

**Family/General Mediation Information Session – Guidance**  
**Notes for E-Appointment System**

1. This e-Appointment system is for booking an appointment for attending an information session on Family Mediation or General Mediation.
2. The information session on Family Mediation or General Mediation aims to assist the parties to understand the nature of mediation and how it facilitates court users to resolve their disputes. It is neither a mediation session nor a counselling service.
3. The information session will be conducted in Cantonese. If the applicant prefers any other languages, please call 2180 8066 for special arrangement.
4. a.) Before making an appointment on information session on Family Mediation, an applicant may consider to read the booklet “Family Mediation” through the following link:  
<https://mediation.judiciary.hk/en/doc/FamilyMediation.pdf>
- b.) Before making an appointment on information session on General Mediation, an applicant may consider to read the booklet “What is Mediation” through the following link:  
[https://mediation.judiciary.hk/en/doc/What\\_is\\_Mediation-Eng%20\(March%202023\).pdf](https://mediation.judiciary.hk/en/doc/What_is_Mediation-Eng%20(March%202023).pdf)
5. In the event that an online appointment cannot be offered via the e-Appointment System, please call 2180 8066 or approach the Integrated Mediation Office (“IMO”) at Room 113, 1/F, Wanchai Tower, 12 Harbour Road, Wanchai, Hong Kong personally during office hours for more information.
6. The applicant who makes an appointment via the e-Appointment System should be the same person who attends the information session on the appointment day.
7. When attending the appointment, the applicant should bring along his identity card/document as a proof of identity.

8. If the applicant is unable to attend appointment at the scheduled time, he may also call 2180 8066 to inform IMO at the earliest convenience or for special arrangement. The applicant can make the amendment/cancellation online. This will allow IMO to offer the vacated appointment to another applicant.
9. If the applicant is late for the appointment for 10 minutes or more, he will be regarded as “absent”. The applicant has to make another on-line appointment for another day, unless there are remaining quotas for walk-in users on the same day.
10. Applicant making an appointment through e-Appointment system has to provide his email address. A confirmation note will be sent to him within 24 hours and a reminder will also be sent to his email address 3 working days before the appointment date.
11. For those applicants who have repeated “absent” records, their further on-line booking may be blocked for a certain period of time.

**Note: The Integrated Mediation Office reserves the right to revise the arrangements as set out above and to take proper measures, without further notice, to prevent, stop or otherwise remedy any abusive use of the system.**

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