

This Refund and Cancellation Policy sets out the terms that apply when a client of Mediation4Families cancels or reschedules an online mediation appointment. It is designed to be fair, transparent, and consistent with good scheduling practice and professional standards. By booking an appointment, you agree to these terms. This policy applies to all online mediation services provided by Mediation4Families, including initial consultations, intake meetings, and mediation sessions, unless specific written terms are agreed otherwise.

Definitions

- “Business day” means Monday to Friday excluding public holidays in England and Wales.
- “Appointment” means the booked mediation session time reserved for you and, where applicable, the other participant(s) and mediator.
- “Session fee” means the amount paid (or payable) for the appointment, excluding any third-party payment processing charges that may be applied by your card provider or bank.
- “No-show” means failure to attend or join the online session at the scheduled start time without prior notification in line with this policy.

MIAM Meetings Cancellation Notice Periods and Fees

The nature of MIAM 1-1 meetings means that many people will make appointments at very short notice for the next day or within 24-72 hours. Our cancellation notice periods and fees recognise the short-term nature of these appointments.

Cancellation timing	Refund	Fee applied
More than 2 clear business days	Full refund	£0 (no admin fee)
Less than 1 clear business day	50% refund	50% cancellation fee
No-show	No refund	100% session fee charged

Joint Mediation Meetings Cancellation Notice Periods and Fees

The amount of notice you provide affects whether a refund is available. This reflects the increasing difficulty of re-allocating mediator time and reserved appointment slots as the session date approaches.

Cancellation timing	Refund	Fee applied
More than 10 business days	Full refund	£0 (no admin fee)
4-10 business days	75% refund	25% cancellation fee
2-3 business days	50% refund	50% cancellation fee
Within 24 hours or no-show	No refund	100% session fee charged

Where a percentage cancellation fee applies, it is calculated using the session fee for the booked appointment. Any permitted refund will be processed back to the original payment method.

Joint Mediation Cancellation or no show by one party

Where one party in a Joint Mediation is either a no show or makes a cancellation then the cancellation fees only apply to the cancelling party.

How to cancel

To cancel an appointment, you must notify Mediation4Families in writing using the email address in your booking confirmation or through the client portal (if available). Written notice helps avoid misunderstandings and provides an accurate record of timing.

Cancellations are effective from the time your request is received by Mediation4Families during business hours. Requests received outside business hours are treated as received on the next business day.

Rescheduling

Rescheduling allows you to move your appointment to a new date rather than cancel. Rescheduling is subject to mediator availability and, where relevant, the availability and agreement of the other participant(s).

Where an appointment involves more than one participant, a rescheduled date must be agreed and confirmed by all parties within 60 days of the original appointment date. If a new date is not agreed within 60 days, the appointment will be treated as a cancellation and the cancellation terms above will apply.

Late arrival and partial attendance

If you join late, Mediation4Families will make reasonable efforts to proceed, but the appointment may still end at the scheduled finish time. Late arrival does not extend the appointment time and does not reduce the session fee. If you need additional time, a further appointment may be required and will be chargeable.

Early Finishes/Withdrawals

MIAM meetings are scheduled for 45 minutes, Joint Mediations for 90minutes and Shuttle Mediations for 120minutes. Where a participant decides to end the MIAM or joint/shuttle mediation session early by withdrawing from the mediation session no refund will be given to either party.

Mediation4Families is committed to the mediation process and recognizes that MIAMs and Joint Mediations generally run on or over time. Mediation4Families does not offer partial refunds where the participants reach agreement quickly and end the session early, or a where a MIAM finishes early.

Emergency exceptions

Mediation4Families recognises that genuine emergencies may prevent attendance. We may reduce or waive fees at our discretion in exceptional circumstances (for example, medical

emergencies, bereavement, severe disruption, or mandatory court attendance). Supporting evidence may be requested. Decisions are made case-by-case and fee waivers are not guaranteed.

No-show policy and repeated cancellations

A no-show results in the full session fee being charged and no refund being available. Repeated late cancellations or no-shows may result in booking restrictions and/or a requirement to pay a deposit for future appointments.

Emergency cancellation or termination of a session by the mediator

Where situations outside the control of Mediation4Families affects the mediator and leads to either an Emergency Cancellation or the early termination of a session then the participants will be entitled to a 100% refund for the cancelled/early termination of the session.

Refund processing

Where a refund is due, Mediation4Families will process the refund as promptly as practicable after confirming the applicable amount. Banking and card providers may take additional time to credit funds back to your account.

Contact details

Mediation4Families

Email: mediate@mediation4families.online

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

Website: <https://mediation4families.online>

Policy updates

This policy may be reviewed and updated from time to time. The version in force at the time of booking will apply to that booking unless otherwise required by law.