

SMG Mediation Fees & Terms

Fees:

We will be pleased to give you a quotation for your mediation service after we have had the opportunity of discussing the details of the potential mediation with you.

Terms:

Invoices

1. Invoices are payable within 14 days of the date of issue.
Late payments carry interest at the rate of 3% above the base rate of Lloyds Bank Plc.
2. Where an invoice is issued to and payable by the solicitors firm instructed by a party, settlement of those invoices is not conditional on them being in funds from their clients. The same applies to invoices issued to the mediation providers.
3. Where invoices are issued to parties as opposed to their solicitors, the solicitors for each party undertake to meet any default in payment by their respective clients within 7 days of written request.

Additional Hours

Invoices

1. Where additional hours have been applied to the original mediation and invoice will be sent and payments should be made the next working day after the mediation.
2. Late payments for additional hours will be charged at £50 shared between the parties for every day the payment is not settled in full.

Cancellation

1. If any party cancels the Mediation, the following proportion of the mediator fee will be payable by each party at the levels set out in the Mediation Details:
 - a) If the cancellation is made less than 48 hours before the date of the mediation, the full mediation daily fee and any preparation undertaken ; or

- b) If the cancellation is made more than 2 but less than 5 working days before the date of the mediation, 50% of the mediation daily fee;
- c) If the cancellation is made more than 5 but less than 10 working days before the date of the mediation , 25% of the Mediation daily fee;

In each case without prejudice to a party's right to recover such sums from any party it may consider to be at fault for the cancellation.

Complaints Procedure:

- 1. We recognise that occasionally clients may feel that the service levels offered by SMG Mediation may not meet their expectations. In those circumstances please write to us with your complaint and we will endeavour to deal with all complaints through our complaints procedure.

Code of Conduct:

- 1. SMG Mediation operates the European Code of Conduct for Mediators. A copy of the conduct can be found on the Fees & Terms page via the website.

Continuing Professional Development:

- 1. SMG Mediation take Continued professional development very seriously. We strive to maintain the exceptional standards clients have to come to expect. Comprehensive and ongoing CPD is undertaken.