

Important Things to Know When Booking an Initial Session Please Read Prior to Booking Your First Session

My schedule is currently very busy, and it might be a long wait before a time slot opens that can accommodate an initial 90-minute session. It can be up to six months at this time.

I regret that shorter initial sessions are not possible to get into the schedule sooner. The time (90 minutes) is necessary so that the Council and I can go in-depth and really learn what you need, and to set up a treatment plan for you.

Because of the current state of my schedule, it is also advisable to book a couple follow-up sessions in advance—as brief as a 20-minute session or as long as an hour—depending on the complexity and severity of your situation. The first either two weeks or a month after the initial one, if possible.

If you have your initial session with me and decide the work is not for you, then you can cancel those follow-up appointments with no penalty (and no hard feelings!).

All sessions are payable in advance. Every Friday night, I send PayPal invoices for sessions happening the following week. This way, you don't have to be a PayPal member and can use your debit or credit card to pay. These invoices will be coming from PayPal, and some email hosts filter it into your Spam or Junk folders, so if you haven't received your invoice by the afternoon of the Saturday the week prior to your session, please check those folders.

I will also send you a welcome email with some information and instructions. It will come from my Gmail address given below, so please add that address to your exceptions list if you are aggressive about filtering your inbox.

You can also email me directly at susannahredelfs@gmail.com with any questions or concerns. Or text me at (707) 774-5800. And if you are a PayPal member, you can always simply send your payment to me at the above address and not have to go rooting through your Spam folder for the missed invoice.

The morning of your appointment, if payment is not received, I will send you an email reminder, and send an invoice reminder through PayPal. If after these attempts, I still haven't received payment or heard from you by one (1) hour prior to your session, your appointment and invoice will be cancelled and I will offer the slot to others who have booked an initial session, in reverse order (the furthest sessions out will get the offers).

This also goes for subsequent sessions—I will find a way to fill the vacant slot.

My apologies if this policy seems unnecessarily strict and draconian, but unfortunately after years of being far more lax about it I've learned that it's necessary. My schedule being what it is, I needed to find a way that would work for everyone. It's frustrating to us all when last-minute no-shows waste a time slot that someone else would gladly use if given the opportunity.

I thank you for your understanding in these matters, and I look forward to our work together.