

## General Terms and Conditions of Mediation

### 1. Co-Mediation

Couple and family mediation sessions are conducted by a team of two mediators (one female and one male). Both mediators are fully trained professionals with recognized qualifications in psychosocial or legal studies.

### 2. Data protection

We take the protection of your personal data seriously and comply with the applicable data protection regulations in Switzerland. Personal data collected during the business relationship will be treated confidentially and used only for the purpose for which it was collected. Your data will only be passed on to third parties if this is necessary to fulfill our contractual or legal obligations. You have the right to request information about the data we have stored and, if necessary, to request its correction, deletion or blocking.

### 3. Costs and cancellation period

The standard rate (level 10) for a *co-mediation session* is CHF 480 per hour (plus VAT). An additional 15 minutes per session will be charged for preparatory and follow-up work. The standard rate for *legal work* is CHF 360 per hour (plus VAT).

Examples of legal work include drawing up separation, divorce, and maintenance agreements; conducting investigations; studying records; writing emails and making telephone calls.

Cancellation must be made at least 48 hours (weekdays) before the confirmed appointment. Otherwise, a cancellation fee will be charged as a cost share for the fact that the appointment cannot be assigned otherwise. This amounts to CHF 300 (plus VAT) for initial appointments and the rate for one hour for ongoing consultations.

### 4. Income and asset-based rates

Discounts on standard rates are dependent on taxable income and the domicile in the canton of Zurich. Eligibility for a discount is to be established during the first appointment by presenting the tax bill, tax assessment, or tax return for the full previous calendar year. We reserve the right to adjust rates if a participant's financial situation or current level of income changes during the mediation process. The applicable rate level will be determined by the co-mediator during the first appointment, and all documentary evidence presented by clients will be returned to them.

The rate applied to invoiced appointments will not be adjusted retroactively.

| Annual taxable income | Rate per hour co-mediation (plus, VAT) | Rate per hour legal work (plus VAT) | Rate level |
|-----------------------|--|-------------------------------------|------------|
| over CHF 158,700      | CHF 480                                | CHF 360                             | Level 10   |
| up to CHF 158,700     | CHF 440                                | CHF 330                             | Level 9    |
| up to CHF 138,000     | CHF 400                                | CHF 300                             | Level 8    |
| up to CHF 120,000     | CHF 360                                | CHF 270                             | Level 7    |
| up to CHF 96,000      | CHF 320                                | CHF 240                             | Level 6    |
| up to CHF 76,800      | CHF 280                                | CHF 210                             | Level 5    |
| up to CHF 67,200      | CHF 240                                | CHF 180                             | Level 4    |
| up to CHF 57,600      | CHF 200                                | CHF 150                             | Level 3    |
| up to CHF 48,000      | CHF 160                                | CHF 120                             | Level 2    |
| up to CHF 38,400      | CHF 120                                | CHF 90                              | Level 1    |

The discounts based on taxable income apply as shown provided the taxable assets are CHF 200,000 or less. If the taxable assets are higher than CHF 200,000, the discount is reduced by one level for each CHF 100,000 in taxable assets.

### 5. Agreement

The mediation agreement between the mediation participants and the team of mediators sets out all the arrangements in detail.

### 6. Payment default

The first reminder (payment reminder) will not be subject to a reminder fee. The second and all subsequent reminders will incur a reminder fee of CHF 10 per reminder to cover the additional time and effort involved. Failure to pay within the given deadline following any third reminder will result in debt enforcement proceedings being instituted if no other agreement can be reached. Furthermore, participants have a duty to pay compensation for all costs arising because of default, e.g., collection costs.