

How to Set Up Booking Notification Emails per Space

What Is This?

Each space in your account can have its own email address for receiving booking notifications. This means staff at each location get their own reservation alerts, instead of every notification going to one shared inbox.

Real-Life Example

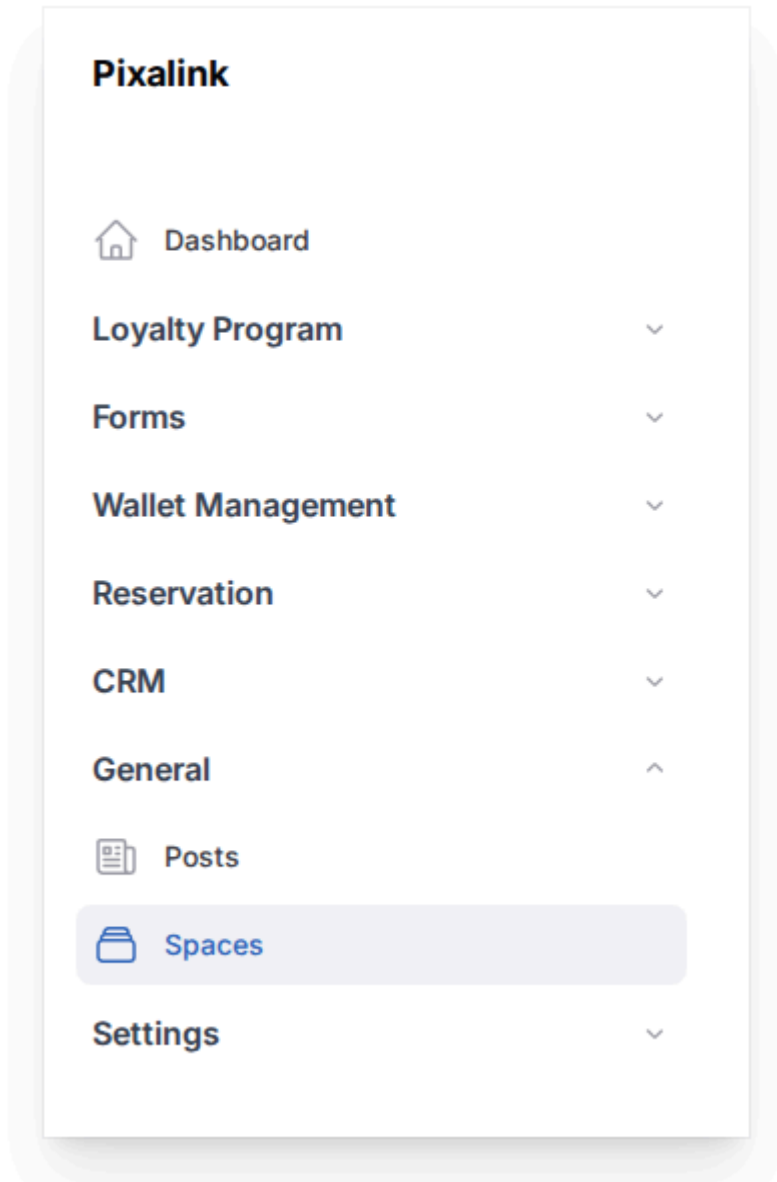
Siti runs a chain of three salons called Glow Studio. She has locations in Bangsar, Mont Kiara, and TTDI. When a customer books an appointment, the notification always goes to Siti's personal email because she set the same address for every space. Her salon manager in TTDI, Farah, keeps missing new bookings because she never sees them. Siti fixes this by updating each space's email field -- Bangsar gets bangsar@glowstudio.my, Mont Kiara gets montk@glowstudio.my, and TTDI gets ttdi@glowstudio.my. Now Farah receives booking notifications directly, and each location manages their own appointments.

How to Set It Up

You'll do two things: set a unique email on each space, then make sure your calendar has email notifications turned on.

