

## **LEGAL DISCLAIMER**

*The Golden Lioness provides McKenzie Friend support only. We are not solicitors or barristers and cannot give legal representation or regulated legal advice. All information and assistance provided is for general support purposes only. You remain responsible for your case and all final decisions.*

*By engaging our services, you acknowledge and accept this disclaimer.*

# **The Golden Lioness McKenzie Friend Services**

## **Terms and Conditions**

### **1. Introduction**

These Terms and Conditions ('Terms') set out the agreement between The Golden Lioness ('we', 'us', 'our') and you ('the client', 'you'). By instructing us to provide McKenzie Friend services, you agree to be bound by these Terms.

### **2. Scope of Services**

We provide support as a McKenzie Friend, which may include:

- Providing moral support during proceedings.
- Taking notes.
- Helping with case papers and preparation.
- Quietly giving advice on points of law, practice, or procedure.

We are not solicitors or barristers and cannot:

- Address the court or examine witnesses (unless expressly permitted by the judge).
- Conduct litigation on your behalf.
- Act as your legal representative.
- Provide regulated legal advice.

### **3. Client Responsibilities**

You remain responsible for the conduct of your case and for making all final decisions. You must provide accurate, complete, and timely information to us. You are responsible for complying with all court rules and orders.

## 4. Confidentiality

We will treat all information you provide as confidential and will not disclose it to third parties unless required by law or with your consent. Confidentiality may not apply where there is a legal duty to disclose, such as safeguarding concerns.

## 5. Fees and Payment

All services must be paid in advance to secure your booking date and time. The price of the service may vary depending on the complexity of the case and the stage your case is currently at. Fees will be agreed in writing before services commence.

## 6. Cancellation and Termination

Bookings may be rescheduled if you provide at least 24 hours' notice before your scheduled booking date and time. Bookings that are cancelled with less than 48 hours' notice, or where you fail to attend without notice ('no-show'), will be charged at 100% of the service fee. Work already undertaken before cancellation remains payable in full.

## 7. Limitation of Liability

Our role is supportive and advisory only. We do not accept liability for the outcome of your case. We will not be liable for any indirect or consequential loss arising from our services. Our total liability to you, whether in contract, tort (including negligence), or otherwise, shall not exceed the total fees paid for the services provided.

## 8. Conduct in Court

Acceptance of a McKenzie Friend is at the discretion of the court. We cannot guarantee that the judge will permit us to assist you. You are responsible for informing the court in advance that you wish to have a McKenzie Friend present.

## 9. Complaints

If you are dissatisfied with our service, you should raise the issue with us in writing. We will aim to resolve complaints promptly and fairly.

## 10. Governing Law

These Terms are governed by and construed in accordance with the laws of England and Wales. Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.

