# How to Set When Reservation Reminders Are Sent

## What Is This?

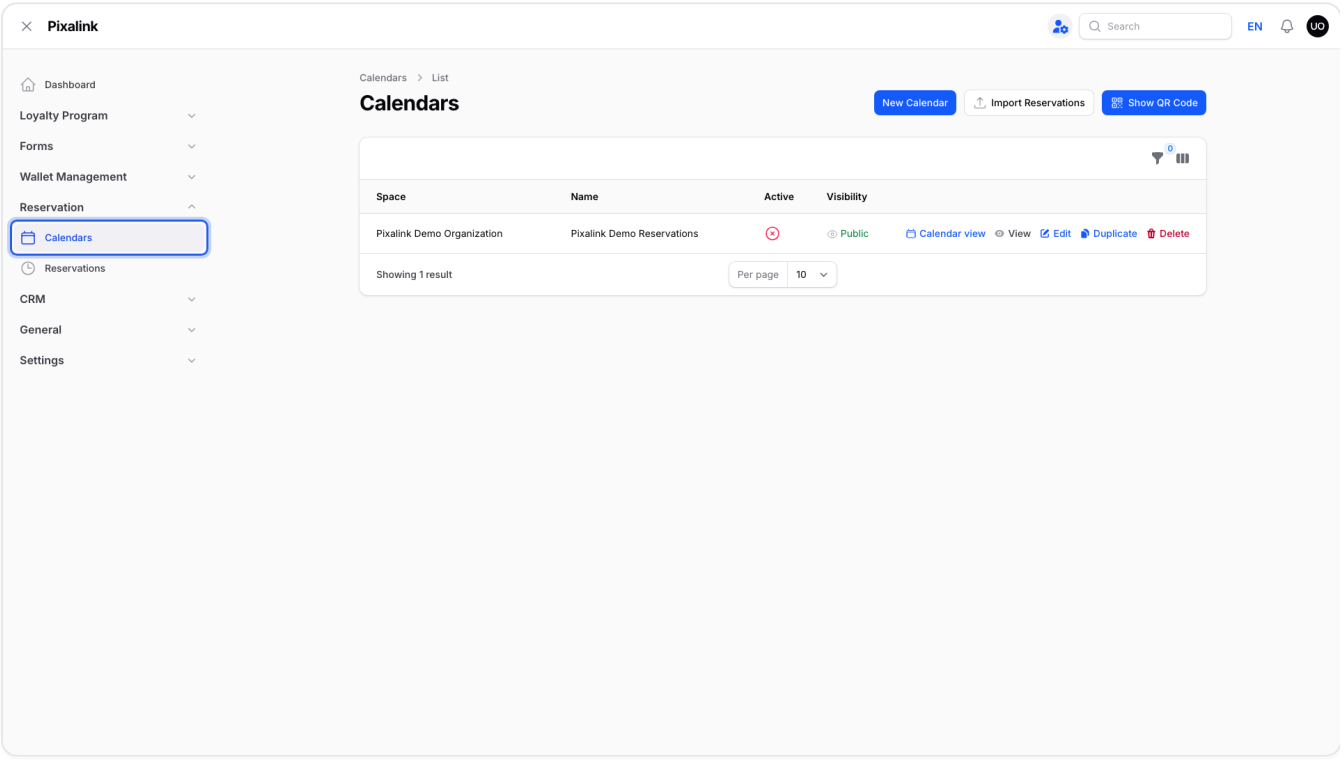
Get fewer no-shows and empty slots. Pixalink reminds customers before their booking, so fewer forget. You pick how early the reminder goes out, from 30 minutes to 1 day before.

