

# 3.4 Statuses and actions

- **Pending** — received, awaiting confirmation (unless the store has auto-confirm).
- **Confirmed** — by you or the customer.
- **Cancelled** — can be **reopened**.
- **Awaiting payment** — when an online payment is pending (chapter 7).

For **group** (multi-service) bookings, when confirming/cancelling you can choose to apply it just to that one or to the **whole group**.

---

Revision #1

Created 2026-06-23 22:33:26 UTC by Admin

Updated 2026-06-23 22:33:26 UTC by Admin