

## Helpful Information for your Appointments

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**Online Video Appointments:** All appointments are currently via our secure video link system Telehealth. There will be an individual link set up for all of your appointments and this will be within your appointment confirmation and re-sent to you in the appointment reminders.

Please watch this [video](#) that explains how Telehealth works. Hopefully you don't experience any issues during your telehealth call, but if you do, see these troubleshooting steps, depending on what browser or device you're using:

- [Troubleshooting video and sound on a Mac](#)
- [Troubleshooting video and sound on Windows](#)
- [Troubleshooting video and sound on an iPhone](#)
- [Troubleshooting video and sound on an iPad](#)

**Appointment Reminders** These are sent 5 working days prior to your appointment.

**Rescheduling & Cancellations** Please give a minimum of 72 hours notice to cancel or change your appointment and a week is preferable. I appreciate your support in this as it allows the time to be offered to someone else.

**Investment:** The investment for your Initial appointment is asked for at time of booking in order to confirm the commitment of starting to work together. An invoice will be sent that contains online bank details for online bank transfer (this is refundable with two week's notice). For all subsequent appointments- invoices are sent afterwards. If you require a PayPal invoice then please let us know (paypal charges apply)

**Email Guidelines:** I aim reply to all emails within 2 -3 working days Monday-Thursday. If you have many questions which will be difficult to answer without clarification then I may ask you to book a 10 minute phone consultation. This way I can better deal with all the questions and ensure you are supported.