

Terms and Conditions

Effective Date: [Insert Date]

Welcome to Rurhem ADR Centre ("we," "our," "us"). By accessing or using our services, website, or online dispute resolution (ODR) platform, you agree to comply with these Terms and Conditions. Please read them carefully before engaging with our services.

1. Scope of Services

Rurhem ADR Centre provides:

- Mediation, arbitration, and other alternative dispute resolution (ADR) services.
- Online Dispute Resolution (ODR) through secure digital platforms.
- ADR training programmes, mentorship, and certification.
- Consultancy and capacity-building in dispute resolution.

2. Eligibility

- You must be at least 18 years old to use our ADR or ODR services.
- For training courses, eligibility requirements will be specified in the course description.
- Neutrals and panel members must meet our onboarding criteria.

3. User Responsibilities

By using our services, you agree to:

- Provide accurate, complete, and up-to-date information.
- Maintain confidentiality of any case-related details.
- Comply with all applicable laws, court directives, and ADR rules.
- Pay applicable fees in full before the commencement of services.

4. Confidentiality

- All proceedings are conducted in strict confidence unless disclosure is required by law or agreed by all parties.
- Parties and neutrals must not disclose any information obtained during ADR without prior consent.

5. Payment and Fees

- Fees for ADR services, training, and other programmes are payable in advance unless otherwise agreed.
- Payment can be made via our approved channels (e.g., Paystack, bank transfer).
- Fees are non-refundable except as provided in our refund policy.

6. Online Dispute Resolution (ODR)

- ODR sessions are conducted via secure platforms.
- You are responsible for ensuring stable internet connectivity during sessions.
- Technical issues arising from your end may result in rescheduling or forfeiture of session fees.

7. Intellectual Property

- All materials, training content, and resources provided by Rurhem ADR Centre are protected by copyright.
- You may not copy, reproduce, or distribute our content without prior written consent.

8. Limitation of Liability

- We are not liable for any loss, damage, or claim arising from reliance on ADR outcomes or training.
- ADR processes are voluntary, and outcomes depend on party participation and agreement.

9. Termination of Services

We reserve the right to suspend or terminate any service if:

- The client breaches these Terms and Conditions.
- The client engages in misconduct, dishonesty, or harassment.

10. Governing Law

These Terms and Conditions are governed by the laws of the Federal Republic of Nigeria. Any disputes shall be resolved through mediation at Rurhem ADR Centre before resorting to litigation.

11. Changes to Terms

We may update these Terms from time to time. Updated versions will be posted on our website with a revised effective date.

12. Contact Us

For questions about these Terms, please contact:

Rurhem ADR Centre

2nd Floor, No 5, 2nd East Circular Rd, Off Sapele Road, Benin City, Edo State

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