## What Is This?

Every booking customers make shows in **Reservations**. Check it at the start of each shift to see who is coming. If a calendar needs your approval, you accept or turn down each booking here.

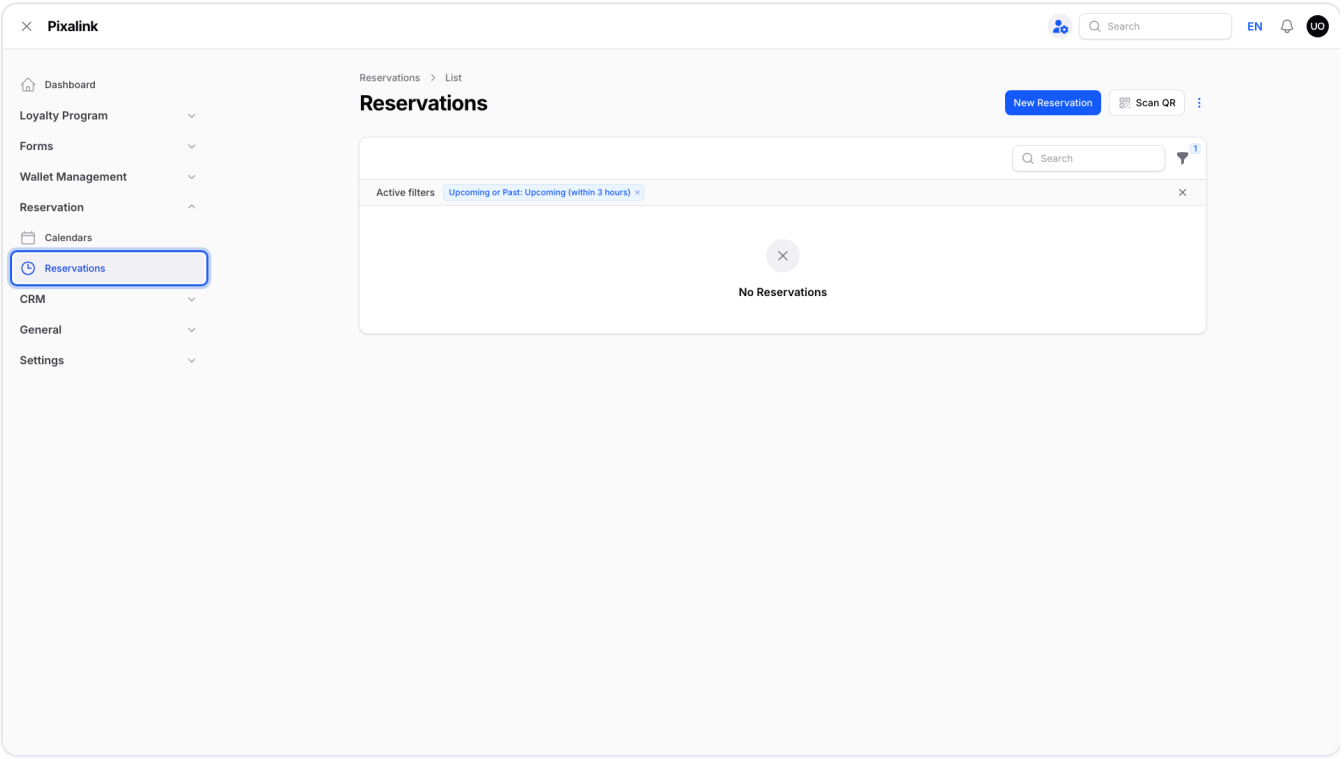
To share your booking link first, see How to Share Your Reservation Booking Link (https://kb.pixalink.io/articles/sharing-your-reservation-booking-link-and-viewing-bookings).

## Real-Life Example

Farah runs a private dining room in Bangsar that seats only 12. Her calendar needs approval, so no booking is final until she checks it. Each morning she opens **Reservations** and looks at the week in **Calendar View**. She approves the bookings that fit. When two groups ask for the same night, she rejects one with "Sorry, we're fully booked on this date." Customers get a clear answer, and she decides who gets the room.

