

(Client Name and Parties Name(s) Here)

(Date Here)

(Riverstone Lead Person Name Here)

Conflict Management Service Agreement

The undersigned parties (“the Parties”) have agreed to come together in a voluntary process with Riverstone Resolutions, LLC (“Riverstone”). The Parties and Riverstone agree as follows:

Process

The Parties have requested that Riverstone facilitate a discussion concerning a conflict between them. Riverstone may use a number of tools to address the conflict including but not limited to, mediation, facilitation, conflict coaching, individual and group meetings, etc.... All services are considered part of this conflict management process.

This is a voluntary process. At any time, the client may end the process, or any party may end their part in the process, for any reason. Riverstone may also end the process if he/she believes further efforts at managing the conflict will not be productive.

A best effort will be made by Riverstone to assist the parties in managing the conflict in a way that is best suited to the situation and results in resolution to the current situation. The client and all parties understand that agreements between the Parties may or may not result from this conflict management process.

Confidentiality

Your information and the situation you are involved in is important to you. We understand your desire for privacy. From the very beginning of requesting our services, the information that you share with us is confidential. In lead-up conversations to a service agreement, and as we move through the project, we will have discussions regarding the information that you share with us and expectations regarding the information we gather. This is an ongoing conversation.

Communications made or submitted during the process, including all written materials, shall be confidential to the extent permitted by law. In mediations conducted in California, communications made or submitted are privileged and/or confidential to the extent permitted under California Evidence Code Sections 1115-1128. In mediations conducted in Vermont, communications made or submitted are privileged and/or confidential to the extent permitted under 12 V.S.A. § 5715-5720. At Riverstone Resolutions, LLC, we destroy all notes after the case

Riverstone Resolutions, LLC
Vermont & California Offices – USA www.riverstoneresolutions.com
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is completed.

Riverstone may disclose to the appropriate authorities information obtained during the process whether in separate or joint meetings, concerning (1) the abuse or neglect of a child or vulnerable adult; (2) the intentional attempt to commit or commission or concealment of a crime; or (3) the risk of serious harm to an individual.

Riverstone and Parties may disclose information about the mediation to their respective attorneys, therapists (if any), and financial advisors provided that all such persons are also informed that the information is privileged and/or confidential and is governed by the terms of this agreement.

FEES

The Client and/or Parties agree to pay Riverstone for his/her time at the hourly rate of \$_____. The process has been estimated to take _____ hours. Instead of paying based on an hourly rate the services will be billed at a total project cost of \$_____ plus the expenses outlined below.

Each party shall pay his or her proportional share of this amount or the overall client shall pay the full amount. (Final agreement on how charges will be paid here)

We understand that we will be billed for the time spent in preparation for and at the appointments, in telephone conferences, and in preparing documents, and that we will be billed for necessary expenses such as postal fees, copies, faxes, meeting room fees, and long distance telephone calls. In the event a meeting is canceled on less than 24 hour notice to Riverstone, then the client or Party (see above) shall pay Riverstone a cancellation charge equal to half of the time charges for the time reserved.

If you agree that this fairly sets out your understanding of our mutual responsibilities, please sign a copy of this letter in the space indicated below and return a signed copy to Riverstone Resolutions, LLC.

Agreed and Accepted:

<i>Client and/or Party</i>	Authorized Signature	Date
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Client and/or Party **Authorized Signature** **Date**

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Riverstone Resolutions, LLC **Authorized Signature** **Date**