

[Practice name] · [Contact]

Welcome

Hello [client first name], thank you for booking with [practice name].

Your appointment

Date, time and time zone: [date/time/time zone]. Duration: [duration]. Setting: [address or private meeting link].

What to expect

[Factual description of the session and what is included.] This is a nonclinical service.

Before we begin, we will explain the session and confirm your preferences. You may ask questions, decline touch, pause, or end the session. Please use [secure return method] for any forms and contact [practice contact] if you prefer to discuss something privately. This service does not replace care from a qualified health professional.

Before your appointment

Blank forms: [forms link]. Return them only through [secure return method]; please do not upload them anywhere public.

Payment

[Price and when payment is taken.] Cancellation policy: [Policy link].

Changes

To reschedule, contact [practice contact]. If the practitioner is late or a remote connection fails: [what happens].

Questions

Contact [practice contact]. We usually reply within [response time].

PRACTITIONER NOTES · REMOVE BEFORE SENDING

Customization notes

Send concise practical information before the first appointment so a client knows where to go, what to expect, and how to ask questions.

Customization and quality check

Remove any instruction that does not match the actual practice. Test directions and links on a phone. Do not add medical preparation advice or imply a required package commitment. Include the final reviewed cancellation policy link before a client pays.

Email-friendly text

The editable DOCX contains the same letter as plain paragraphs you can paste into an email.

Customization checklist

- ☐ Replace every shaded [bracket] field with your practice details, or delete the line.
- ☐ Remove any instruction that does not match the actual practice.
- ☐ Test directions and links on a phone.
- ☐ Do not add medical preparation advice or imply a required package commitment.
- ☐ Include the final reviewed cancellation policy link before a client pays.

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