



Service Agreement

Initial Consultation

Created for

Created by

Northern Pathways Immigration Consulting

This Initial Consultation Agreement is made this [Document.CreatedDate] between Regulated Canadian Immigration Consultant (RCIC) [Consultant.FirstandLast Name], Membership no: R[RegistrationNumber] and Client, [Client.FirstName][Client.LastName] for the purpose stipulated on the appointment scheduling system on <https://www.northernpathways.ca/book-a-consultation> as selected by the Client.

Limits of engagement

The services to be provided under this Agreement are limited to a single consultation on the matter described above. The RCIC shall not provide further information or advice to Client unless the Client and the RCIC have expressly agreed to a continuation with respect to this and other matters and a separate written agreement concerning those other matters has been entered into by Client and RCIC. This agreement does not obligate the RCIC to act for Client in any application or proceedings. Should client require further advice or representation from the RCIC following this initial consultation, Client must sign a separate retainer agreement with RCIC.

Method of consultation

Initial consultations are provided on Zoom as well as in person depending on the method the Client has selected during scheduling. The consultation shall last for the duration stipulated on the appointment scheduling system on <https://www.northernpathways.ca/book-a-consultation> as selected by the Client.

Fees payable

The Client is obliged to pay in advance the fee stipulated on the appointment scheduling system on <https://www.northernpathways.ca/book-a-consultation>

For 45-minutes and 1-hour consultation meetings: The initial consultation fee paid by the Client will be used as a payment ("credit") to the **Permanent Residence application** full representation and consultancy services within the 90 days after the consultation depending on the outcome of the consultation and Client's eligibility.

For 30-minute consultation meetings: The initial consultation fee paid by the Client will be used as a payment ("credit") to the **Study Permit, Work Permit or Temporary Residence Visa application** full representation and consultancy services within the 90 days after the consultation depending on the outcome of the consultation and Client's eligibility. **Fees paid for consultations booked for assessment of previous refusals will not be used as a credit to any future services. If the Client has been provided more than one consultation service, only the fee of one consultation will be used as a credit to a future service in line with the conditions stipulated in this section.**

Refund policy

Fees shall be earned by the RCIC immediately upon the commencement of provision of professional advice. Fees that have been earned under this agreement are non-refundable.

Late Cancellations/No-Shows/New Appointment

A cancellation is considered late when the appointment is cancelled **less than 24 hours** before the appointed time. A no-show is when a client misses an appointment without cancelling. **In either case, no refund will be issued.** If the Client wishes to make a new appointment, they can book for a new date after paying the fee stipulated on the appointment scheduling system.

Client responsibility

Client must provide the RCIC with such factual information and documentation as are required to perform the consultation. Client must be accurate and honest and must inform RCIC of all information, even if negative or adverse, which might be relevant to the advice provided by RCIC in this matter. Failure to fully disclose all relevant information to RCIC will impact the advice given by RCIC and may void this Agreement, or seriously affect the outcome of the application of Client or the retention of any status that Client may obtain.

Advice current on date of consultation

The advice provided by the RCIC to Client is based on the Canadian immigration law and policy current on the date of the consultation where relevant. The RCIC is not responsible or accountable for any change in government legislation or policy that may impact the processing of any subsequent application by Client.

Confidentiality

All information and documentation reviewed by the RCIC, required by IRCC and all other governing bodies, and used for the preparation of the application will not be divulged to any third party, other than agents and employees, without prior consent, except as demanded by law. The RCIC is also bound by the confidentiality requirements of Article 8 of the Code of Professional Ethics. The Client agrees to the use of electronic communication and storage of confidential information. The RCIC will use his/her best efforts to maintain a high degree of security for electronic communication and information storage.

Applicable law

This Agreement shall be governed by the laws in effect in the Province of Ontario, and the federal laws of Canada applicable therein.

Please be advised that [Consultant.FirstandLast Name] is a member in good standing of the College of Immigration and Citizenship Consultants (CICC), and as such, is bound by its By-law, Code of Professional Ethics, and Regulations.

Client Information:

Name:

E-mail:

Phone number:

Address:

RCIC Information:

[Consultant.FirstandLast Name]

120 Sheppard Avenue West, 2nd floor, North York, Ontario, Canada M2N 1M5

416-221-0203

[EmailAddress]

RCIC:

Client: