

How to Limit Customers to One Booking at a Time

What Is This?

Some customers book several slots under one account, then their friends never show up. The **Booking Limit** setting stops this. Each logged-in member can only hold one upcoming booking on your calendar. They can book again once their visit is over or their booking is cancelled.

Real-Life Example

Wei Lin runs Glow Salon in Mont Kiara. A few regulars used their own accounts to book three or four treatment slots for friends. When the friends changed plans, the chairs sat empty all afternoon. Wei Lin turned on the booking limit for her calendar. Now each member holds one booking at a time, under their own name. Friends who want a slot sign up for their own account first. Her no-shows dropped, and she knows exactly who is sitting in each chair.

Video Walkthrough

How to Limit Customers to One Booking at a Time | Pixalink

Pixalink Customer Loyalty Program Software



Watch on

Music: Wallpaper by Kevin MacLeod (CC BY)

How to Set It Up

1. Go to **Admin Panel** → **Reservation** → **Calendars**.

 Dashboard

Loyalty Program

 Record Points

 Point History

 Rewards

 Customer Portal Design

 News Feeds

 Referral Configurations

 Tier Configurations

 Feedbacks

Reservation

 **Calendars**

 Reservations

CRM

 Broadcast Batches

 Campaigns

 Customers

 Scan & Share

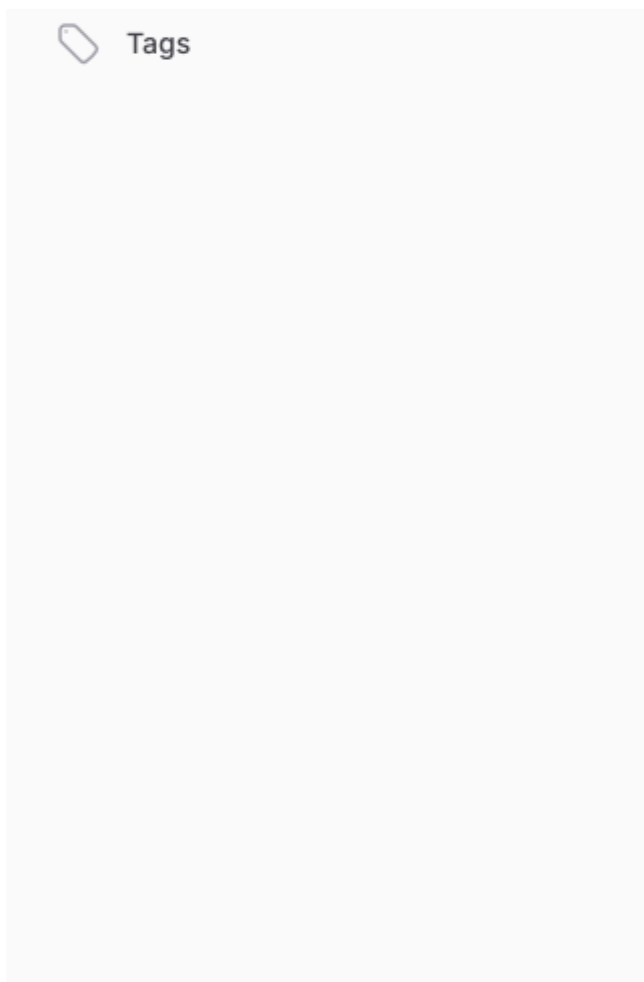
General

 Spaces

Settings

 Users

 Configurations



2. Click **Edit** on the calendar you want to limit.

× Pixalink

Calendars > List

Calendars

New Calendar Import Reservations Show QR Code

Space	Name	Active	Visibility
Restoran Makanan Laut 99	Table Booking Calendar	✓	Public

Showing 1 result

Per page 10

Calendar view View Edit Duplicate Delete

Dashboard

Loyalty Program

Record Points

Point History

Rewards

Customer Portal Design

News Feeds

Referral Configurations

Tier Configurations

Feedbacks

Reservation

Calendars

Reservations

CRM

Broadcast Batches

Campaigns

Customers

Scan & Share

General

Spaces

Settings

Users

3. Choose **Private (Login Required)** or **Hidden** under **Visibility**. The limit needs customers to log in, so the calendar cannot stay Public.

×

Pixalink

EN

US

Dashboard

Loyalty Program

Record Points

Point History

Rewards

Customer Portal Design

News Feeds

Referral Configurations

Tier Configurations

Feedbacks

Reservation

Calendars

Reservations

CRM

Broadcast Batches

Campaigns

Customers

Scan & Share

General

Spaces

Settings

Users

Calendars > Table Booking Calendar > Edit

Edit Table Booking Calendar

ViewDeleteModify Time Slot

DetailsConfigurationsNotificationsBlock DatesAdvanced Settings

Space*

Restoran Makanan Laut 99

Name*

Table Booking Calendar

Slug*

table-booking-calendar

Requires Approval Before Reservation*

If this is enabled, the reservation will be pending until the admin approves it.

Active*

If this is disabled, the calendar will not be available for reservation.

Visibility*

Public

Anyone can find and make reservations

Private (Login Required)

Only logged-in members can access and make reservations

Hidden (Direct Link, Login Required)

Only accessible via direct link, login required

Enable QR Code Check-in*

When enabled, customers can present a QR code to vendors for check-in verification.

Booking Limit

Limit to One Active Booking Per Customer

When enabled, a logged-in customer can only hold one upcoming reservation on this calendar at a time. They can book again once their current booking has passed or is cancelled. This requires login, so the calendar cannot be Public — set its visibility to Private or Hidden.

Description

This is the calendar for table booking.

Calendar Cover Image

Cover*

Default

4. Turn on **Limit to One Active Booking Per Customer** in the **Booking Limit** section.

×

Pixalink

EN

US

Dashboard

Loyalty Program

Record Points

Point History

Rewards

Customer Portal Design

News Feeds

Referral Configurations

Tier Configurations

Feedbacks

Reservation

Calendars

Reservations

CRM

Broadcast Batches

Campaigns

Customers

Scan & Share

General

Spaces

Settings

Users

Calendars > Table Booking Calendar > Edit

Edit Table Booking Calendar

ViewDeleteModify Time Slot

DetailsConfigurationsNotificationsBlock DatesAdvanced Settings

Name*

Table Booking Calendar

Slug*

table-booking-calendar

Requires Approval Before Reservation*

If this is enabled, the reservation will be pending until the admin approves it.

Active*

If this is disabled, the calendar will not be available for reservation.

Visibility*

Public

Anyone can find and make reservations

Private (Login Required)

Only logged-in members can access and make reservations

Hidden (Direct Link, Login Required)

Only accessible via direct link, login required

Enable QR Code Check-in*

When enabled, customers can present a QR code to vendors for check-in verification.

Booking Limit

Limit to One Active Booking Per Customer

When enabled, a logged-in customer can only hold one upcoming reservation on this calendar at a time. They can book again once their current booking has passed or is cancelled. This requires login, so the calendar cannot be Public — set its visibility to Private or Hidden.

Description

This is the calendar for table booking.

Calendar Cover Image

Cover*

Default

Save changesCancel

5. Click **Save changes**.

Pixalink

Dashboard

Loyalty Program

Record Points

Point History

Rewards

Customer Portal Design

News Feeds

Referral Configurations

Tier Configurations

Feedbacks

Reservation

Calendars

Reservations

CRM

Broadcast Batches

Campaigns

Customers

Scan & Share

General

Spaces

Settings

Users

EN

1

UB

Q

Search

Limit to One Active Booking Per Customer

When enabled, a logged-in customer can only hold one upcoming reservation on this calendar at a time. They can book again once their current booking has passed or is cancelled. This requires login, so the calendar cannot be Public — set its visibility to Private or Hidden.

Description

This is the calendar for table booking.

Calendar Cover Image

Cover*

Default



Save changes

Cancel

Reservations

Q

Search

Active filters

Upcoming or Past: Upcoming (within 3 hours)