## Real-Life Example

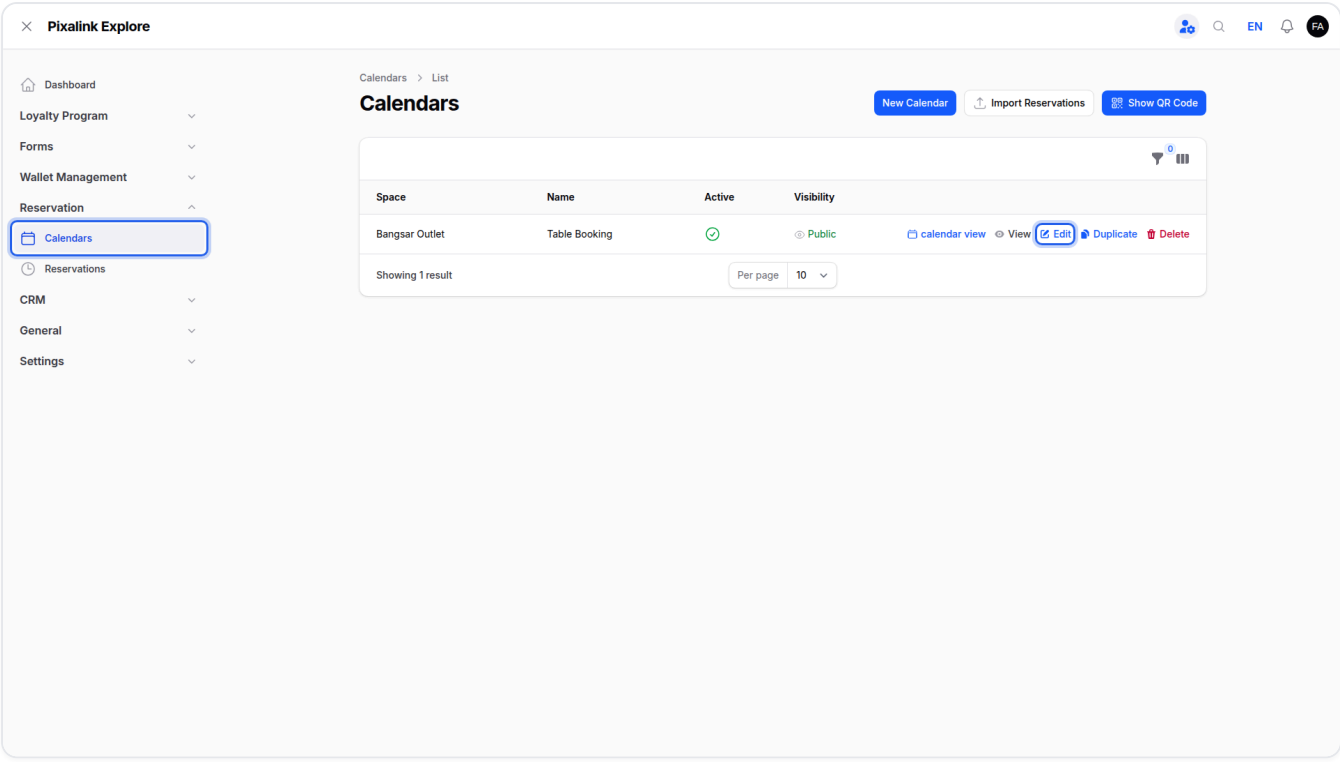
Siti runs a beauty salon in Shah Alam. Her customers book facials days ahead, and some forget to turn up. A reminder 2 hours before was too late for them to change plans. Siti changed her **Reminder Window** to 1 day. Now customers get the reminder the day before and cancel early if they can't come. Siti fills those slots again.