Part A: Set the space email

1. Go to **Admin Panel** → **General** → **Spaces**.



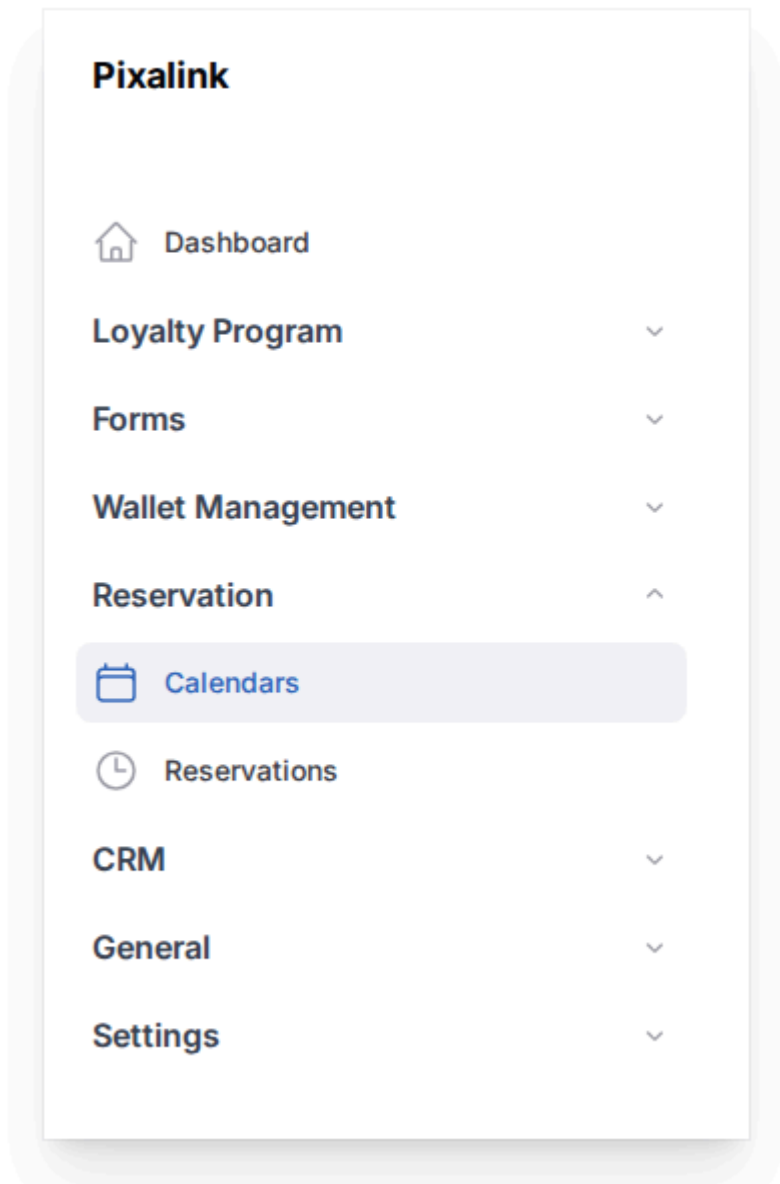
2. Click the space you want to update.
3. Click the **Contact** tab, then type the email address for this location into the **Email** field. This is where booking notifications will be sent.

A screenshot of the "Contact" form in the Pixalink admin panel. The form is titled "Contact" and has a subtitle "Contact information for your space." Below the title, there are three input fields: "Email" (containing "klsentral@thebrewhouse.my"), "Phone Number" (with a red asterisk), and "Website" (containing "https://thebrewhouse.my"). The "Email" field is highlighted with a red border. Below the "Email" field, there is a question: "What is the email of the business?". Below the "Phone Number" field, there is a question: "What is the phone number of the business?". Below the "Website" field, there is a question: "What is the website of the business? Leave it blank if there is none, or contact us to build one for you!".

4. Click **Save changes** to update the space.
5. Repeat for each space that needs its own email.

Part B: Turn on email notifications for the calendar

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



7. Click the calendar you want to update, then open the **Notifications** tab. Make sure **Email** is checked under the channels list.

Notification Channels
Choose how booking notifications are sent for this calendar.

Channels

- WhatsApp**
Notify your customers via WhatsApp.
- Sms**
Please contact our customer support if you need to use SMS
- Email**
Email is free and default channel

8. Click **Save changes** to apply the changes.

Good to Know

- **If you leave the email blank**, email notifications for that space will fail silently — the system tries to send but has nowhere to deliver. Make sure every space that should receive email alerts has an email address filled in.

- **Each calendar inherits the space it belongs to.** The notification email comes from the space, not from the calendar itself. So if two calendars are under the same space, they both send to that space's email.
- **This only affects vendor/staff notifications.** Customer notifications (confirmations, reminders) are sent to the email the customer enters when booking -- not to your space email.
- **You can also enable WhatsApp and SMS.** Email is free and enabled by default, but you can add WhatsApp or SMS channels in the same Notifications tab.

Need Help?

Reach out to our support team -- we're happy to help you get each location's notifications sorted.

What's Next?

- [Why Different Spaces Show Different Reservation Notifications](https://kb.pixalink.io/articles/why-different-spaces-show-different-reservation-notifications) (https://kb.pixalink.io/articles/why-different-spaces-show-different-reservation-notifications)
- [How to Block Dates on Your Calendar](https://kb.pixalink.io/articles/how-to-block-dates-on-your-calendar) (https://kb.pixalink.io/articles/how-to-block-dates-on-your-calendar)
- [How to Set Up Payment for Calendar Reservations](https://kb.pixalink.io/articles/how-to-set-up-payment-for-calendar-reservations) (https://kb.pixalink.io/articles/how-to-set-up-payment-for-calendar-reservations)