**Client Scheduling and Re-Scheduling Templates**

**Scheduling e-mail template to be sent after contract is signed**

Subject: Time to Start Scheduling Your Private Sessions

Dear <NAME>,

Thank you for returning your signed Contract and Policies and Procedures promptly. We are thrilled you’ll be a part of <PROGRAM NAME>.

Now, it’s time to take care of scheduling your private sessions with <COACH NAME> - yay!

We will be scheduling your program out in full. This will create a strong and powerful framework and container for the work you'll be doing with <COACH NAME>. You will be scheduling your sessions via TimeTrade in order to make things as smooth and efficient as possible for everyone. This means that you will have direct access to available time slots on <COACH NAME’S> calendar and can choose and confirm your own slots. Of course, I will still be here to assist you along the way if you have any trouble or need any additional support.

Here is the calendar link to begin scheduling. Please note that you’ll need to click on the same link each time you want to confirm a new session:

<INSERT SCHEDULING LINK>

We ask that you complete all of your scheduling by <DATE> [ONE WEEK AFTER EMAIL IS SENT].

After we see that you have completed your scheduling process, we will send you your fully confirmed schedule for your records.

And, of course, you can always reschedule a session if necessary – just please give at least 24 hours’ notice and we can take care of canceling your session and sending you a rescheduling link.

Looking forward to a wonderful year together!

My best,

<CLIENT CARE COORDINATOR NAME and SIGNATURE>

**Scheduling reminder e-mail to be sent 3 days before due date**

Subject: Scheduling Reminder

Hi there!

SO glad to see that scheduling is underway! Just wanted to send you a quick reminder to get all of your sessions up on the calendar by <DATE> so we can be sure you’re all set. Once your sessions are scheduled, I'll be sending you a document with your fully confirmed schedule for your reference.

Please let me know if you need any assistance or have any questions at all.

My best,

<CLIENT CARE COORDINATOR NAME and SIGNATURE>

**Confirmed schedule e-mail to be sent when all scheduling is done**

Subject: Your Fully Confirmed Schedule of Sessions

Hi <NAME>,

Thanks so much for getting all of your private sessions scheduled promptly! A Word document of your full schedule is attached to this e-mail for your reference and I've also copied it below.

Please note that all times I’ve listed are in <ET>. And remember, if there’s ever a need to reschedule a session, just reach out to me directly so we can be sure it’s cancelled correctly in TimeTrade and can go ahead and send you a rescheduling link.

Looking forward to a wonderful and productive year!

My best,

<CLIENT CARE COORDINATOR NAME and SIGNATURE>

**Response to be sent when client requests to cancel and reschedule a call**

***\*Either cancel appointment directly in TimeTrade account and send cancellation notice to client through TimeTrade, being sure to check the option to include rescheduling link OR send e-mail below:***

Hi <NAME>,

Thanks so much for reaching out to let us know you can’t make the call.

Of course, it’s my pleasure to support you in rescheduling that session.

First, please be sure to remove it from your calendar. We have cancelled it on our end.

Next, please use this link to schedule a makeup session at a time that works for you:

<INSERT SCHEDULING LINK>

My best,

<CLIENT CARE COORDINATOR NAME and SIGNATURE>