



Nancy Radford
Mediate Train Coach



Nancy Radford t/a
Roundtuit Limited

Small Claims

Disputes under £10,000

The fee options set out below are inclusive of pre-mediation contact with the parties and a mediation as specified. Additional hours may be authorised by both parties agreement to an additional fee. Small claims mediations are carried out via email, telephone, online conference or a combination of all three. Not all cases are suitable for this service and documentation is limited to no more than 5 pages.

Fees are usually split between the two parties equally. Once the agreements to mediate and summaries are completed and signed, each party is invoiced an equal share of the fee in advance of the mediation plus anticipated travel and incidental expenses where appropriate. **(Payment is due from both parties before the date fixed for the first session).**

Telephone/Online Mediation

Suitable for straightforward, single issue claims (e.g. invoice payment, refund etc.) Not suitable in situations where high emotions, apologies wanted, multiparty, lack of capability or complicated. The mediator discusses the claim individually with the two parties and asks what they can offer/what they want. Time limited mediation **1 hour total**, via phone and email. **£150** (£75 each) payment before start. Additional hours at £100 per hour.

Online Mediation (up to 5 hours total):

I use a secure specialist online conferencing platform (Zoom) that allows both telephone, audio and video conferencing. It provides the facility for virtual break out rooms. Participants receive a link / telephone number so do not have to share personal details with other participants. It is easy to use and accessible. **Not all disputes are suitable for this.** Includes an individual session (up to 1 hr), and a brief follow up call with each party and upto three hours in an online/telephone conference which may include individual and/or joint sessions. **£400** (£200 each)

See Terms and Conditions.

If you would like a free, confidential discussion about what is most suitable for you, please email help@nancyradford.com with contact details and suggested times. Resources and more information available on www.nancyradford.com

Prices Valid to 30 June 2021

Roundtuit t/a Nancy Radford, Co registered in England and Wales. Company number 9519412