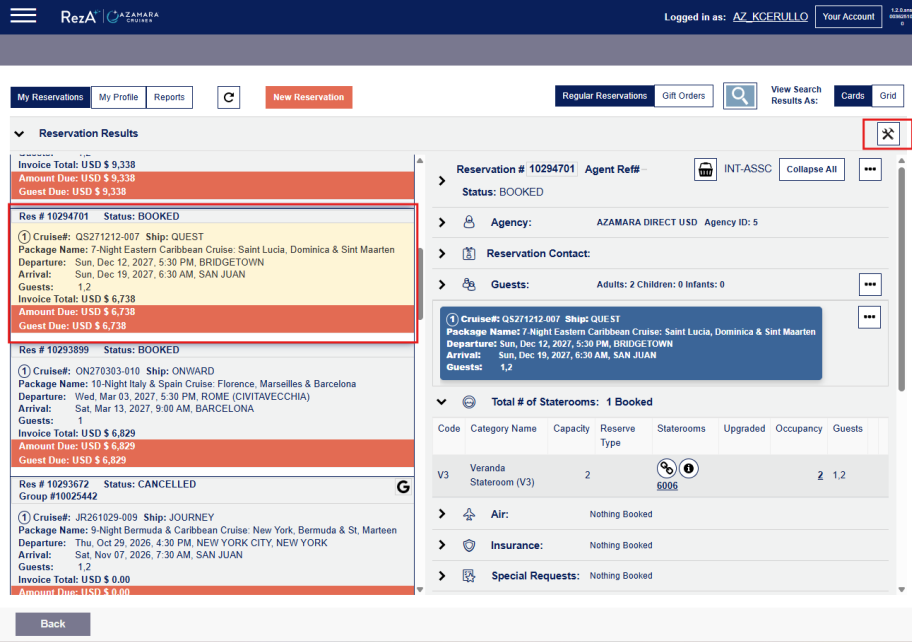
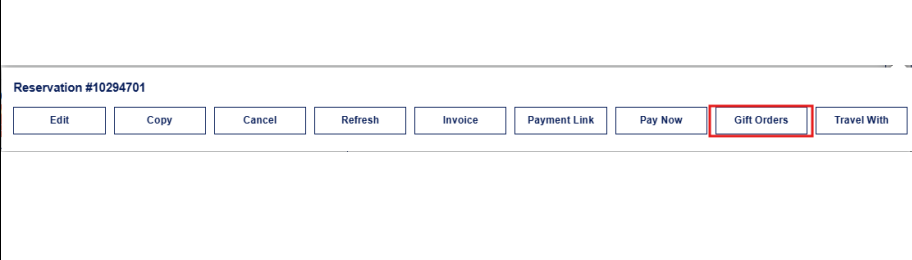


## How to Cancel a Gift Extension

|                                                                                                                                                                                                                                                                                                               |                                                                                      |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
| <p>Step 1</p> <p>Select <b>Your Account</b> and click <b>My Reservations</b>.</p>                                                                                                                                                                                                                             |    |
| <p>Step 2</p> <p>This will open the My Reservations screen. Under the <b>Reservations Results</b> we will click on <b>Res# 10294701</b>. The Reservation will become highlighted. Now click on the <b>Tools</b>  symbol.</p> |   |
| <p>Step 3</p> <p>The Tools menu will open. Click on the <b>Gift Orders</b> tab.</p>                                                                                                                                                                                                                           |  |
| <p>Step 4</p> <p>This will open the Gift Orders screen. Click on the <b>Gift Order line</b> and it will become <b>highlighted</b>. Then go to the right side of the screen and click the <b>3 Dots</b>  symbol.</p>      |  |

Step 5

This will open the **Gift Order Menu**. Now click the **Cancel** tab.



