



Holiday Planner: Cancelling a booking as a user

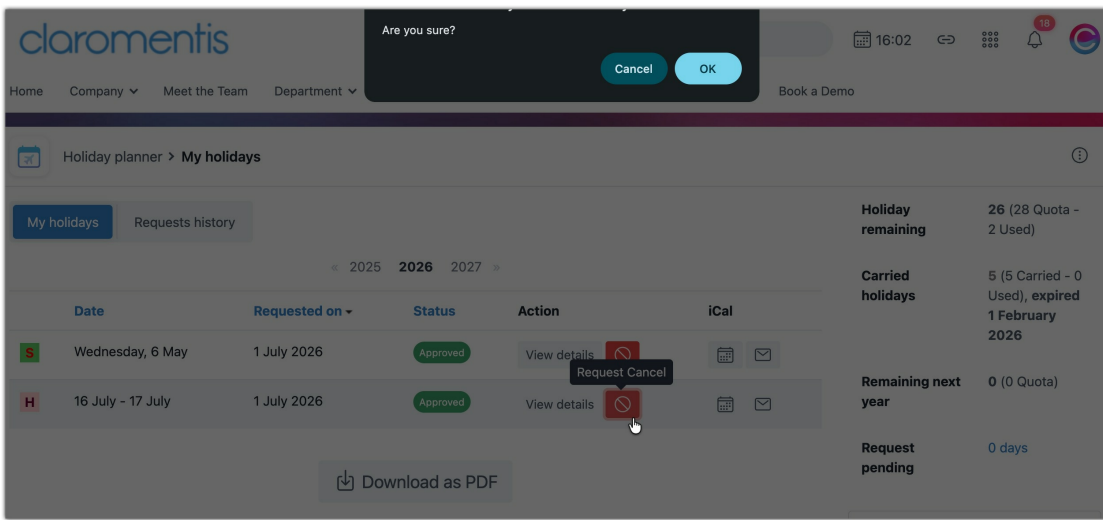
1. To cancel a booking that has already been made, open the front end of holiday planner > click the 3 dots > My Holidays > Requests History

A screenshot of the 'Holiday planner' interface. The main area shows 'Who's out today' with 'None reported'. On the right, there is a sidebar menu with a '+ Request' button and several options: 'My holidays', 'My team', 'Manager', 'Manager diagram', 'Reports', 'Holiday Planner - Admin', and 'Request pending' (0 days). The 'My holidays' option is highlighted.

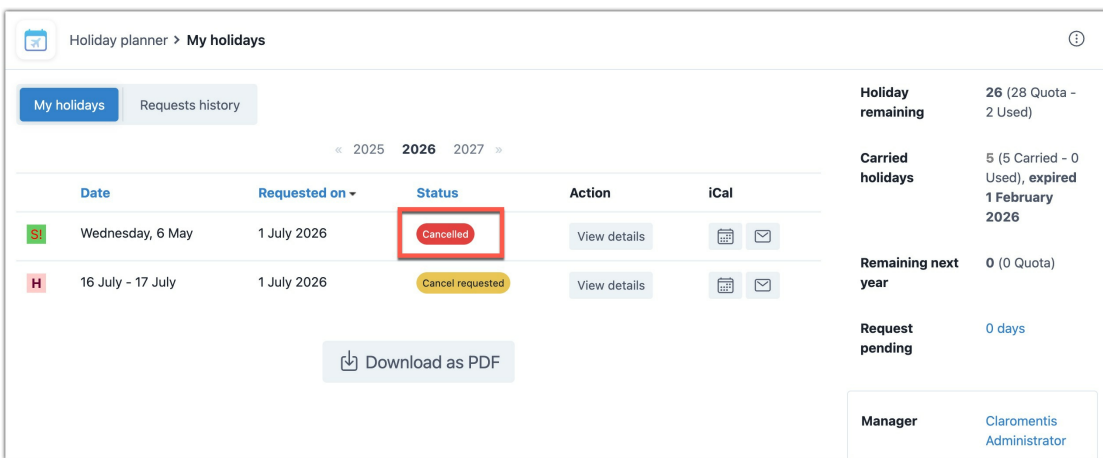
This lists all bookings you have made:

A screenshot of the 'My holidays' interface. It shows a table of bookings with columns for Date, Requested on, Status, Action, and iCal. There are two rows of bookings, both with a status of 'Approved'. The first row is for 'Wednesday, 6 May' requested on '1 July 2026'. The second row is for '16 July - 17 July' requested on '1 July 2026'. To the right of the table, there are summary statistics: 'Holiday remaining' (26 (28 Quota - 2 Used)), 'Carried holidays' (5 (5 Carried - 0 Used), expired 1 February 2026), 'Remaining next year' (0 (0 Quota)), and 'Request pending' (0 days). At the bottom right, the 'Manager' is listed as 'Claromentis Administrator'. A 'Download as PDF' button is also visible.

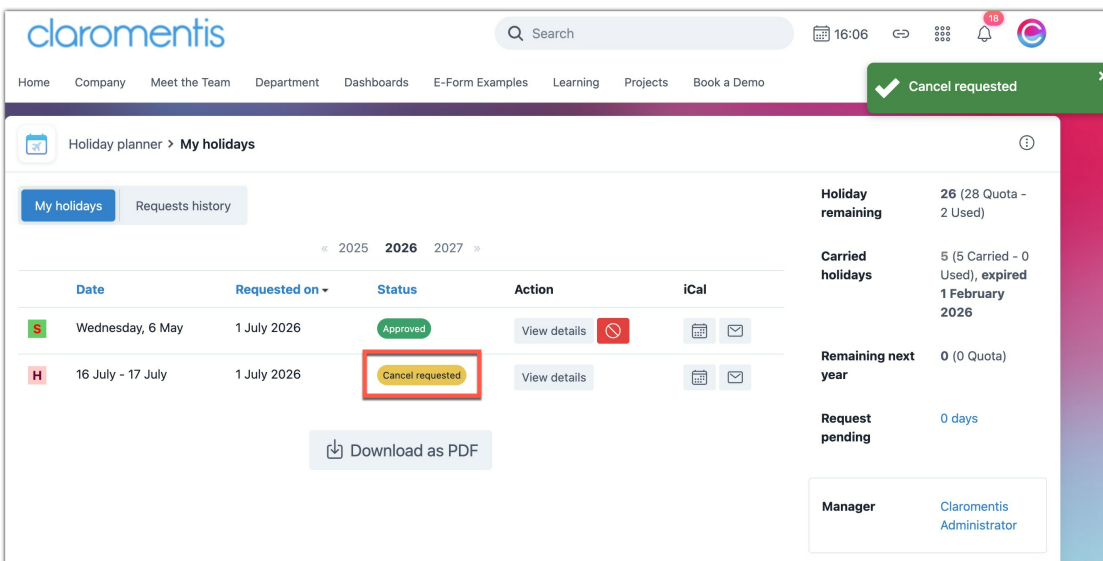
2. It is possible to cancel a pending holiday request by clicking the cancel button.
3. A pop-up will appear asking you to confirm this; select 'ok' to proceed.



3a. If the day type included did **NOT require approval to book**, any cancellation will automatically be approved. The label in your requests list will update to 'Cancelled'. If there was any change to your quota for the booking, it will be reversed and reflected in your quota on the front end.



3b. If the day type included **DID require approval to book**, you can request to cancel the booking; a notification will be sent to the **manager (or substitute) of the holiday group you are in**. The label in your request will update to 'Cancellation requested' while it waits for the manager to respond. They can either accept or reject the cancellation request. Either way, you will receive a notification of the outcome so further action can be taken if necessary.



Rejected: The cancellation is rejected, and the booking stands.

Approved: The cancellation is accepted. The user's planner and quota (if applicable) update to reflect this.

Please note: Cancellations will apply to the entire date range of the request, and you will not be able to cancel a specific day. If you wish to change part of your holiday request, contact your **Holiday manager**, and they will be able to change a day type on a specific day using their [special managerial function](#).

4. The user is free to create more bookings, cancellations, or check out their visual planner and past requests.

Created on 1 July 2026 by [Hannah Door](#)

Tags: [booking](#), [holiday](#), [cancel](#)