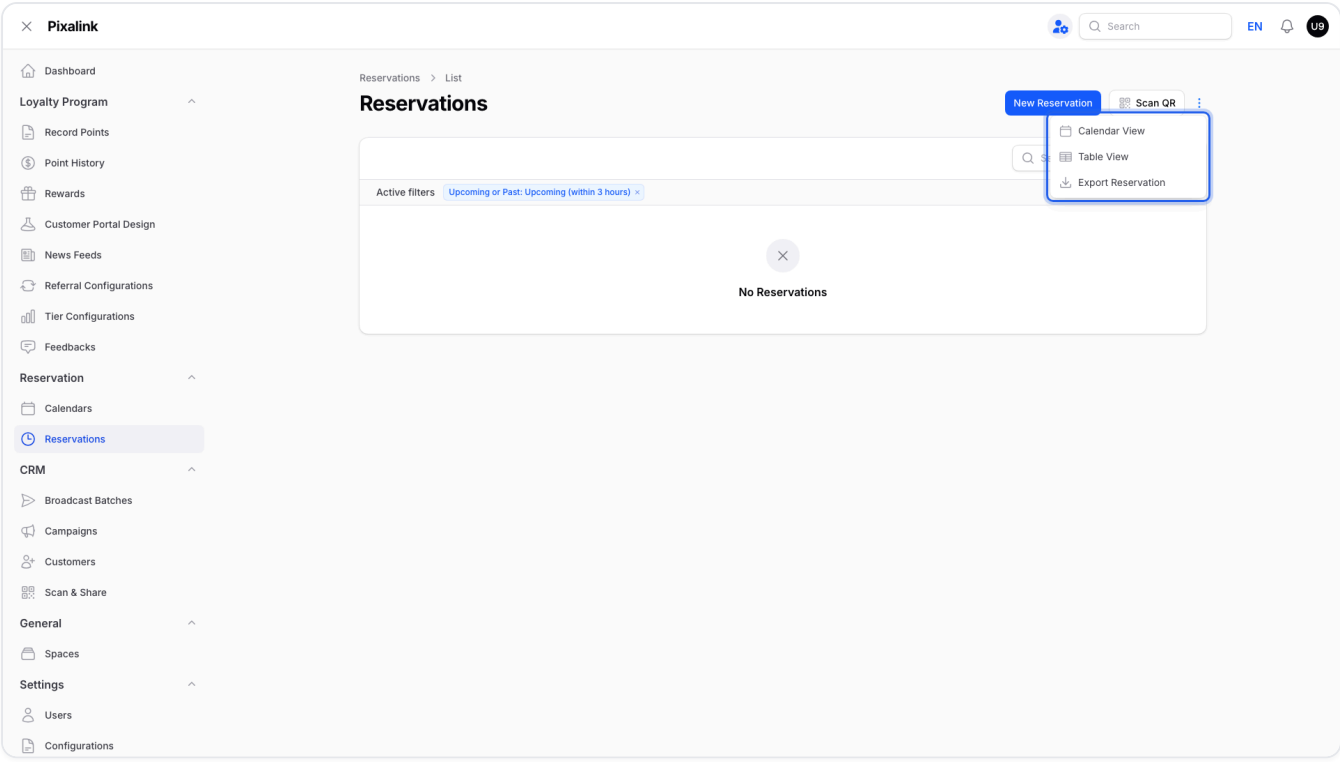
## How to Set It Up

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



