

Paid Consultation Cancellation, Rescheduling & No-Show Policy

This policy applies to all paid consultations offered by the firm, whether conducted in person, by phone, or via video conference. Its purpose is to protect reserved professional time, ensure fairness, and provide clear expectations for clients and staff.

1. Consultation Fee & Booking Confirmation

- All consultations are paid in full in advance.

- Payment confirms and reserves the consultation time.
- Appointments are not confirmed until payment is received.
- The consultation fee applies to the consultation only, unless otherwise confirmed in writing.

2. Cancellation Policy

Clients may cancel their consultation subject to the following timing rules:

a) More than 48 hours before the scheduled consultation:

- 100% refund or full credit toward a future consultation.

b) 24–48 hours before the scheduled consultation:

- 50% of the consultation fee is retained by the firm.
- 50% may be credited toward a future consultation if rebooked within 30 days.

c) Less than 24 hours before the scheduled consultation:

- The consultation fee is retained in full.
- No refunds or credits apply.

3. Rescheduling Policy

Rescheduling requests are treated based on the timing of the request and are not a way to avoid cancellation rules.

a) More than 48 hours before the scheduled consultation:

- One (1) complimentary reschedule permitted.
- Consultation fee carries forward in full.
- New appointment must be booked within 30 days.

b) 24–48 hours before the scheduled consultation:

- Rescheduling permitted, but 50% of the consultation fee is retained.
- Remaining 50% carries forward if rebooked within 14 days.

c) Less than 24 hours before the scheduled consultation:

- Treated as a late cancellation.

- 100% of the consultation fee is retained.
- New booking requires full payment.
- Only one complimentary reschedule is permitted per consultation.
- Additional reschedules result in fee forfeiture regardless of notice.

4. No-Show Policy

- Failure to attend the consultation without notice constitutes a no-show.
- 100% of the consultation fee is retained.
- Any subsequent consultation must be booked and paid in full.

5. Late Arrival

- Consultations begin at the scheduled time.
- Late arrival does not extend the consultation.
- Arrivals more than 10 minutes late may, at the firm's discretion, be treated as a no-show.
- **Steve needs to start on time! Same applies to other staff carrying out paid consults.**

6. Exceptions

- Exceptions are rare and granted only at the firm's discretion.
- Possible exceptions include verified medical or court-related emergencies.
- All exceptions must be documented internally and approved by a lawyer.