



Holiday Planner: Cancelling a booking as a manager

The manager or substitute of a [holiday group](#) can outright cancel any booking a user in the group has made, even if this did not require their approval to book originally.

This can be useful if bookings need to be cancelled for administrative reasons or the user is absent, so cannot send a cancellation request.

This guide details how a manager/substitute can cancel user bookings.

Cancelling a user's booking

1. Navigate to the front end of the holiday planner and open the 'Manager diagram' area.

Applications > Holiday Planner > click the 3 dots > Manager diagram

A screenshot of the 'Holiday planner' application interface. On the left, under 'Who's out today', there is a table with two rows: 'Sickness day' for Charles Johnston (Full day) and 'Holiday' for Abigail Clark (Full day). On the right, there is a summary section with a '+ Request' button, 'Holiday remaining', 'Carried holidays', 'Remaining next year' (45), and 'Request pending' (0 days). A dropdown menu is open, showing options: 'My holidays', 'My team', 'Manager', 'Manager diagram' (highlighted with a mouse cursor), 'Reports', and 'Holiday Planner - Admin'.

This lists all users within the holiday group(s) that you are a manager or substitute manager of.

Holiday planner > **Holiday planner manager diagram**

Keywords UK
 Carnaby Street

Role

Extranet area

[View Result](#)

July 2026

Day types

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	
UK																																
Carnaby Street																																
Abigail Clark		H																														
Austin Glover																																
Barclay Martin																																
Brian MacDonald																																

3. You can view the request history of each user by clicking on their name and opening the 'Requests for... tab

4. Find the booking you wish to cancel and click the 'View details' button in line with this:

Holiday planner > **Holidays for Abigail Clark**

Holidays for Abigail Clark **Requests for Abigail Clark**

« 2025 **2026** 2027 »

Date	Requested on	Status	Action	iCal
H! Wednesday, 15 July	2 July 2026	Cancelled	View details	
H? 28 October - 30 October	2 July 2026	Requested	View details	
H! 1 September - 3 September	2 July 2026	Declined	View details	
H 10 August - 12 August	2 July 2026	Approved	View details	
H Thursday, 2 July	2 July 2026	Approved	View details	

Holiday remaining 24 (28 Quota - 4 Used)

Carried holidays 5 (5 Carried - 0 Used), expired 1 February 2026

Remaining next year 129 (25 Quota - 104 Used)

Request pending 2 days

Manager Claromentis Administrator

5. On the next screen, click the 'Cancel' button, and the request is immediately cancelled:

Holiday planner > **View request details**

Requested [Abigail Clark](#) Date 10 August - 12 August

Leave type Holiday Date requested 2 July 2026

Comments Going to Spain! Date approved 2 July 2026

Status Approved Duration 3 days

Approved by [Claromentis Administrator](#)

[Cancel](#)

Keywords UK
 Carnaby Street

Role

6. The user will receive a notification that the request was cancelled. Their planner will also be updated to reflect the cancellation, and any change to the user quota the booking applied to (if applicable) will be reversed.

<input type="checkbox"/>	Date Received	Subject	Application	From
<input type="checkbox"/>	02-07-2026 11:40	<p>Your Holiday request was cancelled by Claromentis Administrator from 10 August 2026 to 12 August 2026</p> <p>Forward</p> <p>Claromentis Administrator cancelled your Holiday request:</p> <p>Leave type: Holiday Date: 10 August 2026 - 12 August 2026 Duration: 3 day(s)</p> <p>Comment: Going to Spain!</p>	Holidays	Claromentis Administrator

The type of notification they receive (in system message, email, etc) will depend on their [notification preferences](#) for the default or holiday planner specifically.

Created on 2 July 2026 by [Hannah Door](#)