

At Mediate UK, we understand that plans can change. We aim to be as flexible and fair as possible, while ensuring our service runs efficiently and respectfully for all our clients.

### Cancelling Your Appointment

When you book a service with us - such as a MIAM or mediation session - you are entering into a contract. Under the Consumer Contracts Regulations 2013, you have a legal right to cancel within 14 days of booking, unless you have requested that the service begins within this period.

### Booking Within 14 Days?

If your appointment is due to take place within 14 days of booking, you will sign the Agreement to Mediate to confirm the following:

"I agree for Mediate UK to begin work on my case within the next 14 days and understand this means I may lose my right to cancel."

Once your session has begun, or if you are within the final 24 hours before the session, your right to cancel may no longer apply.

### Refund Policy

We aim to be transparent about what happens if you need to cancel an appointment. Our refund policy varies based on the type of service and the notice provided:

### MIAM Appointments

Notice Given: More than 24 hours - Refund Available: Full refund

Notice Given: Less than 24 hours - Refund Available: No refund

### Joint Mediation Sessions (Online)

Notice Given: More than 48 hours - Refund Available: Full refund

Notice Given: Less than 48 hours - Refund Available: No refund

### **Joint Mediation Sessions (Face-to-Face)**

Notice Given: More than 72 hours - Refund Available: Full refund

Notice Given: Less than 48 hours - Refund Available: No refund

Note: Face-to-face appointments in London require a minimum 7 working days' notice for a refund.

### **Legal Packages**

When you purchase one of our legal packages, you'll sign a legal package agreement. If you cancel within the first two weeks, a refund will be issued minus any costs for work already carried out on your case. After this period, we're unable to offer a refund, as the work will already have been undertaken.

### **Other Paperwork Services**

We are unable to offer refunds once any of the following documents have been completed:

- Open Financial Statement (OFS)
- Memorandum of Understanding (MOU)
- Form A or C100
- Parenting Plans

If you have any questions about this policy, or you're unsure whether you're eligible for a refund, please contact our team on 0330 999 0959 or email [admin@mediateuk.co.uk](mailto:admin@mediateuk.co.uk).