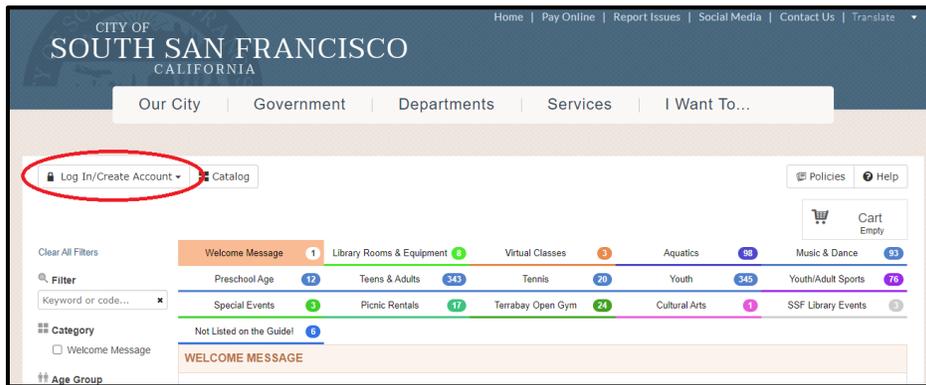




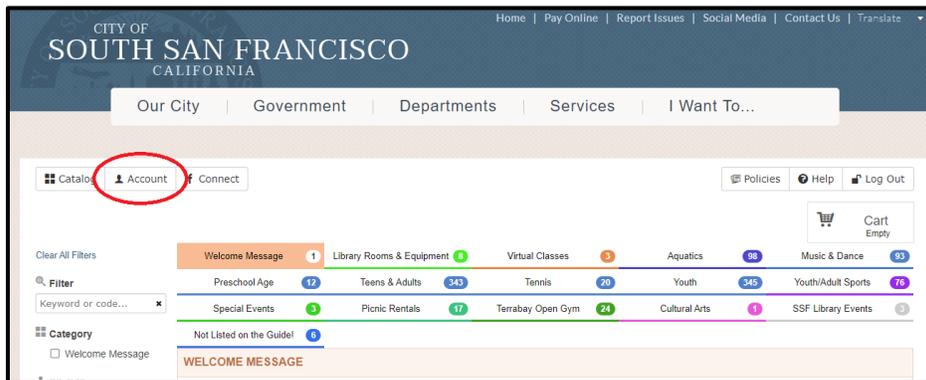
Cancel a reservation in Civic Rec

Cancellation of study room reservations is available only on a desktop computer or the desktop version on your mobile device. It is not available through the mobile interface.

1. Go to the [Civic Rec website](#) or click on Reserve a Study Room from the library's website.
2. Click Log in/Create Account on the top left corner of the screen and log into your account.



