

Cancellation Policy

At Serene Valley, I operate on an appointment-only basis, always mindful of the importance of your time. I kindly request your understanding and cooperation in reciprocating this consideration. My schedule can become quite busy, and if I receive notification of a cancellation in advance, it allows me the opportunity to offer the appointment to someone else in need. Your support in this matter helps me provide the best care to all my clients.

To ensure services remain accessible to everyone, we kindly request a minimum of *48 hours' notice* for appointment cancellations or rescheduling. Failing to provide adequate notice may result in payment for the full session fee.

We acknowledge exceptional circumstances, such as emergencies or sudden illness, where fees can be waived.

Our commitment to your well-being is valued, and your understanding and cooperation in helping to maintain an orderly schedule are greatly appreciated. Together, we can ensure that therapy remains accessible to all who need it.

For your convenience, you can cancel or reschedule by calling 0418 875 143, emailing serenevalleyht@gmail.com, social media Messenger or using our website's contact form.