Gift Orders for Reservation ID #10294701

Please select an order for further options

| Reservation # | Date                      | Status    | Guests | Amount Due    | Requester Type | Requester Name |
|---------------|---------------------------|-----------|--------|---------------|----------------|----------------|
| 10295632      | Jun 25, 2026, 10:47:38 AM | OFFER     | 1,2    | USD \$ 139.65 | Individual     | JOHN DOE       |
| 10295515      | Jun 24, 2026, 8:54:12 PM  | CANCELLED | 1,2    | USD \$ 0.00   | Individual     | JOHN DOE       |
| 10295496      | Jun 24, 2026, 6:49:38 PM  | CANCELLED | 1,2    | USD \$ 0.00   | Individual     | JOHN DOE       |

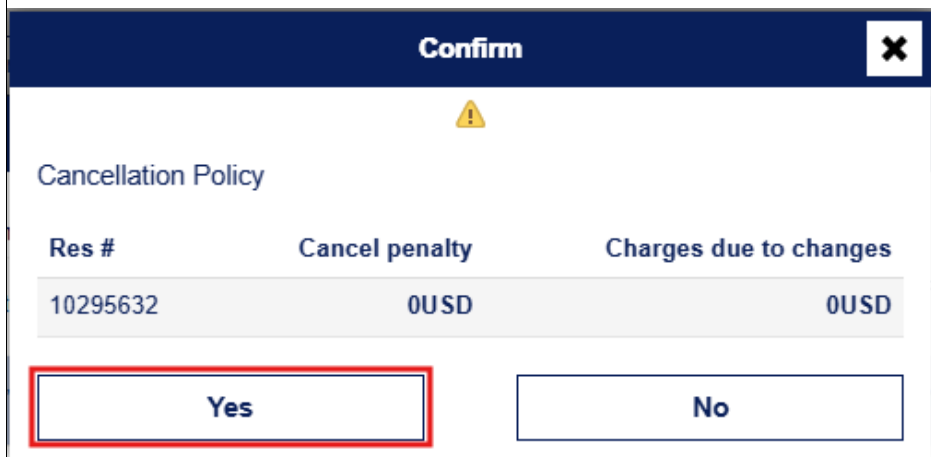
Gift Order Menu

- Edit
- Cancel**
- Pay Now
- Invoice

Cancel New Order

Step 6

We will receive a Confirm message. Click the **Yes** to confirm the Cancellation.



Confirm

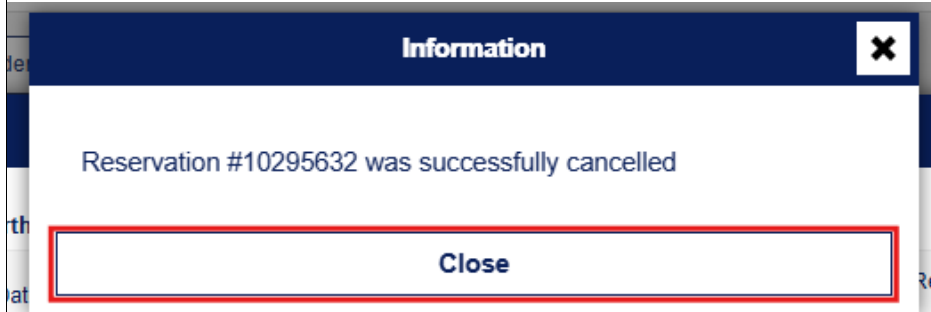
Cancellation Policy

| Res #    | Cancel penalty | Charges due to changes |
|----------|----------------|------------------------|
| 10295632 | 0USD           | 0USD                   |

Yes No

Step 7

This will bring us to the Information message stating the Reservation was successfully canceled. Click the **Close** tab.



Information

Reservation #10295632 was successfully cancelled

Close

## Step 8

We will return to the Gift Orders screen. Here we will see on the Gift Order line the status as **Cancelled**. Click the **✕** symbol at the top of the screen to end the process.

| Gift Orders for Reservation ID #10294701   |                           |           |        |             |                |                |              | ✕                |
|--------------------------------------------|---------------------------|-----------|--------|-------------|----------------|----------------|--------------|------------------|
| Please select an order for further options |                           |           |        |             |                |                |              | ...              |
| Reservation #                              | Date                      | Status    | Guests | Amount Due  | Requester Type | Requester Name | Requester ID |                  |
| 10295632                                   | Jun 25, 2026, 10:47:38 AM | CANCELLED | 1,2    | USD \$ 0.00 | Individual     | JOHN DOE       | 190311035    |                  |
| 10295515                                   | Jun 24, 2026, 8:54:12 PM  | CANCELLED | 1,2    | USD \$ 0.00 | Individual     | JOHN DOE       | 190311035    |                  |
| 10295496                                   | Jun 24, 2026, 6:49:38 PM  | CANCELLED | 1,2    | USD \$ 0.00 | Individual     | JOHN DOE       | 190311035    |                  |
|                                            |                           |           |        |             |                |                |              | Cancel New Order |