X

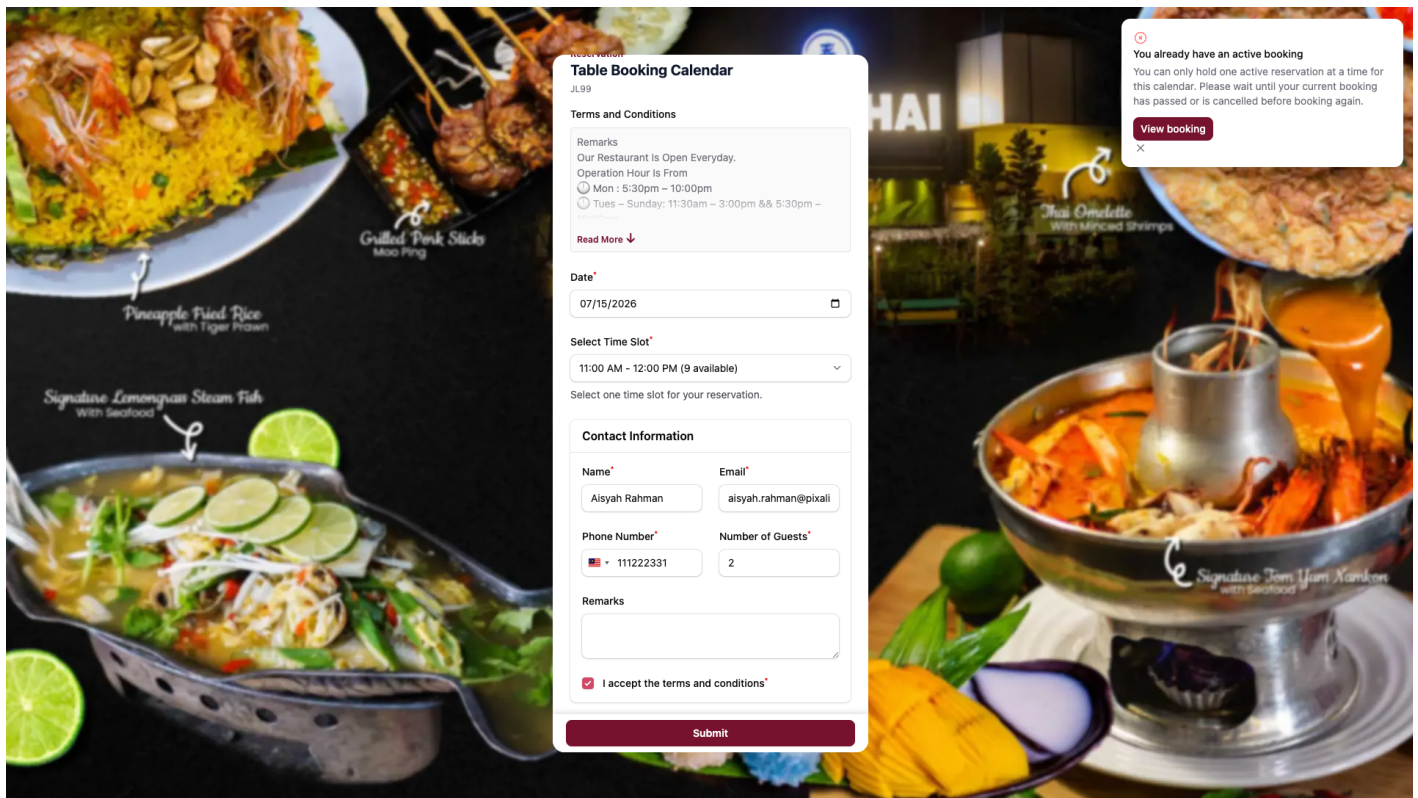
Date	Start Time	Name	Phone Number	Status	Number of Guests	Reference ID
X No reservations Create a reservation to get started.						

What Your Customers Will See

The first booking works exactly as before. Your customer logs in, picks a date and a time slot, fills in their details, and submits.

The image is a promotional graphic for a Thai restaurant. It features a central white reservation form titled "Table Booking Calendar" with fields for date, time slot, contact information, and remarks. The form is set against a dark background showcasing several Thai dishes: Pineapple Fried Rice with Tiger Prawns, Grilled Pork Sticks, Signature Lemongrass Steam Fish, and a large Tom Yum Kung Pao dish. A bowl of Thai Omelette is also visible at the top right. The overall aesthetic is vibrant and appetizing, typical of food marketing.

If they try to book again while their first booking is still upcoming, a message appears: "You already have an active booking". A **View booking** button takes them to their current booking.



Good to Know

- The limit is off by default. You turn it on for each calendar separately.
- A booking stops counting once its date has passed, or when it is cancelled or rejected.
- Both approved and pending bookings count as active.
- The limit works on logged-in accounts. Keep the calendar Private or Hidden so every booking is tied to an account.
- This setting also encourages more of your customers to sign up as members, since booking now needs an account.

Need Help?

Contact our support team if you have questions about booking limits.

What's Next?

- [How to Create a Calendar](#)
- [Sharing Your Reservation Booking Link and Viewing Bookings](#)
- [How to Send Reservation Alerts to Your Staff WhatsApp Group](#)

► [Video transcript: How to Limit Customers to One Booking at a Time | Pixalink](#)