3. Click Account on the top left corner of the screen.

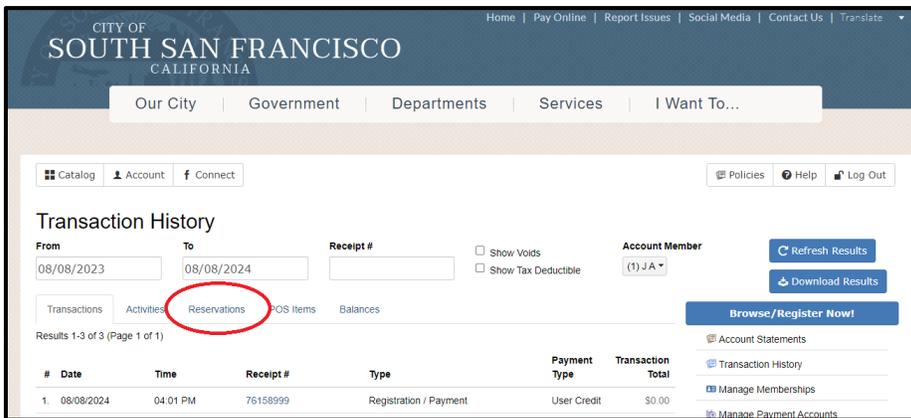




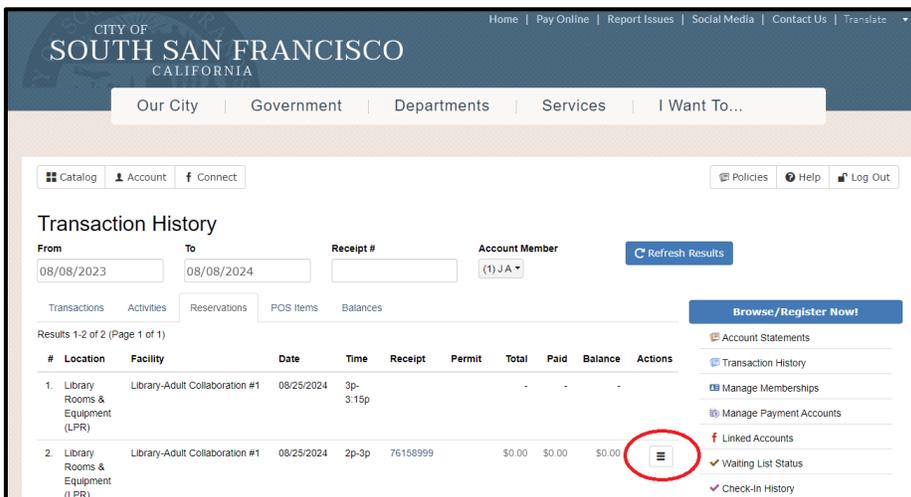
4. Select Transaction History on the menu on the right.



5. Select Reservations under Transaction History.



6. Click on the Actions button next to the reservation you'd like to cancel.



7. Select Refund.

Transaction History

From: 08/08/2023 To: 08/08/2024 Receipt #: Account Member: (1) J A Refresh Results

#	Location	Facility	Date	Time	Receipt	Permit	Total	Paid	Balance	Actions
1.	Library Rooms & Equipment (LPR)	Library-Adult Collaboration #1	08/25/2024	3p-3.15p						
2.	Library Rooms & Equipment (LPR)	Library-Adult Collaboration #1	08/25/2024	2p-3p	76158999		\$0.00	\$0.00	\$0.00	Refund Change

8. Click Submit.

Refund Confirmation

Customer: J A

Payment Type: 1. User Credit

Refund Items	Item	Balance Change	Refund Amount
	Credit/Refund: Library Rooms & Equipment (LPR) Library-Adult Collaboration #1 08/25/2024 2p-3p (Sun Library) REMOVE FROM CALENDAR	\$0.00	\$0.00
Total		\$0.00	\$0.00

Close Submit

9. Click OK.

secure.rec1.com says
Are you sure you want to cancel this reservation?

OK Cancel

Refund Confirmation

Customer: J A

Payment Type: 1. User Credit

Refund Items	Item	Balance Change	Refund Amount
	Credit/Refund: Library Rooms & Equipment (LPR) Library-Adult Collaboration #1 08/25/2024 2p-3p (Sun Library) REMOVE FROM CALENDAR	\$0.00	\$0.00
Total		\$0.00	\$0.00

Close Submit



10. The reservation cancellation is complete.

Refund Successful

Receipt Thermal

South San Francisco Public Library
901 Civic Campus Way
South San Francisco, CA 94080
650-829-3890
sstfadm@sfsfpl.org
http://www.ssfnetlibrary

Refund/Credit Receipt 76159290
08/08/2024 04:00 PM

Account information
J.A.
840 W Orange Ave
South San Francisco, CA 94080

Item	Amount Paid
Refund of Library Rooms & Equipment (LPR) Library-Adult Collaboration #1 Aug 25, 2024 2:00 PM-3:00 PM - Sun Library, \$0/Half Hour	\$0.00
Total Payment	\$0.00

Close