

Initial Consultation

Terms and Conditions

1. Immigration Advice

- 1.1. A licensed immigration adviser will only provide immigration advice. A client can request the attending immigration adviser for proof of their license.
- 1.2. Matters discussed during the consultation are subject to client-adviser privilege and will remain confidential unless exceptions apply.

2. After Appointment Booking

- 2.1. During or after booking an appointment, a client may provide any substantive information that s/he would like the immigration adviser to review before the consultation session.
- 2.2. It is the immigration adviser's discretion to review the information in their own time. If the information is reviewed in the client's paid time, the client will receive advance notice.

3. Rescheduling and Cancellation of Appointments

- 3.1. A Client can reschedule an appointment at least 18 hours before the meeting start time. There is no charge for rescheduling an appointment.
- 3.2. Appointment, once booked, cannot be cancelled. Please get in touch with us if you wish to cancel your appointment.
- 3.3. We will fully refund the appointment cancelled at least 24 hours before the meeting start time.
- 3.4. Client requesting cancellation of an appointment in less than 24 hours of the meeting will only qualify for a refund of 50% of the fee paid. This fee is for the lost opportunity for not being able to sell the booked time slot.
- 3.5. The appointment duration is strictly limited to the time booked. Meeting exceeding the paid time will attract an additional charge applied on a pro-rata basis.
- 3.6. Clients who do not wish to be charged an extra consultation fee must advise the adviser about their intention before the appointment commencement.

4. After Consultation

- 4.1. A Client is entitled to request a summary of immigration advice after consultation. Please advise the immigration adviser during or after the consultation session if you would like a copy of the summary notes. There is no additional fee for this service.
- 4.2. A Client is entitled to request a receipt for the fee that s/he has paid. Please advise reception before or after the meeting if you would like a receipt.

5. Acknowledgement

I _____ understand and agree with all of the above terms and conditions.

Signature:

Date: