

7. Customer payments

You can ask customers to **pay at booking time**, through **Stripe**. (Available on plans with online payments — see chapter 8.)

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Introduction

You can ask customers to **pay at booking time**, through **Stripe**. (Available on plans with online payments — see chapter 8.)

7.1 Connect your Stripe account


1. Go to **Customer Payments** (under the Settings menu).
2. Click **Connect Stripe** and follow the Stripe onboarding (Stripe Connect). Payments go straight to your Stripe account.
3. Once the account is **Active**, you can enable payments per store.

“ ? `07-stripe-connect.png` — Payments page with the Stripe connect button and the account status. Stripe Connect

7.2 Per-store payment rules

For each store, set:

- **Payments enabled** — on/off.
- **Require payment** — force payment to confirm, or let the customer choose.
- **Amount** — the service price (or space price), or a **fixed amount**.
- **Currency**.

“ ?  — A store's payment settings. Payment rules

7.3 How the customer pays

When payments are enabled, on confirming the booking the customer is taken to **Stripe checkout**. The appointment stays **Awaiting payment** until the payment is confirmed; then it becomes **Confirmed** and the amount paid is recorded in the appointment details.

7.4 Refunds and statuses

- The payment is recorded in the appointment **Details** (amount, currency, date).
- The appointment stays **Awaiting payment** until Stripe confirms; only then it becomes **Confirmed**. If the customer abandons checkout, the booking stays incomplete (it doesn't hold the slot for good).
- Refunds are handled in your **Stripe** account (funds go straight to you).

7.5 Tips & troubleshooting

- **"The Stripe button is disabled"**: the current plan doesn't include online payments (chapter 8), the Stripe account isn't **Active** yet, or the store's payments are off.
- **Incomplete onboarding**: Stripe may ask for extra documents/details; finish the process until the account is **Active**.

“ ? **Scenario (padel)**: require **payment to confirm** (RequirePayment) for weekend courts, to cut no-shows; set the amount = the space price.

Next: [Plans & billing](#).