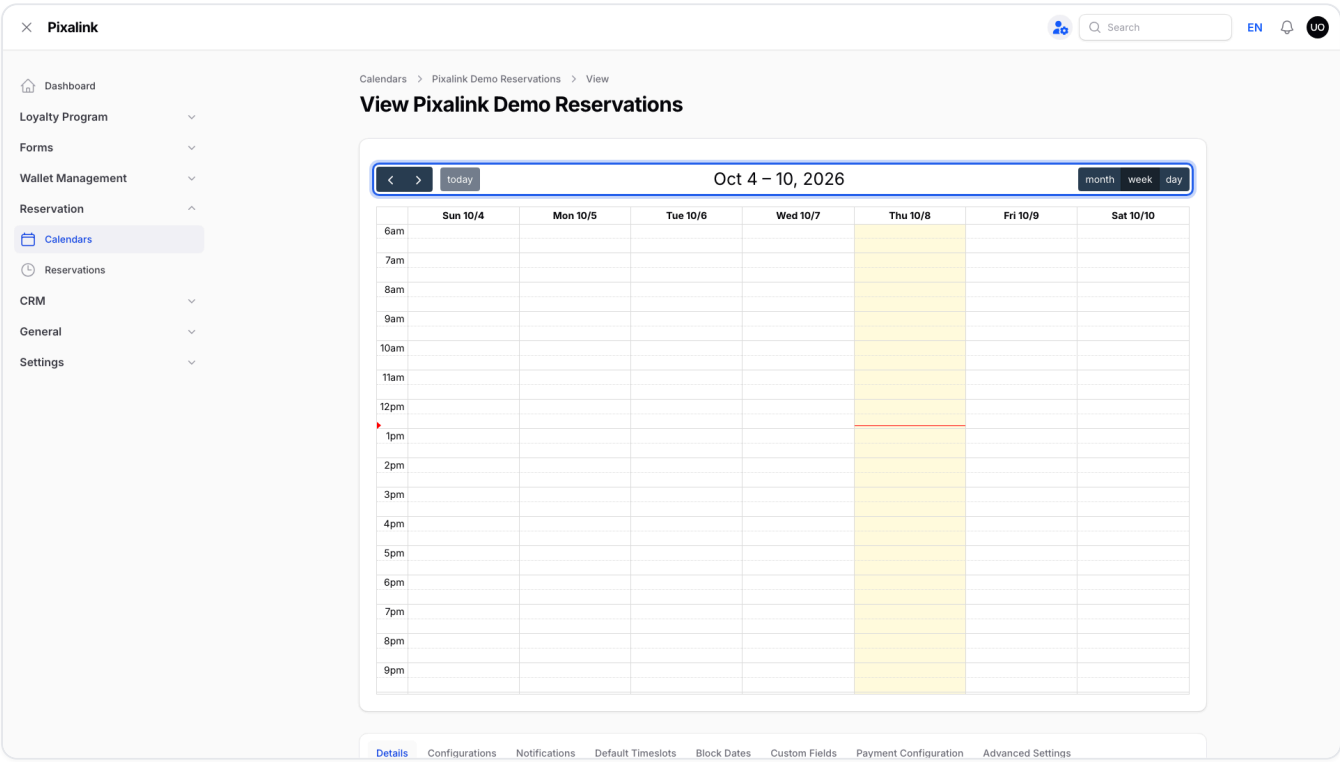

*The list opens on upcoming bookings. Past bookings are under the **Upcoming or Past** filter.*

