

CITMA Free Advice Clinics

Terms and conditions

The Chartered Institute of Trade Mark Attorneys (CITMA) is committed to offering free advice clinics to members of the public. These terms and conditions should be read by anyone considering booking a clinic.

1. Advice at the clinics is provided by Fellow, Ordinary or Allied members of CITMA on a voluntary basis.
2. Available clinics will be displayed on the CITMA website for booking, based on the time, date and venue provided by a volunteer and agreed with CITMA.
3. Once a clinic has been booked by a member of the public CITMA will notify the volunteer of the booking by email and provide information about the booker.
4. CITMA will confirm the booking and provide further information about the clinic to the booker via the email address provided at the time of booking.
5. Clinics will be 30 minutes in duration.
6. Only new matters can be raised at a clinic. Any previous advice from a CITMA member or ongoing issues cannot be brought to a second or subsequent clinic.
7. A CITMA volunteer has the absolute discretion and the right to refuse to continue with a clinic if it is established that it is not a new matter.
8. If a CITMA volunteer establishes that there might be a conflict of interest either before the clinic takes place or during the clinic, they will stop the clinic and explain the situation to the individual. In this case an alternative clinic will be offered to the individual by CITMA.
9. As the advice given is free and given in a limited time, neither CITMA, nor any person giving advice, nor the venue of the clinic shall be liable or held responsible in any manner at all for advice given or not given or anything done or not done in consequence.
10. Any CITMA volunteer providing advice may pass to the member of public their business card or contact details for any follow up services, only if the services are required. These services may be free of charge or paid services and are a matter between the member of public and the CITMA volunteer.
11. Any agreed follow up services should include normal terms of engagement and the service is no longer under the terms of the CITMA free advice clinics.
12. If a clinic has been booked and a CITMA volunteer can no longer make the agreed time and date, they will try and provide a substitute volunteer e.g. a colleague who is qualified (i.e. a Fellow, Ordinary or Allied member of CITMA) to provide advice at the scheduled clinic. CITMA will notify the booker at the earliest opportunity of any changes.
13. If no substitute can be found the CITMA office will try to rearrange the clinic with the booker. This may or may not be with the original volunteer.

14. If the booker can no longer make the clinic, they must notify CITMA as soon as possible and no later than 24 hours before the clinic is due to take place. CITMA will notify the volunteer at the earliest opportunity.
15. If the booker does not provide more than 24 hours notice that they cannot make the clinic, or they do not turn up to the clinic at the agreed time, date and venue then CITMA has the right to invoice the booker for a late cancellation administrative fee. The current fee is £50.
16. If anyone has a disability or special requirements they should contact CITMA before making any booking. CITMA will try to accommodate and make any reasonable adjustments necessary.
17. If a member of the public wishes to make a complaint about the clinic they attended, the complaint should be made to CITMA.
18. Any complaint will be reviewed by CITMA and a response will be made within fourteen days or by any other date notified by CITMA to the complainant within the fourteen day period.

Any questions in relation to these terms and conditions should be directed to CITMA via tm@citma.org.uk

Chartered Institute of Trade Mark Attorneys

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