



TERMS AND CONDITIONS

NégociSolutions Inc.

1. Services

NégociSolutions Inc. provides professional mediation services on a voluntary basis, offered both online and in person. The mediator acts strictly as a neutral and impartial third party and does not provide legal, financial, or other professional advice.

2. Booking and Payment

A booking shall be confirmed only upon receipt of a non-refundable deposit equal to fifty percent (50%) of the total service fee. All payments must be processed through secure and approved payment platforms designated by the Company. The remaining balance is payable prior to or at the time of the mediation session unless otherwise agreed in writing.

3. Cancellation Policy

In the event of cancellation, the deposit shall be strictly non-refundable if cancellation occurs less than twenty-four (24) hours prior to the scheduled session. Cancellations made more than twenty-four (24) hours in advance may, at the sole discretion of the Company, be rescheduled or refunded. Failure to attend a scheduled session shall be deemed a late cancellation.

4. Confidentiality

All mediation sessions are strictly confidential. Participants agree not to record any session without prior written consent and not to disclose any information obtained during mediation. This obligation shall survive the termination of services.

5. Role of the Mediator

The mediator acts impartially and does not advocate for any party. The mediator facilitates communication and negotiation but does not impose decisions or guarantee outcomes. All decisions and agreements remain the sole responsibility of the parties.

6. Participant Obligations

Participants agree to act in good faith, provide accurate and complete information, and engage respectfully in the mediation process.

7. Limitation of Liability

To the fullest extent permitted by law, NégociSolutions Inc. shall not be liable for the outcome of any mediation, any decisions or agreements made by the parties, or any indirect, incidental, or consequential damages.

8. Indemnification

Participants agree to indemnify and hold harmless NégociSolutions Inc. from any claims, damages, or liabilities arising from their participation in mediation services.

9. Force Majeure

The Company shall not be liable for any delay or failure to perform resulting from events beyond its reasonable control.

10. Amendments

The Company reserves the right to modify these Terms and Conditions at any time. Continued use of services constitutes acceptance of such modifications.

11. Governing Law

These Terms and Conditions shall be governed by and interpreted in accordance with the laws of the Province of Quebec and applicable federal laws of Canada.

12. Acceptance

By booking or participating in mediation services, you acknowledge that you have read, understood, and agreed to these Terms and Conditions.