Cancel Reservations

This new future allows you to cancel reservations in ReGIS Administrative Area. When you cancel a reservation the system automatically updates the inventory and the room will be available for a new reservation. The information of a canceled reservation will stay in the system for your records. You will be able to run reports for canceled reservations the same way you run other reports.

To cancel a reservation, follow these steps:

1. Go to Management Reporting Menu, select Advanced Custom Reports.

2. Generate a report based on Reservation Number, Guest First or Last Name, or Booked Reservations. Select the month, select the date the reservation was made, and then generate the report.

3. The system will display the list of the reservations based on the criteria you entered. Once you find the reservation you need to cancel click on the button "Cancel Reservation" located under the reference number of the reservation.   A small window will pop up with this question: "Are you sure you want to cancel this reservation? This can NOT be undone. OK/Cancel."

4. Click "OK" and that reservation is now canceled.