**Client missing first appointment – email**

*If a client no shows for their first session or misses a session for the first time without explanation, please send them the following email:*

**SUBJECT; Hey X (insert name here) we missed you today, is everything okay?**

Hi x,

We noticed that you missed your appointment with X on 20/12/16 and as you have never missed an appointment before, we won’t be charging you the $x no show fee.

We just wanted to make sure that you are okay and to remind you that we need 24 hours business notice if you are unable to make an appointment in the future.

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’re looking forward to hearing from you!