

Family Matters Mediation

Suite 9D, Cavendish Court, South Parade, Doncaster, DN1 2DJ
Tel: 01302 369688



Instructions for Cancellation (Statutory)

The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 provides for a 'cooling-off period' when a contract for services is made online

Right to cancel

You have the statutory right to cancel this contract within 14 days without giving any reason.

The cancellation period will expire after 14 days from the day of the conclusion of the contract.

To exercise the right to cancel, you must inform us of your decision to cancel this contract by a clear statement (e.g. a letter sent by post, or an e-mail). You may use the attached model cancellation form, but it is not obligatory.

The contact details to send your decision to cancel are:

Family Matters Mediate Limited, Suite 9D Cavendish Court, South Parade, Doncaster, DN1 2DJ, telephone 01302 369688, e-mail admin@familymattersmediate.co.uk

To meet the cancellation deadline, it is sufficient for you to send your communication concerning your exercise of the right to cancel before the cancellation period has expired.

Effects of cancellation

If you cancel this contract, we will reimburse to you all payments received from you.

We will make the reimbursement without undue delay, and not later than 14 days after the day on which we are informed about your decision to cancel this contract.

We will make the reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of the reimbursement.

If you requested to begin the performance of services during the cancellation period, you shall pay us an amount which is in proportion to what has been performed until you have communicated us your cancellation from this contract, in comparison with the full coverage of the contract.

After the statutory cancellation period has expired the Family Matters Cancellation and Payment Policy (which is appended to the Agreement to Mediate) will apply. You may be required to pay fees if you fail to attend an appointment or do not cancel request for services within the times specified in this policy.

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Model Cancellation Form

(Complete and return this form only if you wish to withdraw from the contract)

To: Family Matters Mediate Limited, Suite 9D Cavendish Court, South Parade, Doncaster, DN1 2DJ, telephone 01302 369688, e-mail admin@familymattersmediate.co.uk

I/We [*] hereby give notice that I/We [*] cancel my/our [*] contract for the supply of the following service ,

Ordered on [*/received on [*],

Name of consumer(s),

Address of consumer(s),

Signature of consumer(s) (only if this form is notified on paper),

Date

[*] Delete as appropriate