bar with 'Back', 'Next', and 'Training Mode- ON'. Below that, a search bar for 'Reservations' is visible, with a confirmation number '100076' entered. A table of reservations is displayed, with the 'Cancel #100076' button highlighted in red. The table includes columns for Description, Unit Price, Qty, and Total.

Description	Unit Price	Qty	Total
Unit: Big Basin Redwoods State Park - Blooms Creek South (Sites 157-163) - Standard - 1595 Stay: Mon 10/12/2015 - Tue 10/13/2015 (1 night) Classification: Regular Comments: Web Reservations			
Non Refundable Reservation Fee	\$8.00	1.00	\$8.00
Standard 10/12/2015 02:00 PM - 10/13/2015 12:00 PM (Per 1 Days-W...)	\$35.00	1.00	\$35.00
Subtotal			\$43.00
Confirmed 10/5/2015 9:24:06 AM			Sales Tax \$0.00
Confirmation #: 100076			Grand Total \$43.00

4. Click **Cancel**.

The dialog box is titled 'Recreation Dynamics' and contains a question mark icon followed by the text 'Are you sure you want to cancel shopping cart #100076?'. At the bottom, there are two buttons: 'Yes' and 'No'. The 'Yes' button is highlighted with a red box.

5. Click **Yes**.

If the reservation was paid in full, a refund must be tendered. Please refer to the "Tender a Refund" Job Aid for additional instructions.