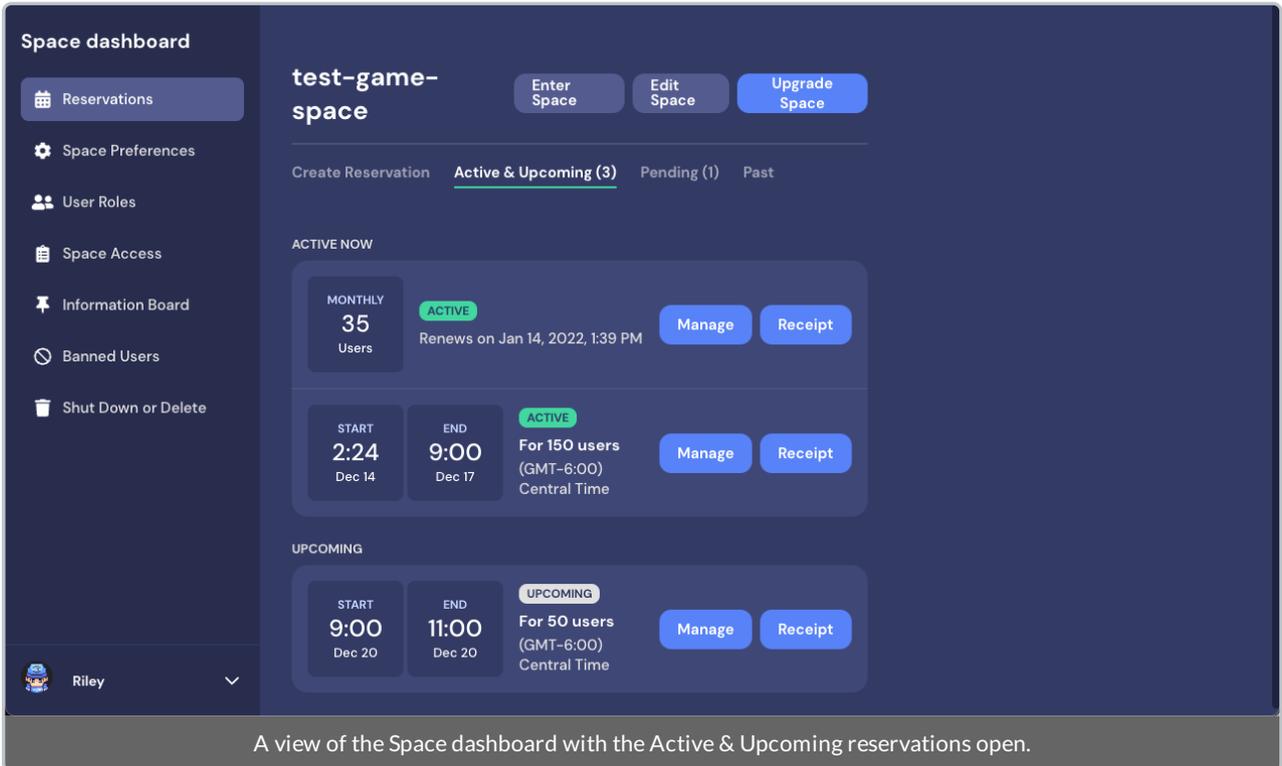


# Edit or Cancel a 2-Hr or Per Day Reservation

Last Modified on 12/14/2021 5:18 pm EST

Need to change your reservation details before your event? No problem! Have to cancel a reservation? Well, we're bummed, but we can help you with that, too. This article covers key information about **2-Hr** or **Per Day** reservations and how to manage them in your [Space dashboard](#).

**Note:** Need to manage your Monthly subscription? Head over to [Edit or Cancel a Monthly Subscription](#).



The screenshot shows the 'Space dashboard' for 'test-game-space'. The dashboard includes a sidebar with navigation options: Reservations, Space Preferences, User Roles, Space Access, Information Board, Banned Users, and Shut Down or Delete. The main content area displays reservation details for 'test-game-space' with buttons for 'Enter Space', 'Edit Space', and 'Upgrade Space'. Below these are tabs for 'Create Reservation', 'Active & Upcoming (3)', 'Pending (1)', and 'Past'. The 'Active & Upcoming' section is divided into 'ACTIVE NOW' and 'UPCOMING' reservations. The 'ACTIVE NOW' section shows a 'MONTHLY' reservation for 35 users, renewing on Jan 14, 2022, and a '2-Hr' reservation starting at 2:24 on Dec 14 and ending at 9:00 on Dec 17, for 150 users. The 'UPCOMING' section shows a reservation starting at 9:00 on Dec 20 and ending at 11:00 on Dec 20, for 50 users. Each reservation card includes 'Manage' and 'Receipt' buttons. The user 'Riley' is logged in.