2. Click the three-dot menu at the top right to pick a view.




*Export Reservation downloads your bookings as a file.*

3. Click **Calendar View** to see bookings on a date grid.




*Switch between month, week and day at the top right.*

4. Click **Table View** to see the same bookings as a compact table.

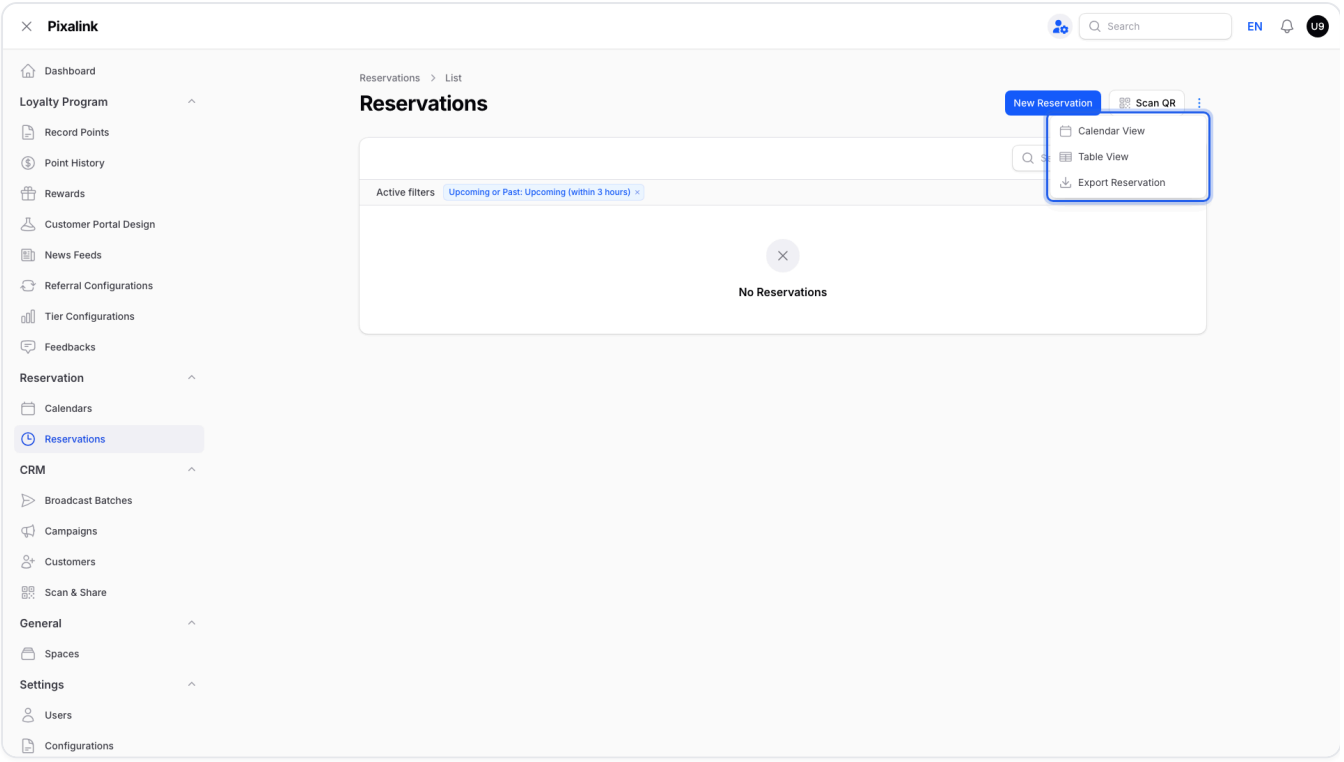



*Table View is handy for a quick list of today's guests.*

## Approve or Reject a Booking

If a calendar has **Requires Approval Before Reservation** on, each new booking starts as **Pending**. In the **Reservations** list, a pending booking has two buttons:

- **Approve** confirms the booking.
- **Reject** turns it down. You can type a reason, or pick a quick reason such as "Double reservation".

If the booking needed payment and it isn't paid yet, Pixalink asks you to check for a manual payment before you approve.

## After the Booking Is Confirmed

Open a confirmed booking to see these buttons:

- **Mark as Show** and **Mark as No Show** record whether the guest turned up. They only work from 1 hour before the reservation time onwards. Before that, they stay greyed out.
- **Delete** cancels the booking. If the guest paid online and the payment method allows refunds, Pixalink refunds them automatically. If it doesn't, the booking is cancelled without a refund, so refund the guest yourself.

## What Your Customers Will See

Customers with a pending booking wait for your answer. Once you approve or reject, the booking status changes for them.

## Good to Know

- If a staff account is limited to certain outlets, that staff member only sees bookings for those outlets.
- Calendars with automatic approval or rejection can decide a pending booking for you. See the auto-rejection article below.

## Need Help?

**Approve** and **Reject** only show on **Pending** bookings. If new bookings never wait for you, edit the calendar and turn on **Requires Approval Before Reservation**.

## What's Next?

- 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)
- How to Send Reservation Alerts to Your Staff WhatsApp Group (https://kb.pixalink.io/articles/how-to-send-reservation-alerts-to-your-staff-whatsapp-group)
- How to Share Your Reservation Booking Link (https://kb.pixalink.io/articles/sharing-your-reservation-booking-link-and-viewing-bookings)