



Cancellation Policy

Pebble Pathways Therapy Services

Location: Victoria, Australia

Notification Process:

- If you need to cancel an appointment, please notify Pebble Pathways via phone (03)9191 8778, SMS, or email admin@pebblepathways.com.au (24/7).
- This can be done outside business hours (for example., on the weekend or in the middle of the night) and will be picked up by the admin team at the start of the business day.

Cancellation Policy:

- Cancel **before 12pm the day before the appointment** to avoid a cancellation fee.
- Late Cancellation: **after 12pm the day before the appointment: full session fee is charged**.

Please contact our admin team for alternative options in place of cancellations.

Late Arrival:

- If you are running late, please contact the admin team via phone with an estimated arrival time.
- No show or more than 20 minutes late results in session cancellation and a late cancellation fee will be charged.

Telehealth Services

Pebble Pathways offer Telehealth services. If you would like to change your face-to-face session to a Telehealth session, you must provide notice so the therapist can plan the session accordingly.

- All requests for telehealth must be sent to the admin team **before 12pm the day before the scheduled appointment**.
- Requests can be made via phone, sms, or email (admin@pebblepathways.com.au).
- Failure to submit your request by the required time may result in a late cancellation fee.