A view of the Space dashboard with the Active & Upcoming reservations open.

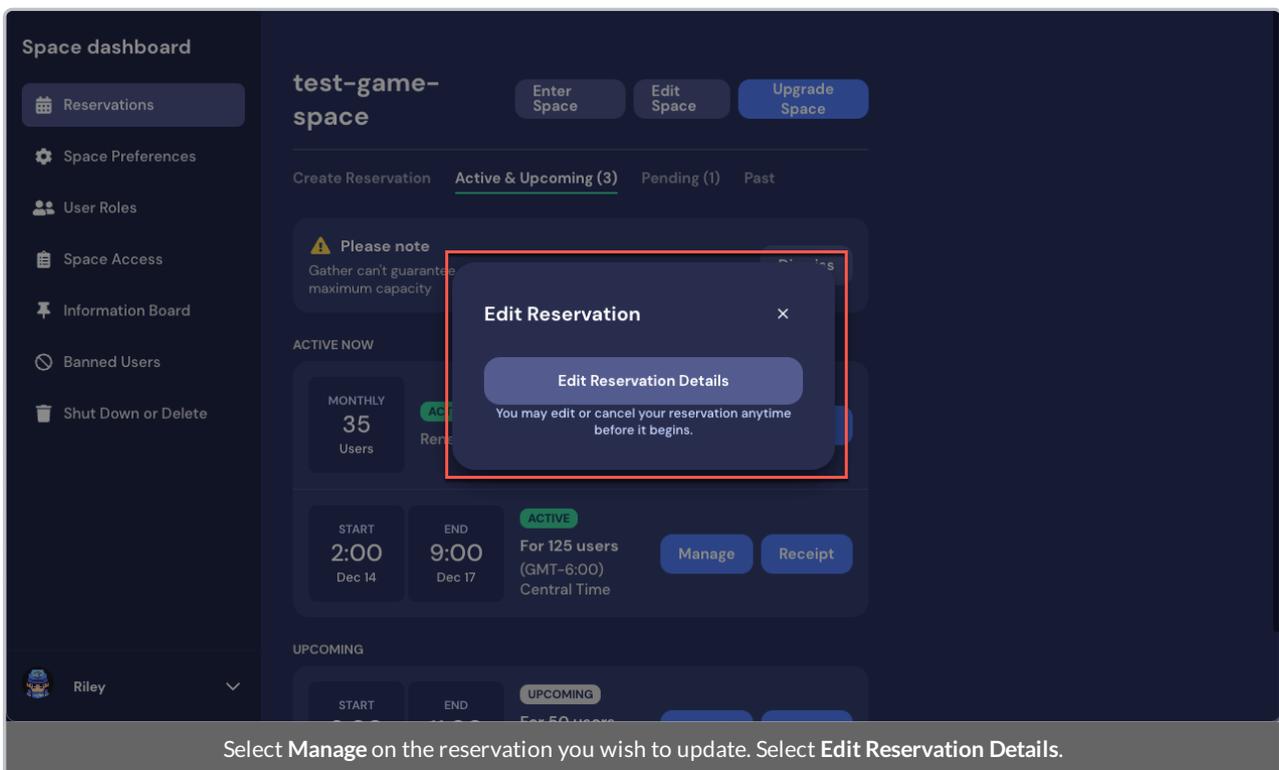
## Key Reservation Details

- **2-Hr or Per Day** reservations place your Space on our Premium servers for the date and time you specify.
- You must be the person who booked the reservation to edit or cancel it.
- Reservations are a one-time charge—no automatic renewals. If you make a change to your reservation, you will be refunded or charged money according to your edits.
- **Active:** An Active reservation means your Space is currently on the Premium servers for your specified capacity and time/date range.
  - ✓ You can increase the [Space capacity](#) on any **Active** reservation. You will be charged the difference for the new capacity.
  - ✗ You cannot [decrease](#) your **Space capacity** for an **Active** reservation.
  - ✗ You cannot change any **Active** reservation's **Start/End** date or time.
  - ✗ You cannot cancel an **Active** reservation.
- **Upcoming:** An **Upcoming** reservation means your Space is scheduled to move to the Premium servers for your specified capacity and time/date range, and you have completed your payment.
  - ✓ You can [increase](#) the **Space capacity** on any **2-hr** or **Per Day Upcoming** reservation. You will be charged the difference for the new capacity.

