

How to Set Up Payment for Calendar Reservations

What Is This?

Paid reservations let you charge customers when they book a timeslot. This helps reduce no-shows and earn revenue from classes, sessions, and appointments directly through Pixalink.

Real-Life Example

Aisyah runs a Pilates studio in Petaling Jaya. She used to offer free bookings, but half her class slots went to no-shows. After turning on payment, customers now pay RM35 when they book. No-shows dropped overnight because people don't skip something they've already paid for.

How to Set It Up

1. Go to **Admin Panel** → **Reservation** → **Calendars** and open the calendar you want to charge for.

Pixalink

Reservation



Calendars



Reservations

2. Select the **Payment Configuration** tab, then turn on **Require Payment**. Your calendar will automatically switch to Private visibility — customers must log in before booking.

Payment Requirements ^

Configure payment settings for reservations made through this calendar.

Require Payment

When enabled, customers must submit payment verification before their reservation is confirmed.

3. Choose your **Payment Method** and set the **Payment Amount**:

- **Manual** — customers pay via bank transfer, DuitNow QR, or cash, then submit proof
- **CommercePay** — customers pay through an online payment gateway automatically

Payment Requirements ^

Configure payment settings for reservations made through this calendar.

Require Payment

When enabled, customers must submit payment verification before their reservation is confirmed.

Payment Method

CommercePay Payment Gateway ▼

Payment Options

Payment Amount

RM 35

Default payment amount (used when timeslots don't have individual pricing)

4. For **Manual** payments, fill in the extra fields — **Payment Deadline** (how long to pay), **Accepted Payment Methods**, **Payment Instructions** (e.g., "Maybank 1234567890"), and optionally upload a **Payment QR Code**.

Payment Requirements

Configure payment settings for reservations made through this calendar.

Require Payment
When enabled, customers must submit payment verification before their reservation is confirmed.

Payment Method
Manual Verification

Payment Options

Payment Amount
RM 35
Default payment amount (used when timeslots don't have individual pricing)

Manual Payment Configuration

Payment Deadline
24 hours
How long customers have to complete payment after making a reservation. Set to 0 to disable payment deadline.

Accepted Payment Methods
Bank Transfer DuitNow QR Code
Select which payment methods customers can use. Leave empty to accept all.

Payment Instructions
Maybank 1234567890 — Aisyah Pilates
Tell customers how to pay (bank details, QR code instructions, etc.)

Payment QR Code (Optional)
Upload DuitNow QR code or bank QR for easy payments

5. Set the **Cancellation Window** to control how far in advance customers can cancel — from 30 minutes up to 1 day, or block cancellations entirely. Then **Save**.

Cancellation Window
2 hours
How long before the reservation start time can the customer cancel the reservation?

Reminder Window
2 hours
How long before the reservation start time should the customer be reminded of the reservation?

Booking Window
1 hour
How far in advance can customers make a reservation?

What Your Customers Will See

When booking a paid timeslot, customers see the payment amount and instructions. For manual payments, they upload proof of payment. For CommercePay, they're taken to a secure payment page. The reservation stays pending until payment is completed.

Good to Know

- **Auto-approve** — if your calendar requires approval, you can turn on auto-approve when payment is verified, and auto-reject when payment fails.

- **Timeslot pricing** — individual timeslots can have their own price. The calendar-level amount is the default.
- **Private only** — paid calendars can't be public. Customers must be logged in so the system can track payment.

What's Next?

- **Add custom fields** — collect extra details from customers when they book.
- **Block dates** — manage availability alongside paid bookings.