Australian Government

Fact Sheet 14 – Amending or cancelling a trip booking

Amending or cancelling a trip booking using the web portal

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- 1. Log on to the web portal. The New Bookings screen displays.
- 2. Go to **Bookings Tab** and navigate using the date-range selector to find the booking you wish to amend or cancel.
- 3. Click on the **Booking No**. to display the details of the booking.

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Current	Future	Past													
Bookings	1 From	30/05/2019	То	25/07	/2019	Refresh		S	earch:			Column vi	sibility	Show	10 rows
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002414	30/06/2019 13:00	CONFIRMED	l			25 - Mr Joe Brown	Sydney Opera House, Bennelong Point, Sydney NSW 2000, Australia	CPO Sydney - CPO, 1 Bligh Street, Sydney NSW, Australia	Sedan	C	COMCAR				
Showing 1 to 1	1 of 1 entri	es											Previo	ous 1	Next

Amendments can only be made using the web portal or mobile app if the pick-up time is more than an hour in the future. You will get a warning if you are unable to amend the booking.

4. Click on Edit Booking or Cancel Booking.

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					Booking 002414					
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	0	Pick Up @30/06/2019	0 13:00							
		for 5 mins								
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			Edit Booking				Cancel Booking			
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	Ψ							Show	Мар	
		Base Rate		116.00						
		Total Cost		116.00						

5. Amend your booking and click **Save**.

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Amending a trip booking using the mobile app

1. Log on to mobile app. Click on the Menu



2. Select Trips



5. Amend the trip and **Save.**



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- Tip: To change the pick-up or drop location type new details.
- To change the date and/or time click on the icon.

3. Find the trip you want to amend or cancel

Tip: For future trips, use the daterange selector to find trip you want to amend or cancel.

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24 MAY	04:15 PM Canberra Airport Senate Carpark P	C - Canberra Airpo arliament House	ONFIRMED rt (CBR), T - Parliame

6. If you select CANCEL TRIP an alert will display.