- o ✓ You can decrease your **Space capacity** in your **2-Hr** or **Per day Upcoming** reservations. You will be refunded for the difference from the original reservation.
- o ✓ You can change the **Start/End** date or time on a **2-hr** or **Per day Upcoming** reservation, and we will automatically apply a discount if your new time would be cheaper on a different plan.
- o ✓ You can cancel any **2-hr** or **Per day Upcoming** reservation. You will be fully refunded.
- **Pending:** A **Pending** reservation means your Space is scheduled to move to the Premium servers for your specified capacity and time/date range, but you have not yet completed your payment.
  - o ✓ You can cancel any **2-hr** or **Per day Pending** reservation.
  - o ✗ You cannot edit a **2-hr** or **Per day Pending** reservation. You must cancel it and create a new reservation for any changes.

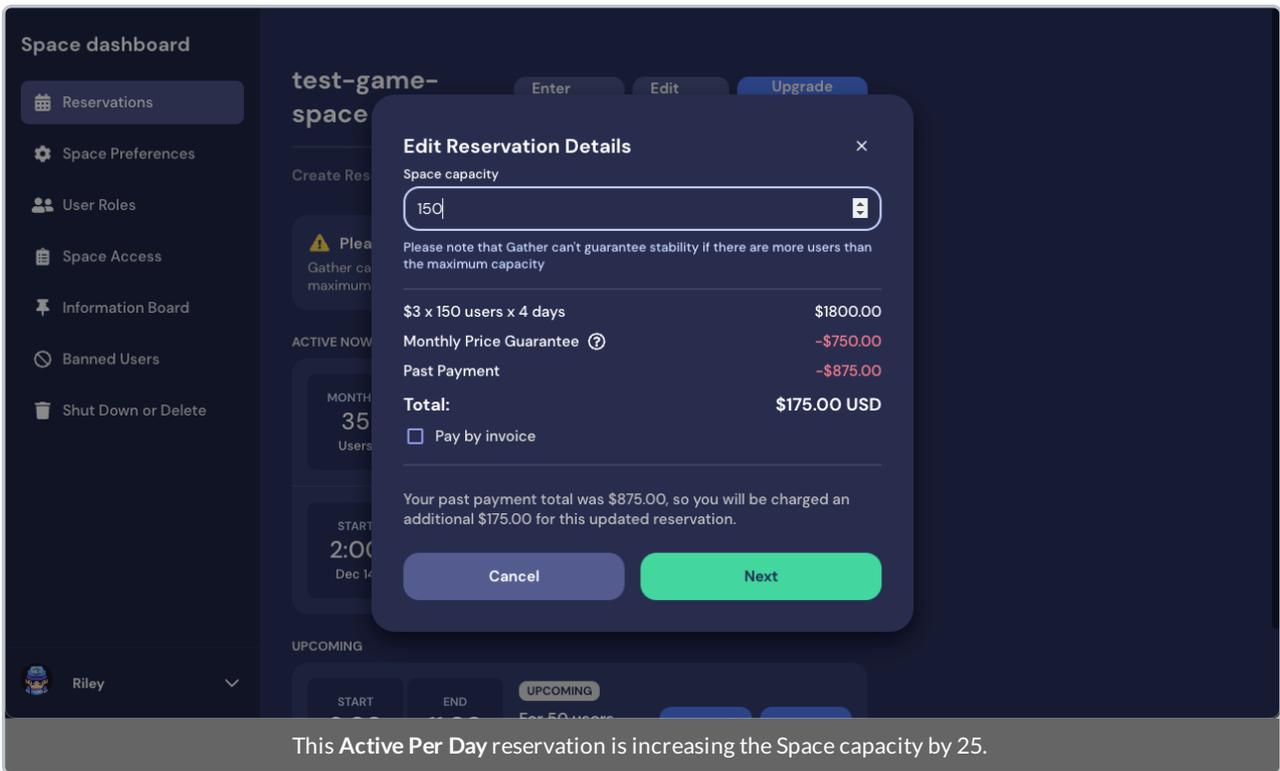
## Manage Active Reservations

Navigate to the **Active** reservation you wish to change. Select **Manage**. The **Edit Reservations** modal displays.



