

## **Terms of Business**

The fee for the mediation should be paid once the date for the mediation has been arranged and or the agreement to mediate has been signed. If the mediation is cancelled by either or both of the parties, a cancellation fee will be charged as follows:

- £100, if cancellation occurs any time after the mediation date has been agreed with both (all) parties to the dispute, up to six clear working days before the date agreed for the mediation.
- The whole mediation fee will be charged if the cancellation occurs five clear working days or less before the date and time agreed for the mediation.

No cancellation fee will be charged if the mediation date simply has to be rescheduled to an alternative date. If the mediation fee has already been paid by both / all parties at the time the mediation is cancelled, Effective Dispute Solutions Limited will refund the mediation fee less any cancellation charge.

The cancellation date will be determined by the date when we are contacted by one party, or both or all parties, by either email or telephone. If the cancellation of the mediation is agreed by both / all parties, the parties shall equally share the applicable cancellation payment.

However, if the decision is made unilaterally, the party cancelling the mediation shall be liable for the whole cancellation payment.