



**ADELAIDE FAMILY
MEDIATION**

Helping you move forward



Terms and Conditions

- Payment must be received before services are provided.
- A cancellation fee of 60% is charged if the appointment is cancelled within 72 hours.
- A cancellation fee of 100% is charged if the appointment is cancelled on the day.
- You agree that this is a reasonable fee and reflects our cost and is appropriate given cancellations within the 72-24 hour window may result in a session that another client could have booked that would now more than likely be unused.
- If payment isn't made after three (3) requests Adelaide Family Mediation will notify of its intent to direct deposits the fees on your behalf with payment details stored through PinPay or pursue legal ramifications for payment. These legal ramifications may include additional costs to the client.
- Your Family Dispute Resolution Practitioner will assess the suitability for mediation. In some circumstances, the Family Dispute Resolution Practitioner may deem mediation as unsuitable. In this instance, a section 60I certificate may be issued.
- If a support person is requested to attend, your Family Dispute Resolution Practitioner will assess if the request is appropriate.
- Support people are there to provide emotional support and not to participate in mediation.
- All parties to the mediation process agree to maintain confidentiality by not sharing information or recording mediation by any means.

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- Responding parties to mediation have fourteen (14) days to respond to the first invitation to participate in Family Dispute Resolution. Then, Adelaide Family Mediation will send a second correspondence providing an additional seven (7) days to respond to the request to participate in mediation. If there is still no response from the other party or the party declines to participate in mediation, the Family Dispute Practitioner may provide a section 60I certificate.
- Adelaide Family Mediation does not offer legal advice. The practitioners at Adelaide Family Mediation are Family Dispute Resolution Practitioner accredited by the attorney general department and are not Family Lawyers. Therefore, any information provided is not to be taken or used as legal advice.
- Adelaide Family Mediation recommends that parties obtain independent advice from a family lawyer before signing any agreement.
- If you have concerns with the service provided, please advise the Principal mediator Temara Willis directly. If you are not satisfied with how Temara Willis resolved the matter, please refer your concerns to the Mediation Institute, which will consider the issue.

Temara Willis



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CONTACT INFORMATION

If you need mediation, please don't hesitate to get in touch with Adelaide Family Mediation today.

We are located at:

33 Pirie Street, Adelaide.

Our opening hours are:

Monday to Friday 9.00 am - 5.30 pm.

Saturday 9.30 am - 12.30 pm.

Evening appointments by negotiation.

Contact us on:

0410 928 191 or via email

admin@adelaidefamilymediation.com.au