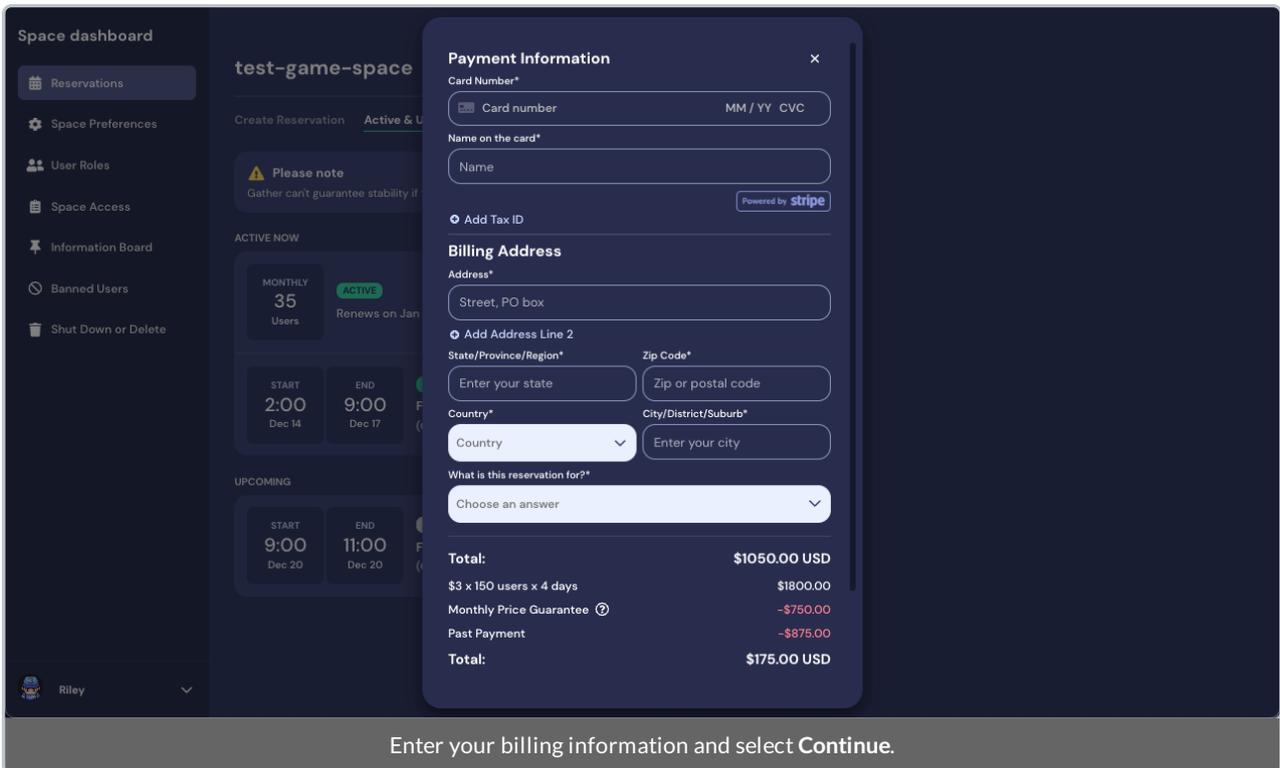
Select **Edit Reservation Details**. (Note that there is no option to cancel an Active reservation.) Enter the new **Space capacity**.

For increases in Space capacity to an **Active** or **Upcoming** reservation, you will be charged an additional amount and must enter your payment details. Select **Next**. (Note that any price guarantees are automatically applied.)



