

POLICY FOR INITIAL CONSULTATIONS

Our initial consultation is designed to delve deeply into your case, explore your options, and determine the best course of action. This consultation typically lasts up to one hour, during which we aim to provide you with a clear path forward and address all your inquiries. Meetings are conducted via Zoom for your convenience.

DISCLAIMER

The initial consultation does not constitute legal or migration representation. It serves as an assessment of your eligibility and does not guarantee ongoing support or a positive outcome on visa applications. By booking a consultation, you acknowledge that this service does not include the review of documentation for your application, nor does it imply that we will act as authorised representatives for your case. While the initial consultation is a necessary step in our process, it does not commit us to preparing your application. It will be entirely your decision to engage our services afterwards, and a separate service agreement will be established for this purpose. Please note that the initial consultation fee is not deductible from any application service package.

BEFORE YOUR BOOKING

Prior to your consultation, we will request your consent to record the session via Zoom. A copy of the recording will be provided to you by our administrative team within two business days following the consultation. **You may refer to this recording at any time in the future if you have questions about your strategy or need information discussed during the consultation.** You agree that all information and documents provided for your consultation will be accurate, true, and complete. We do not accept the inclusion of misleading information under any circumstance. Inaccuracies or omissions may impact the outcome of our services.

BEFORE YOUR CONSULTATION

Upon receiving your confirmation email, you will find an [Initial questionnaire](#) that must be completed and submitted prior to your consultation.

CANCELLATIONS

Our goal is to provide quality services to all our clients on time. Late-minute changes inconvenience not only our staff but other clients as well. For this reason, we kindly request that you keep in mind the following rules:

- Changes made 24 hours or more in advance: You may reschedule or cancel your appointment free of charge online or by contacting us at +61 478 073 743.
- Changes made less than 24 hours in advance: Please contact +61478073743 as soon as possible. Any appointment rescheduled or cancelled with less than 24 hours' notice will incur a \$60 late cancellation fee.
- No-shows: Failure to attend a scheduled appointment without prior notice will result in a no-show fee of \$100.

Please note that we do not typically make individual reminder calls or messages by the time of your consultation. Kindly refer to the reminders sent via SMS or email for any updates regarding your appointment.

AFTER YOUR CONSULTATION - SUBSEQUENT CONSULTATIONS AND QUESTIONS

According to the code of conduct for migration agents, follow-up sessions or questions beyond the initial consultation period are not considered part of the initial consultation. Therefore, no further follow-ups or discussions regarding your case will be provided unless a service agreement is signed.



CONFIDENTIALITY

We are committed to maintaining the confidentiality of your personal information and will not disclose it to any third party without your written consent, except as required by Commonwealth, State, or Territory law.

QUESTIONS?

If you require further assistance, please contact us via email at team@valiantmigration.com or via WhatsApp at +61478073743. We are here to support you.