

Client Agreement and Terms of Engagement

This Client Agreement sets out the terms on which Mediation4Families provides mediation services. It is intended to ensure clarity about the process, roles, responsibilities, fees, and limitations. By booking or participating in mediation with Mediation4Families, you agree to these terms.

1. The mediation service

Mediation is a voluntary process in which a neutral mediator assists participants to communicate, explore options, and, where possible, reach mutually acceptable agreements. The mediator does not take sides and does not make decisions for the participants.

2. Scope and limitations

- Mediation is not legal advice. Participants are encouraged to obtain independent legal advice where appropriate.
- Mediation outcomes depend on participant engagement and willingness to negotiate; Mediation4Families cannot guarantee settlement.
- The mediator may suspend or end mediation if it is assessed as unsuitable, unsafe, or no longer constructive.

3. Participant responsibilities

Participants agree to:

- Treat each other and the mediator with respect and communicate in good faith.
- Provide accurate information to the extent reasonably possible and correct material errors when identified.
- Attend sessions on time, in a private environment where confidentiality can be maintained.
- Not record sessions without explicit prior agreement of all participants and Mediation4Families.
- Follow the agreed process and any ground rules set for safety and fairness.

4. Confidentiality

Mediation is confidential, subject to legal and safeguarding exceptions. The Mediation4Families Confidentiality Agreement and Policy forms part of this Agreement.

5. Fees, payment, cancellations, and rescheduling

Fees will be communicated at the time of booking or otherwise agreed in writing. Payment terms (including invoicing where applicable) will be confirmed in your booking confirmation.

Cancellations, refunds, and rescheduling are governed by the Mediation4Families Refund and Cancellation Policy, which forms part of this Agreement.

6. Online sessions and technology

Online mediation requires a stable internet connection and a suitable device. Participants are responsible for ensuring they can access the online platform and for maintaining privacy during

sessions. Mediation4Families is not responsible for issues caused by participant equipment, connectivity, or third-party platform outages.

7. Safeguarding and suitability

Mediation4Families may conduct screening or intake to assess suitability and safeguarding. If concerns arise, the mediator may suggest alternative arrangements, pause mediation, or recommend external support. Where required by law, safeguarding information may be shared with appropriate authorities.

8. Complaints

If you are unhappy with any aspect of the service, please raise your concern promptly so it can be addressed. Complaints should be made in writing using the Complaints Form and after attempting to resolve matters with us informally first. We aim to acknowledge complaints and respond in a reasonable timeframe, depending on complexity.

9. Liability

Mediation4Families will provide services with reasonable care and skill. To the extent permitted by law, Mediation4Families is not liable for decisions made by participants, the legal effectiveness of any agreement reached without independent advice, or outcomes arising from reliance on mediation discussions. Nothing in this Agreement limits liability where it would be unlawful to do so.

10. Data protection

Personal data is processed in accordance with the Mediation4Families Privacy Policy, which forms part of this Agreement.

11. Governing law

This Agreement is governed by the laws of England and Wales. Any disputes will be subject to the jurisdiction of the courts of England and Wales.

Contact details

Mediation4Families

Email: mediate@mediation4families.online

Address: Mediation4Families Ltd, 5 Brayford Square, London, E1 0SG

Website: <https://mediation4families.online>

Your acceptance of these terms

I have read and understand the terms of this confidentiality agreement and agree to adhere to and be bound by them.

Name:

Address:

Signature:

Date:

This form must be returned to mediation4families before mediation begins