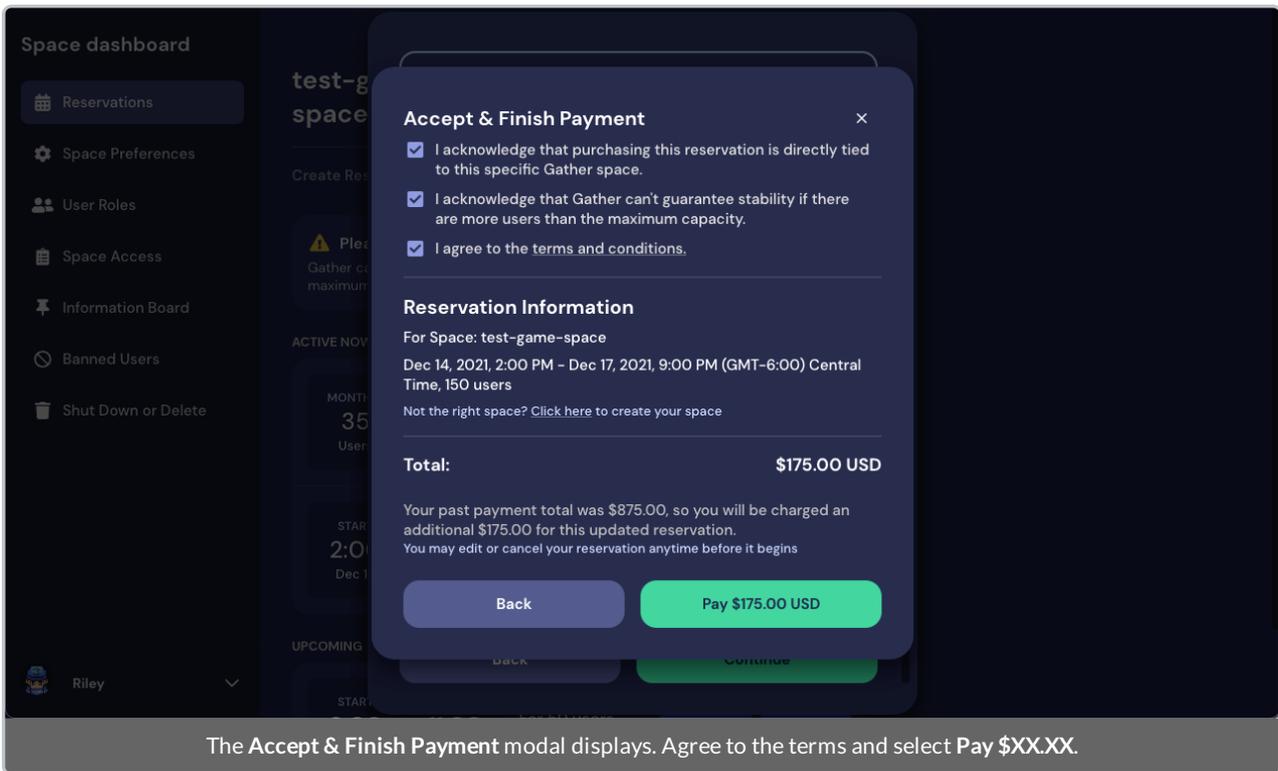
This Active Per Day reservation is increasing the Space capacity by 25.

Enter your payment information and select **Continue**.



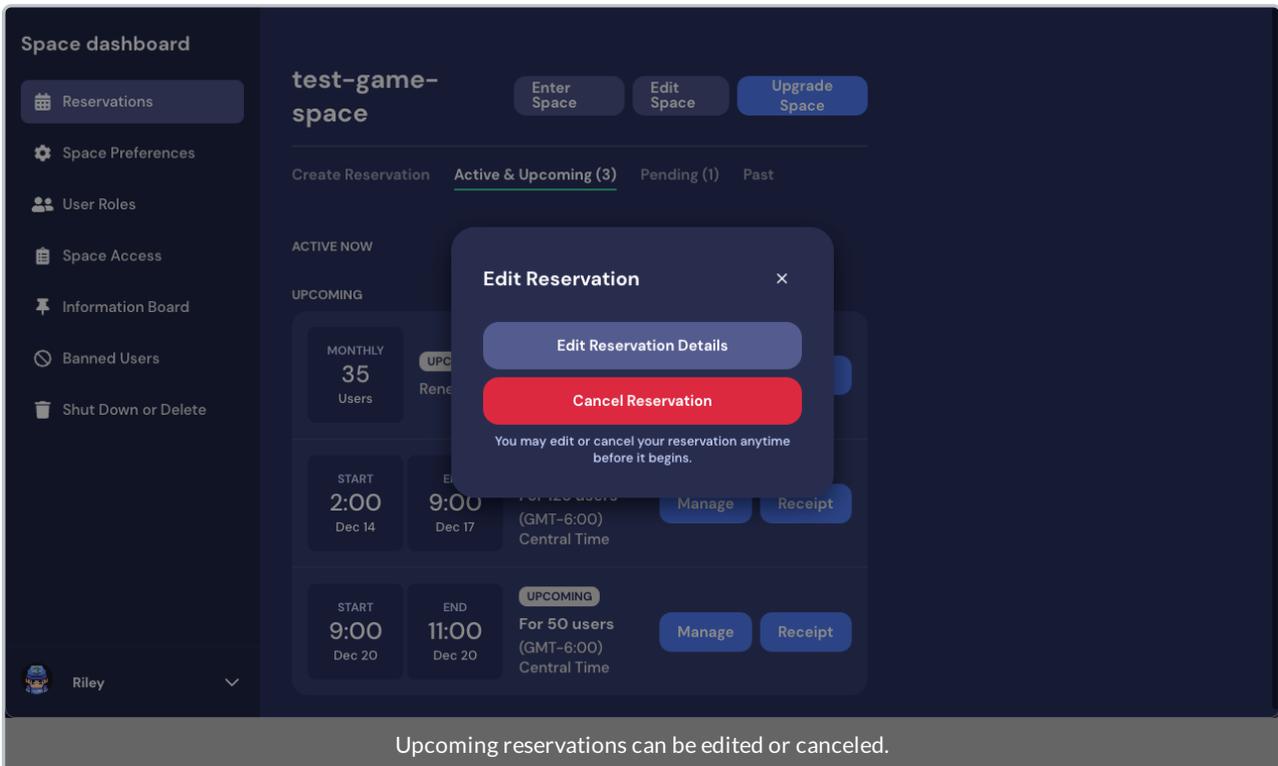
Enter your billing information and select **Continue**.

