**No Show emails**

*When clients no show, we send them the following emails straight after. The therapist willl advise you if a client simply doesn't attend a session without reason.*

***1. NO SHOW email:***

**SUBJECT**: **This has never happened before; we missed you today!**

Oh oh looks like something else came up today and you didn’t make your session with us!

We understand that sometimes people forget their appointments or have to cancel last minute so we are just checking in to make sure you’re okay!

We love providing this walk and talk service to as many clients as possible and as such wanted to make sure you know about our 'Three Strike Policy'.

Our “Three Strikes Policy means that if you were to forget or cancel your appointment with less than 24hrs notice on three occasions, then we could no longer offer you \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (insert incentive here).

Of course you can still make an appointment with us, but it will be at the private pre-paid rate of $xx.00 per session that is non-refundable should you not attend your session.

**Always remember to check your email and phone as we send you a confirmation of your booking the day before and don’t want you to miss another session!**

If you would like to reschedule today’s session, give us call on XXXXX or jump online to booked your session here: <http://www.yourwebsite.com/bookings>

We look forward to seeing you soon!

***2. NO SHOW email:***

**SUBJECT: Oh no you missed your session again!**

Oh no! We missed you again…

We hope everything is okay as this is the second time you have missed a session with us.

We love providing this walk and talk service to as many clients as possible and that’s why we previously informed you about our 'Three Strike Policy'.

Our “Three Strikes Policy means that if you were to forget or cancel your appointment with less than 24hrs notice on three occasions, then we could no longer offer you \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (insert incentive here).

**Always remember to check your email and phone as we send you a confirmation of your booking the day before and don’t want you to miss another session!**

If you would like to reschedule today’s session, give us call on XXXXX or jump online to booked your session here: <http://www.yourwebsite.com/bookings>

We look forward to seeing you soon!

***3. NO SHOW email:***

**SUBJECT: We have missed you 3 times now…**

Hey x!

**We have missed you three times now!** We hope everything is okay.

We have now missed you on your first, second and third booking with us and as such are just letting you know that all your future sessions will need to be pre-paid as a non-refundable fee should you miss another session as per our “Three Strikes Policy”.

If you would like to reschedule today’s session, give us call on XXXXX or jump online to booked your session here: <http://www.yourwebsite.com/bookings>

**We hope to see you soon!**