

Family Mediation Services

Cancellations and refund policy

Once a client has booked an appointment with a Mediator, we rely on our clients to do their best to keep that appointment.

We understand that occasionally clients will need to postpone or cancel a meeting, in which case we request that you advise us as early as possible so that we can offer the appointment to another client.

We do not charge a cancellation fee provided we receive at least 48 hours' notice in advance of the appointment.

As fees are incurred for every mediation service booked, if we do not receive at least 48 hours' notice then the client cancelling the appointment will be charged 100% of the total fee payable (i.e., the total cost per couple).

Clients who miss or do not attend appointments on the day will not be refunded and are charged the full fee payable.

Refunds following cancellation

If you cancel your booking within the terms and conditions above, we will refund your payment. If you paid by credit or debit card, or on our website, your refund will be made directly to your credit or debit card within 10 days of your cancellation.

Oliver & Co Solicitors Family Mediation Services reserve the right to cancel or postpone a mediation session: in this case we may offer you an alternative appointment if required. In the event of this not proving suitable for you, a full refund will be given.

This policy has been adopted so that all clients are offered the opportunity of appointments in a timely manner. Your co-operation is appreciated.