



Biz Hack #4 Appointment Confirmation Policy

So, you're recently graduated, and you work so hard to feel and be confident as you greet new clients. And then you experience someone who books, but, doesn't show up for their session - they don't respond to your texts or calls to clarify if they are keeping their scheduled session.

It can feel frustrating at best and demoralising at worst.

No shows are a real confidence killer. The other thing is that they deny you income and someone else the opportunity to have a session with you.

I strongly advise all of my coaching clients to include an **appointment confirmation policy** to the client history form.

Why?

Because as a new business, you want to be setting your intention with the universe to be of service to clients who:

1. Choose to change their current circumstance(s)
2. Want to be proactive in their own change process and they have chosen you are the facilitator
3. Respect your professional training and time, and will honour their appointments
4. Will pay either upfront or on the same day of your service
5. Will contact you if they are sick and request a reschedule, in order to protect you (the sole trader) from getting sick



I'm often stunned when reading social media threads within practitioner pages of disgruntled colleagues who have provided multiple services to clients who:

- regularly don't show up to their appointments,
- who don't pay for their services or supplements, or
- who have clients seeking "the quick fix".

Determine what your boundaries of how you will be treated right from the start of you commencing your business. It's not like you've decided to become a 24 hour accessible supermarket, which allows clients to fill their trolley with whatever they want, and then leave without paying!

When we set our intention to align to our perfect client we are doing the following:

1. Communicating our intention to universe very clearly of our boundaries of self worth as a practitioner
2. We are communicating to our clients / audience of our professional boundaries and expectations to
 - a. Provide services as scheduled
 - b. Be paid for service provided (on the same day)
 - c. Be provided with at least 24 hours notice of cancelation

It's worth noting that when you send a reminder text or email seeking confirmation of a scheduled appointment, you aren't just seeking clarification of which file to get ready. You're also requesting your client to enter into a quasi-contractual arrangement. Therefore, if your client doesn't show, you have the right to charge a penalty fee for lost income. Your process to undertake this action, can therefore be readily outlined in an Appointment Confirmation Policy.



My soul purpose is to support people to 'bloom from within'. How they decide to do that is up to them, I'm just the CHANGE FACILITATOR!

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