## How to Set It Up

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

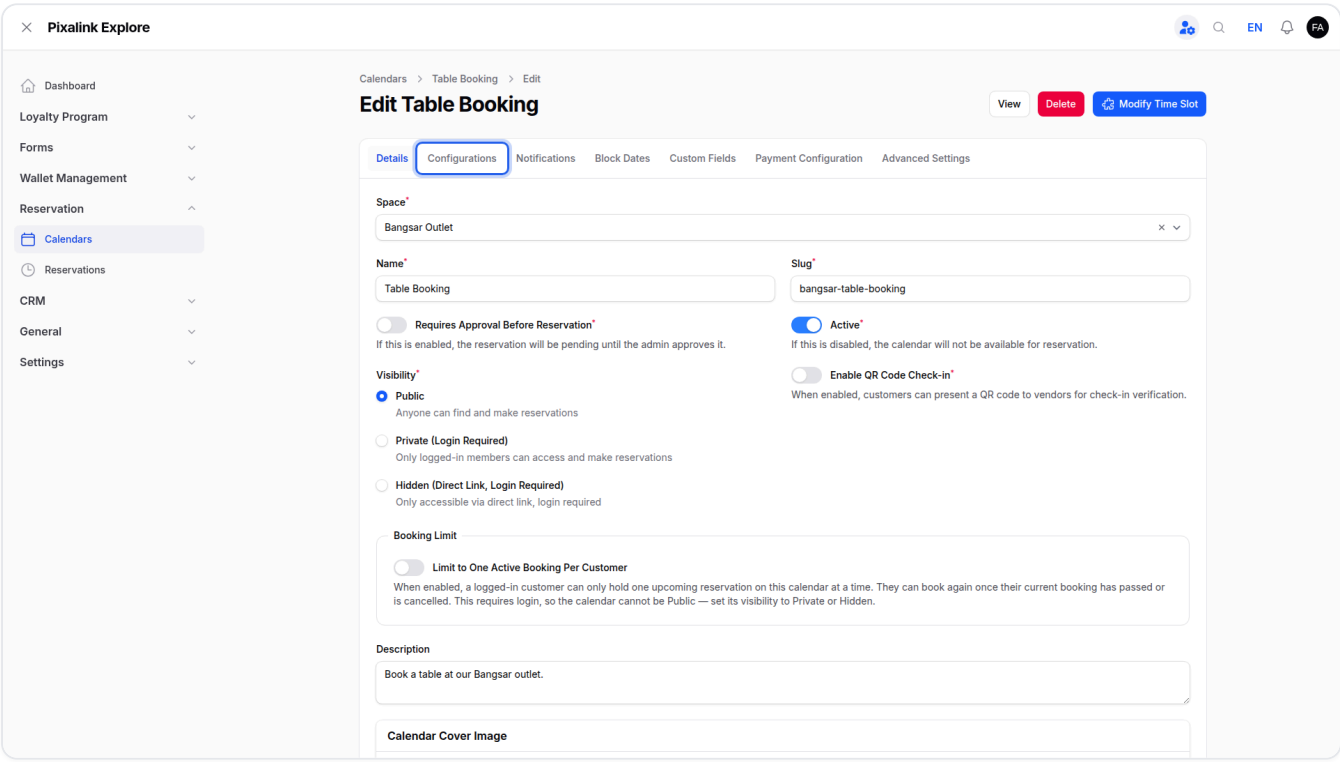



2. Click **Edit** on your calendar.

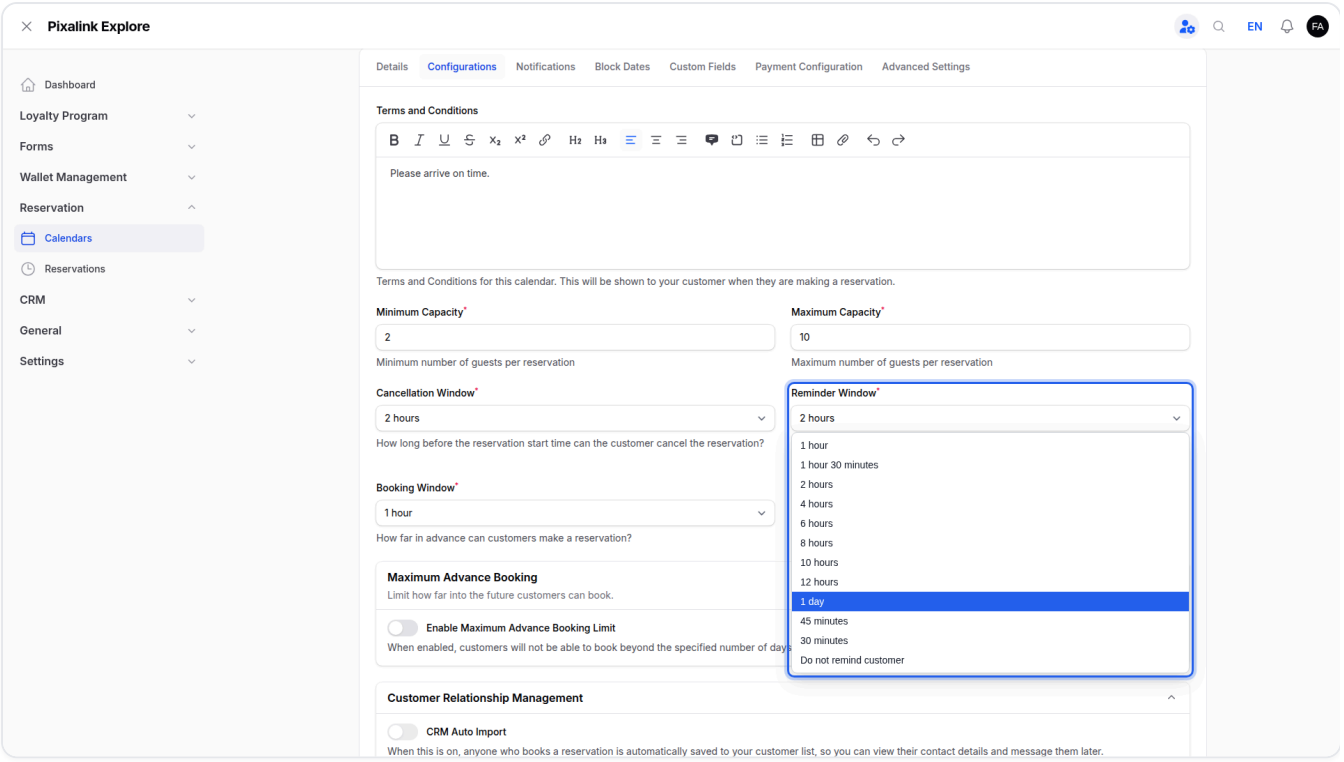



*Each calendar has its own reminder setting.*

3. Click the **Configurations** tab.

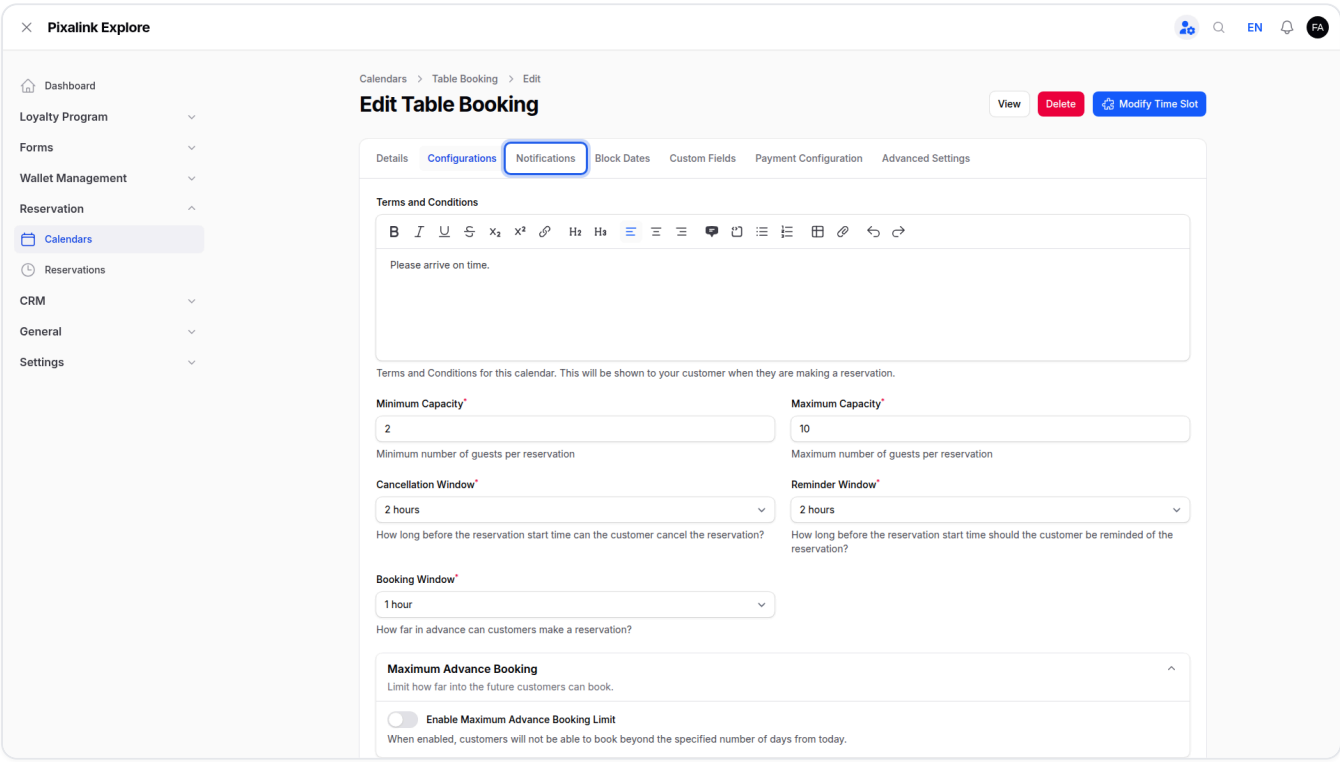



4. Choose how early to remind customers in **Reminder Window**.

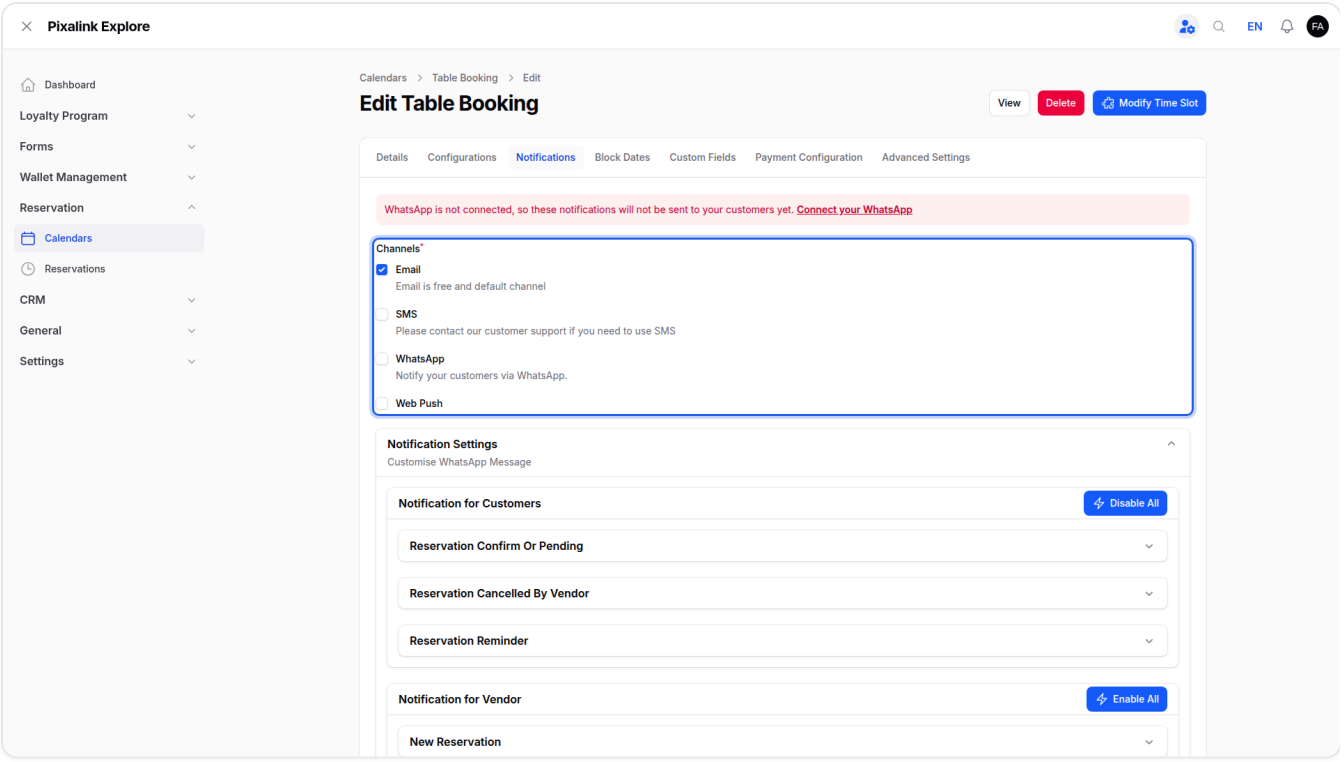



*The default is 2 hours. Pick **Do not remind customer** to stop reminders.*

