

Mediation Terms, Cancellation and Refund Policy

Terms of Service

- Full payment of fees is required at least 7 days before the scheduled appointment to confirm your booking. Fees are charged for the professional time reserved for your appointment, including preparation, administration, assessment and service delivery.
- Bookings are not considered confirmed until payment has been received in full.
- Payment secures the scheduled appointment time and associated professional services. It does not guarantee any particular outcome, agreement, certificate issuance, or resolution of a dispute.
- Fees remain payable regardless of whether a client chooses to utilise all or part of the booked appointment time.
- Mediation outcomes are determined by the parties involved and cannot be guaranteed.

Cancellation and Rescheduling Policy

- Two business days notice is required for appointments of 60 minutes or less.
- Three business days notice is required for appointments exceeding 60 minutes.
- Where insufficient notice is provided, the appointment fee will be forfeited in full, no refund will be provided, and rescheduling will generally not be available.
- Failure to attend a scheduled appointment without notice will result in the appointment fee being forfeited in full.
- For mediation services involving multiple participants, refunds or rescheduling requests arising from one participant cancelling will be considered on a case-by-case basis.

Exceptional Circumstances

- Requests for a waiver of cancellation fees, rescheduling, or a refund due to serious illness, emergencies or other circumstances beyond a participant's reasonable control may be considered at our discretion.

Refund Policy

- A refund may be provided where a service cannot be delivered by us, we cancel a service and an alternative appointment cannot be agreed, or a refund is otherwise required by law.

- Refunds will generally not be provided where a client changes their mind, is dissatisfied with the outcome of mediation or assessment, does not obtain their desired result, chooses not to participate fully, or cancels without the required notice.

Australian Consumer Law

- Nothing in these Terms, the Cancellation Policy, or the Refund Policy excludes, restricts or modifies any rights or remedies available under the Australian Consumer Law. Where services fail to meet applicable consumer guarantees, clients may be entitled to remedies as provided by law.