

# Managing your booking

## Cancelling your booking and making changes



## Cancel a booking

### Step 1

Go to [www.zilch.nz](http://www.zilch.nz) and navigate to My Trips > Upcoming.

### Step 2

From your upcoming bookings list, click the red 'Cancel Booking' button. Remember if this is a paid booking, you need to cancel at least 2 hours before the start time or you might be charged a cancellation fee.

## Making changes to your booking

To make a change to the start or end time or to the pick-up location, we recommend cancelling and remaking your booking.

Remake your booking using the booking flow from 'Quick Book' on the home page, or the 'Book a car' button.

## Need help?

If you need a hand with your booking, give us a call on 0800 2 ZILCH.