

How to Reschedule Your Appointment

We understand that life can change unexpectedly. You can reschedule your appointment online by following these steps:



Option 1: Use Your Confirmation Email

- 1 Open the confirmation or reminder email you received for your appointment.
- 2 Click "Manage Booking."
- 3 Your secure appointment page will open.
- 4 Select "Reschedule."
- 5 Choose a new available date and time.
- 6 Review the updated appointment details.
- 7 Click "Confirm" to complete the change.



You should receive an email confirming your new appointment time.



Option 2: Reschedule Through the Website

- 1 Visit VeronicaChase.com.
- 2 Click "Log In" and sign in using the email address connected to your booking.
- 3 Open your account menu.
- 4 Select "My Bookings."
- 5 Find the upcoming appointment you would like to change.
- 6 Click "Reschedule."
- 7 Select a new available date and time.
- 8 Review the details and confirm your new appointment.



Don't See the Reschedule Option?

The option may not appear when:

- The rescheduling deadline has passed.
- The appointment requires manual approval.
- The booking is part of certain multi-appointment packages.
- Online rescheduling is not available for that particular appointment.



Please contact
Veronica Chase Counselling
directly for assistance
when you are unable to
make the change online.



Please note: Appointment changes remain subject to the cancellation and rescheduling policy agreed to when the appointment was booked.

