

INITIAL CONSULTATION TERMS AND CONDITIONS

This legal document refers to the **preliminary consultation** conducted by **Daniel Peimbert**, a *Regulated Canadian Immigration Consultant* (the consultant), subject to the following terms and conditions:

1. The purpose of the consultation is to assess the client's eligibility and qualifications for permanent or temporary immigration to Canada and/or reply to any questions related to Canadian Immigration law, as the case may be. **A file review is NOT discussed in an initial consultation.**
2. The legal basis of the counselling is the [Immigration and Refugee Protection Act](#) and its [Regulations](#), immigration laws, regulations, and instructions of the Canadian provinces, and it is done according to the consultant's best knowledge and based on the information provided by the client.
3. The consultant is a Regulated Consultant according to the Canadian laws, member R530387 of the [Immigration Consultants of Canada Regulatory Council](#), and member No. R18652 of the [Canadian Association of Professional Immigration Consultants](#).
4. The consultation is to last up to 60 minutes. However, should there be time lost for reasons of technical failures, this time should be compensated to the client in the form of additional minutes. Time lost may include but is not limited to a deficient Internet connection or phone line, power failure, reasonable, unexpected circumstances out of the client's or consultant's reach that would delay the interview.
5. Should the client be late for the appointment, the time lost due to a late arrival unless for reasons stated in section 4 of this agreement, will not be compensated. For greater clarity, for example, if a consultation is scheduled at 10:00 am, it is to end at 11:00 am, even if the client arrives after 10:00 am.
6. The consultation is done via video call or in-person and will be recorded for quality assurance and training purposes. Should the client prefer the telephone as a means of communication, he will be the one making the call or covering any long-distance fees.
7. Should the client prefer to take the consultation online, he should have a working microphone, headset or speakers, and if possible a camera.
8. The regular consultation fee is \$200.00 (two hundred) Canadian dollars. Canadian provincial and federal sales taxes apply if the client is physically in

Canada at the time of the consultation. Money transfer fees are at the client's expense.

9. Should the client need to cancel the appointment:
 1. If cancelled in writing at least 48 hours in advance, the client will receive a partial refund minus an administration fee of \$100.00.
 2. Cancellations made after 48 hours in advance, no refund will be given.
10. By taking the consultation the client has no obligation to hire the consultant for any further immigration procedures.
11. Taking the consultation does not imply that the consultant represents the client before any immigration authorities.
12. In order to receive accurate advice, the client should provide clear answers and genuine information.
13. All the information is considered to be strictly confidential and not going to be shared with any third party. The employees and consultants of Great Start Canada are not considered to be the third parties for the purpose of these terms and conditions.
14. Under exceptional circumstances, the client and the consultant have the right to postpone the consultation without additional fees one time. For additional postponements, a fee of \$100.00 Canadian dollars will be charged each time to the party that makes it.
15. Should the client have additional questions after the 60 minutes of consultation have passed, scheduling another appointment will be needed, unless a representation contract is signed. For greater clarity, should the client need assistance after the consultation, there is the option of scheduling another meeting or hiring the consultant for complete assistance.
16. Should the client desire to file any complaint against the consultant, the client must file his complaint with the consultant in writing within 10 business days of the event for which an issue has occurred. Should the consultant fail to respond to the complaint and resolve it in a reasonable manner within 10 business days, the client may file his/her complaint with the ICCRC at cd-pd@iccrc-crcic.ca by phone at 1-877-836-7543 or by fax 1-877-315-9868.
17. These terms and conditions shall be governed by the laws in effect in the Province of Manitoba, Canada.
18. As the context may require, the singular shall include the plural and vice versa; words importing the masculine shall include the feminine gender and vice versa.
19. The parties acknowledge that they have requested that the foregoing be drawn up in the English language.
20. Should the client not show up for their appointment within 15 minutes of the scheduled time, the appointment will be canceled and the fee paid will not be refunded. Should the client wish to book a new appointment, a new fee must be paid.