The **Accept & Finish Payment** modal displays. Select the checkboxes to indicate your agreement with the terms, then select **Pay \$(XX.XX)**.

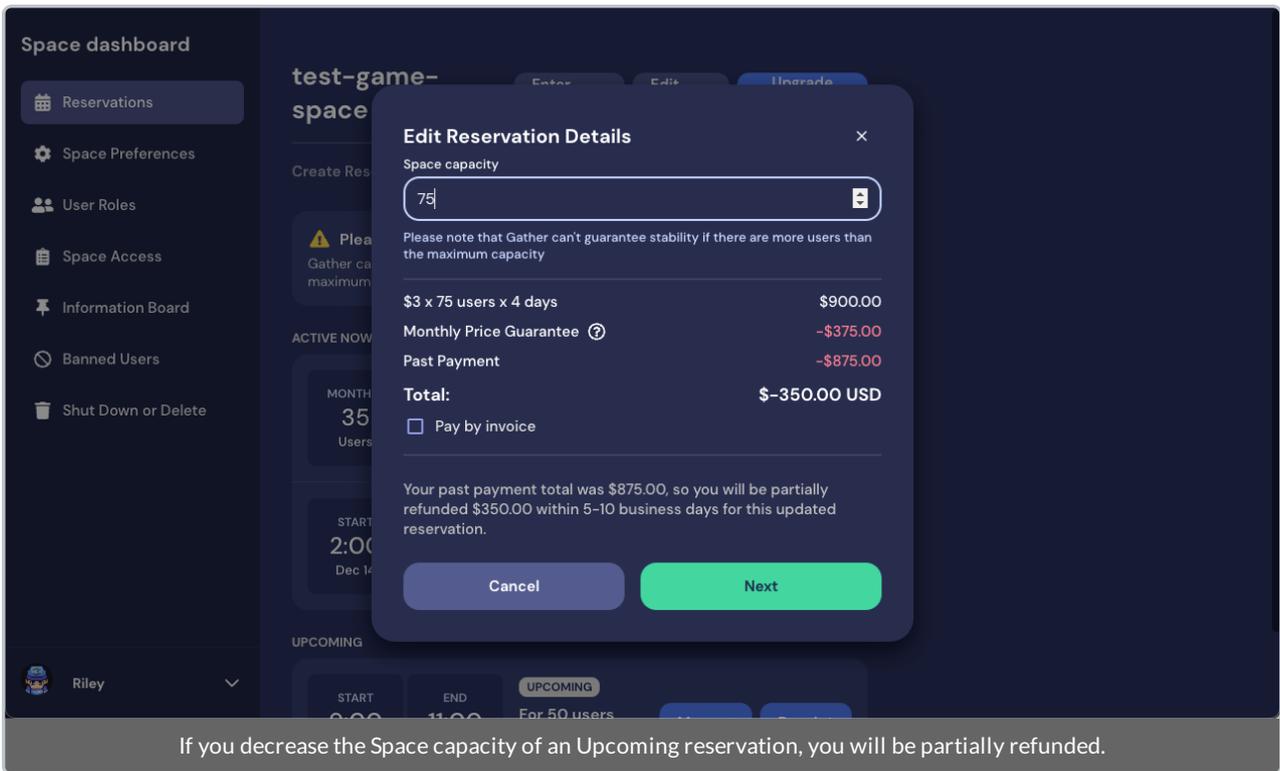


## Manage Upcoming Reservations

Select **Manage** for the reservation you wish to edit. An **Edit Reservation** modal opens. Select **Edit Reservation Details**.

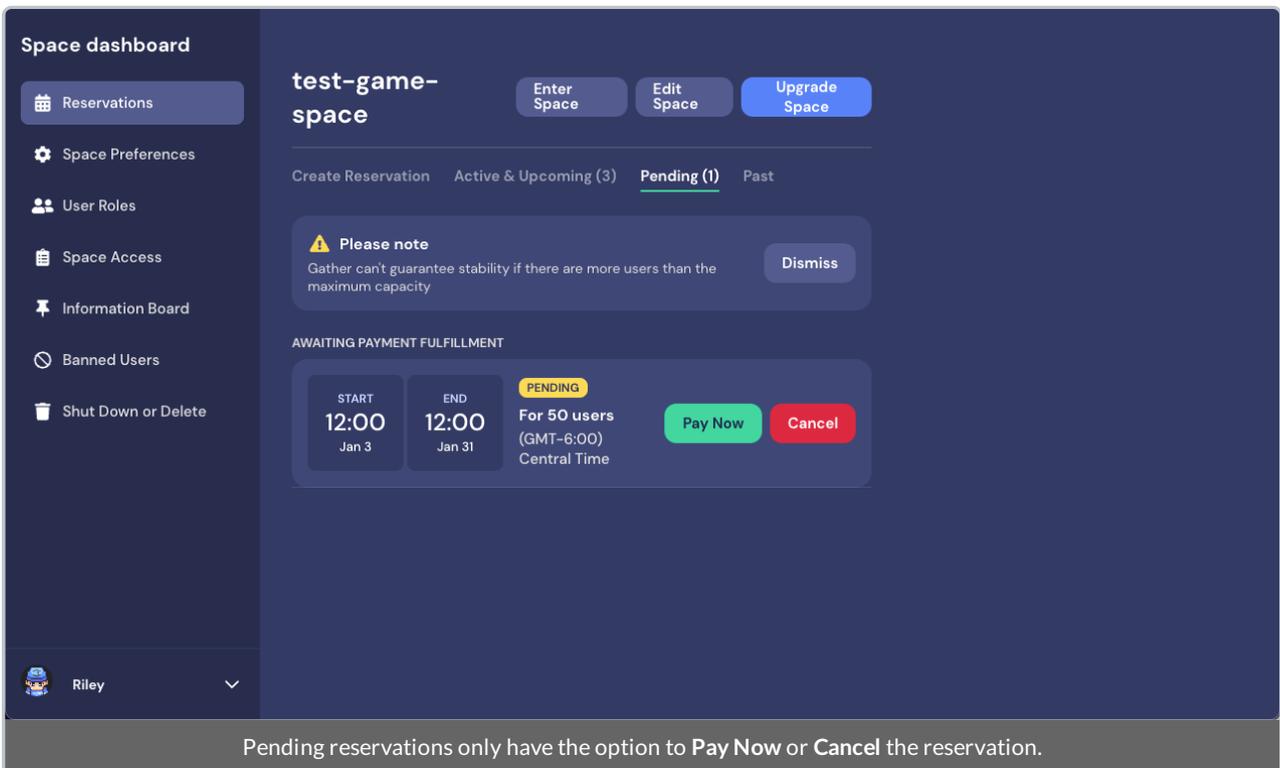


You can increase or decrease the Space capacity on an **Upcoming** reservation. If you decrease the Space capacity, you will receive a partial refund to the original payment method.



## Manage Pending Reservations

When you create an invoice for an event, it will appear under your **Pending** reservations until the invoice is paid.



You cannot make any changes to a **Pending** reservation. You must cancel the reservation and create a new one.