



Arts for Replenishment & Change
Therapy for a Fresh Perspective

Appointments, Cancellations

Dear Clients,

I use an automated system ([SquareUp.com](https://squareup.com)) to send you messages both at the time I schedule your appointment and three days before your scheduled appointment. Please be aware that I will use your first name and the *first three letters* of your last name in this message. Messages will be sent to your cell # via a text message, and will come from a San Francisco area code (415). A link in the message will allow you to view your appointment details. I also send this message to your email address.

- Name _____
- E-mail _____
- Text _____

I require at least 24 hours notice if you need to cancel an appointment. If you know that you need to cancel sooner, please tell me as soon as possible. Everyone benefits from clear, timely communication around scheduling. I can often fill a cancelled appointment the same day, which allows someone else experiencing a rough time to be seen more quickly. Similarly, you might be on the receiving end of this process at an urgent time.

If you inform me that you can't make your session, but didn't give me 24 hours notice, there is a Late Cancellation Fee of \$75.00. If you can *attend* an appointment within one week of your late cancellation, I am willing to waive the charge.

The No-Show Fee, meaning you neither called to cancel nor attended your appointment, is \$130.

Not surprisingly, a true emergency is a true emergency and I hope you will let me know.

Dr. Annie Ready Coffey

Please print this form, complete, and bring with you on your first visit.