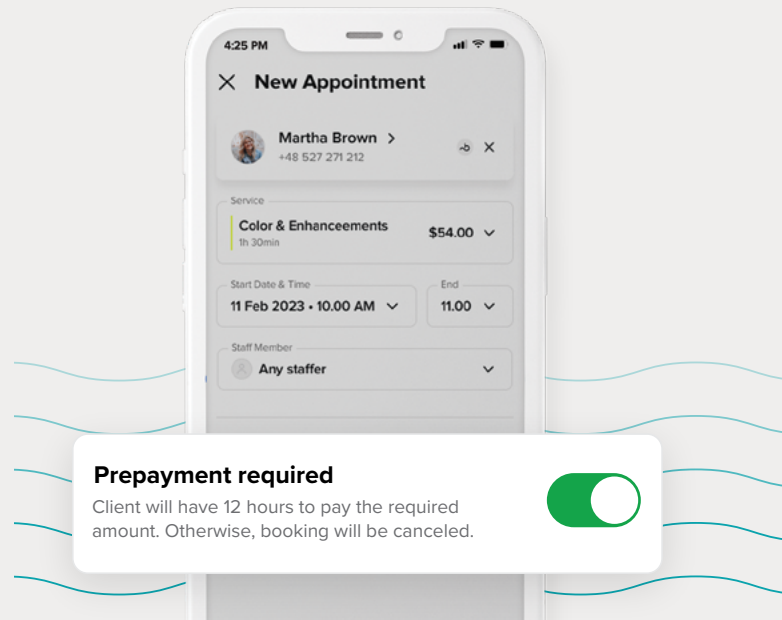


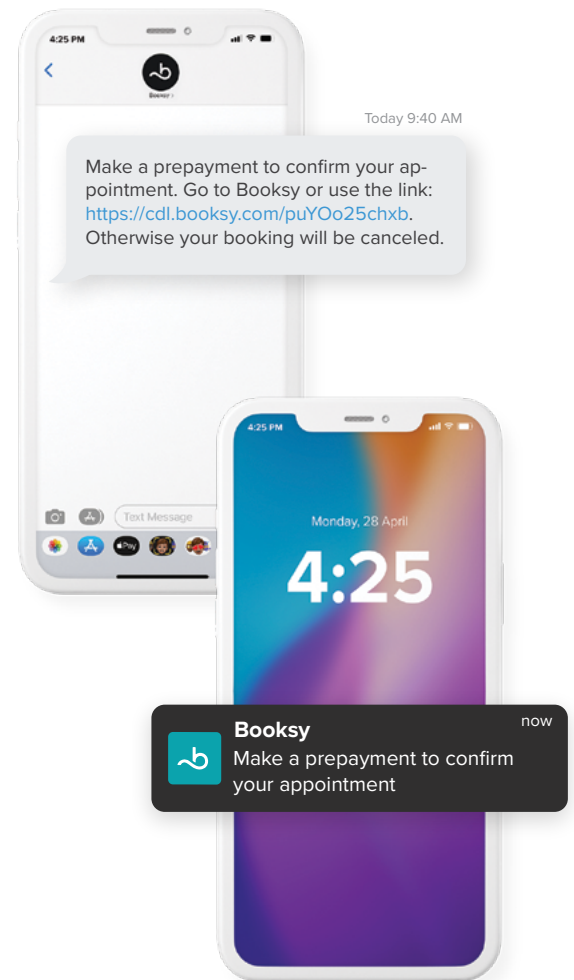


# Let clients secure their appointment, while you secure your income.



Take Prepayments for appointments you book for clients.

- 1** First, make sure you have set up [No-Show Protection](#) and enabled Prepayments.  
**Settings > Payments & Checkout > No-Show Protection > Prepayments**
- 2** Every appointment you create will now have a **Prepayment required toggle**, as long as:
  - The service has a Prepayment assigned to it
  - The client is a Booksy user
  - The client is not a Trusted Client**Calendar > New Appointment > Toggle on "Prepayment required"**
- 3** Your client will receive a notification via SMS, email, and their Booksy App to complete the Prepayment.
- 4** If a client fails to make the payment in **12 hours**, the appointment will be **automatically canceled**. Both you and the client will be notified if this happens.



**Done! Your income = secured.**

# Here's what you should know:

- Prepayments for **business bookings** (when you book a client) follow the same rules as Prepayments for **client bookings** (when a client books themselves).
- In order to charge a Prepayment for a business booking, you must create the appointment at least **24 hours** in advance.
- At this time, you can only request Prepayments from **clients who have a Booksy account**.
- You can choose to skip a Prepayment for a specific appointment.
- This feature is **not applicable to recurring bookings**.

**What about client bookings?** Nothing is changing. When clients book you from the Booksy App, they still have to pay upfront for any services that require Prepayments.

Learn more about No-Show Protection at [booksy.com/biz/en-us/solutions/no-show-protection](https://booksy.com/biz/en-us/solutions/no-show-protection)

