Cancellation & Refund Policy

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Cancelling before payment has been taken

You can cancel a booking request at any time before payment is taken from your card — including the period after a professional has accepted the request and the invoice has been sent, but before you complete payment. No payment has been processed at this stage, no fee applies, and there is nothing to refund. The slot is released back to the professional.

To protect professionals from holding a slot indefinitely, the booking will be automatically cancelled if payment is not completed by the time shown on the booking. The professional chooses this time when they accept, from 30 minutes to 24 hours depending on how soon the appointment is. A deadline that would fall between 9 pm and 8 am may move to 9 am, and where possible it ends at least 2 hours before the appointment. You are reminded before it runs out. Both you and the professional are notified if the booking is cancelled, and you are free to rebook.

Cancelling a confirmed booking more than 24 hours before the appointment

If you cancel a confirmed booking more than 24 hours before the scheduled appointment time, you are eligible for a full refund of the amount you paid.

Cancelling a confirmed booking within 24 hours of the appointment

If you cancel a confirmed booking within 24 hours of the scheduled appointment time, a cancellation fee of 50% of the booking amount applies. The remaining 50% is eligible for refund. This fee covers the professional's preparation costs and the lost booking opportunity.

Cancelling after the scheduled appointment time

Cancellations made after the scheduled appointment time are not eligible for a refund under this policy. The same applies if you are not at the booked location, or can't be reached, when your professional arrives.

How refunds are processed

Refunds are issued automatically to your original payment method when a booking is cancelled — you do not need to request one, and we never need your bank details. Your refund amount is calculated from the rules above and shown to you in the app at the moment you cancel. Refunds typically take 5 to 10 business days to appear, though your bank may take longer. In the rare case a refund cannot be issued automatically, Pampa staff process it by hand and it may take a little longer.

Professional cancellations and no-shows

If a professional cancels your confirmed booking, or fails to arrive for your appointment, you are entitled to a full refund — the full service price and the Pampa Service Fee. When the professional cancels in the app, that refund is issued automatically and you do not need to do anything. If they simply fail to arrive, contact Pampa through Profile > Send Feedback and a staff member will handle it.

Additional services refunds

If you have a dispute about an additional service charge, raise it through Profile > Send

Feedback. Additional service disputes are reviewed case by case by Pampa staff.

Your rights under Australian Consumer Law

Nothing in this cancellation policy limits your rights under the Australian Consumer Law. The refund amounts described above reflect Pampa's own cancellation policy. Your statutory rights apply in addition to, and are not limited by, this policy.