

## **Surrey Family & Mediation Services Cancellation Policy**

We hope you appreciate that once an appointment is made that we require clients to do their best to keep to it. Our service incurs costs for professional mediators, administration, room hire and telephone costs for every appointment made. More importantly, if appointments are missed or cancelled at short notice, we are unable to offer those appointments to other clients. However, we understand that occasionally clients will need to postpone or cancel their mediation session.

If you need to cancel or postpone your appointment, please let us know as early as possible. This enables us to offer the appointment to another client. We do not charge a cancellation fee as long as we receive at least **\*5 working days' notice** in advance of an appointment. Please note that 5 working days means that an appointment must be cancelled exactly a week before it is due to take place.

### **Private Clients**

However, if we do not receive **\* at least 5 working days' notice**, the client cancelling the appointment will be charged 50% of the fee payable, plus the session fee if this has not been paid and are wanting to rebook. This is reduced to 25% if they can attend mediation within 14 days of the original appointment. Please note that 5 working days means that an appointment must be cancelled exactly a week before it is due to take place.

Clients who miss or do not attend appointments on the day or do not rebook within the time stated above, will not be refunded and are charged the full fee payable.

### **Legally Aided Clients**

The service requires at least **\* 5 working days' notice** of any appointment cancellation. Please note that 5 working days means that an appointment must be cancelled exactly a week before it is due to take place. The client cancelling the appointment will be liable to pay an Administrative Fee of £25. This charge also applies to any clients in receipt of legal aid who do not attend their appointment.

**\*Working days include Monday to Friday**

**\*Please note this does not include public holidays and Christmas & New Year when the service is closed**