5. Click the **Notifications** tab.

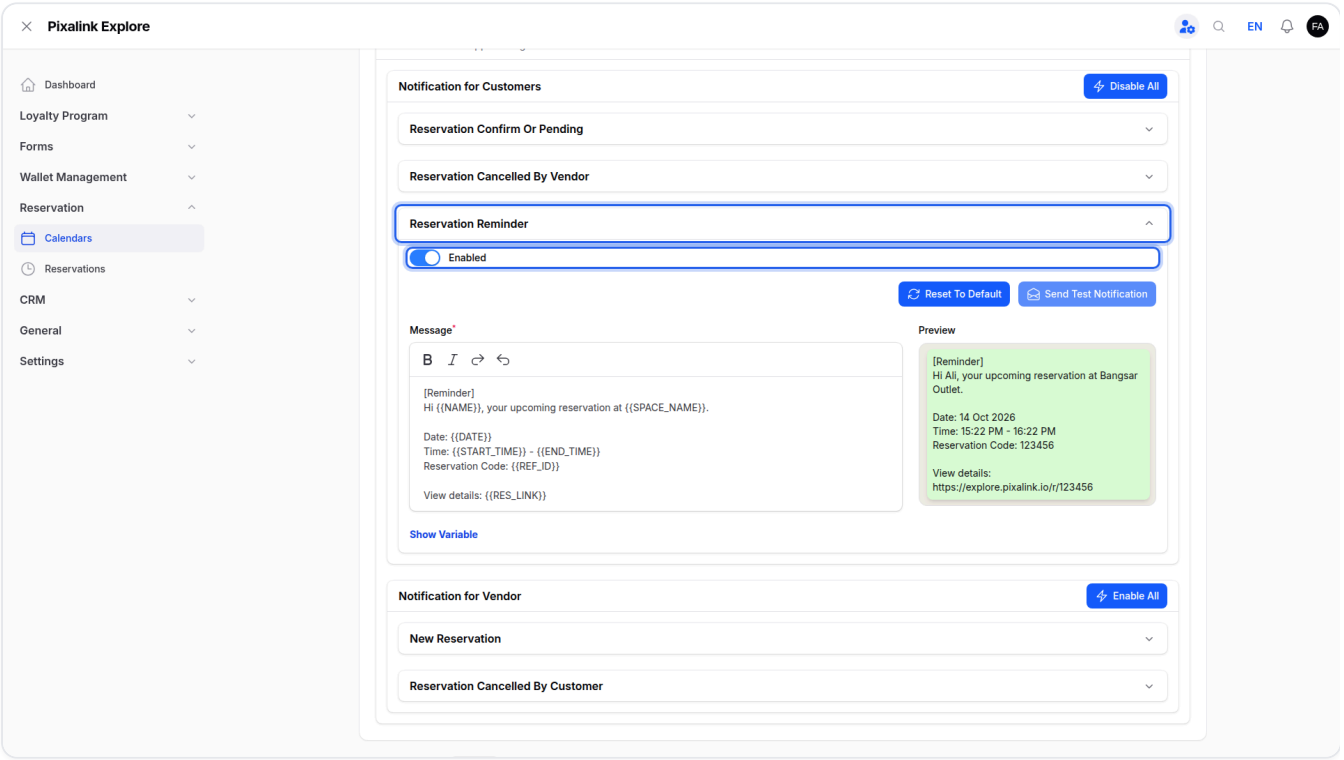



6. Tick the ways this calendar messages customers under **Channels**.



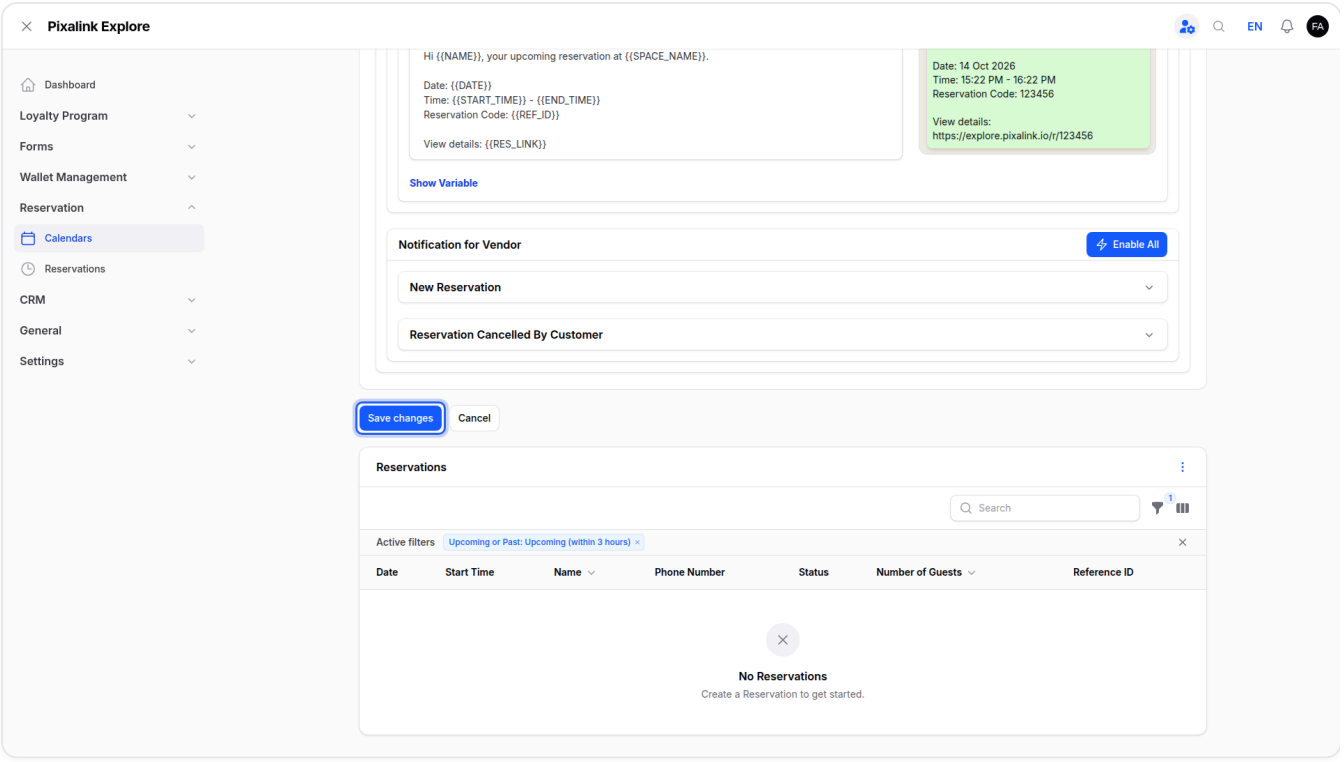

*Reminders use these channels. Email is free. WhatsApp works only after you connect your WhatsApp number. Web Push does not send reminders.*

7. Open **Reservation Reminder** and check that **Enabled** is on.




*If Enabled is off, no reminders go out.*

8. Click **Save changes**.




