



VERVE

Appointments &
Cancellations



WWW.VERVEACUPUNCTURE.CO.UK

Appointments

I've probably already mentioned acupuncture isn't going to be a one hit wonder, just like a course of antibiotics you don't take just one tablet and expect it to work, this takes a course of treatments.

I have a variety of appointment slots, early morning, daytime and evening to accommodate most schedules. After your first appointment let's discuss a time slot that works for you most weeks, I'll then book you in for this time each week or fortnight for the month ahead and we will take booking on a month by month basis.

This is usually the best way to work for you, you know when you're seeing me and can forget about having to book in each week, this also ensures someone else doesn't book your slot online which can disrupt your week or cause you to miss a week. It also helps me to be able to book in emergency appointments, egg collection/transfer appointments etc that need to be flexible. But **don't worry** I know that not everyone can work like this, if you prefer to book as you go that is no problem at all. Also if you need to change your usual appointment slot for holidays coming up etc, of course just let me know asap and I will always accommodate this.

Cancellations

Cancellations can sometimes be unavoidable, I understand this. Please try and give as much notice as possible if you need to change or cancel appointments. Cancellations within 48hrs will be charged at 50% of the fee, cancellations within 24hrs & no shows will be charged at 100% of the appointment fee. Just as I respect your time I really appreciate that you respect mine, this is my livelihood and someone may have been able to take that slot. If it's a last minute cancellation please text me if possible as I do not always check emails throughout the day. Continuous cancellations may result in us unfortunately not being able to work together any further.

Covid cancellations - If you have covid do not attend, please send me a copy of your positive pcr test result and there won't be any charge. If a family member has covid please do a lateral flow test, if this is negative you are still able to attend as advised by the british acu council. Face masks will be required as a precaution and the face to face consultation will be limited to less than 10minutes as per current guidelines.

Thank you for working together on this, it's much appreciated.

Angie x