## What Your Customers Will See

The reminder email shows your outlet name, booking date, time, reference code and a link to the booking. If you ticked SMS or WhatsApp, the customer gets a short reminder there too.

## Good to Know

- Pixalink checks for upcoming bookings every 30 minutes. With 2 hours, the reminder arrives between 2 hours and 1.5 hours before.
- If someone books inside the window, the reminder goes out at the next check, unless the booking has already started.
- Short windows (30 minutes to 2 hours) suit cafes and restaurants. Middle windows (4 to 10 hours) suit same-day bookings. Longer windows (12 hours or 1 day) suit salons and classes booked days ahead.
- Each booking gets one reminder. Changing the window doesn't resend old reminders.
- Bookings waiting for your approval get no reminder. If you approve a booking yourself, it gets its reminder as normal. Bookings the calendar approves automatically get no reminder.

## Need Help?

If a WhatsApp reminder is missing, look at the top of the **Notifications** tab. If it says WhatsApp is not connected, click **Connect your WhatsApp** to link your number.

## What's Next?

- Why Some Calendars Have More Reservation Notifications Than Others (https://kb.pixalink.io/articles/why-different-spaces-show-different-reservation-notifications)

- How to View and Approve Reservations (https://kb.pixalink.io/articles/how-to-view-and-approve-reservations)
- How Reservation Auto-Rejection Works and How to Set It Up (https://kb.pixalink.io/articles/how-reservation-auto-rejection-works-and-how-to-set-it-up)