

COLORADO JUDICIAL DEPARTMENT
Office of Dispute Resolution

ODR Policies and Procedures Manual

Date: July 1, 2011

Subject: Fees: Fees for Late Cancellations & No Shows

ODR's mission is to provide quality ADR services at a reasonable cost. To effectuate this goal, ODR Neutrals must adhere to standard policies regarding the charging and collection of fees for services.

COLLECTION OF FEES FOR LATE CANCELLATION OR NO SHOWS

1. ODR Neutrals may collect fees for up to two hours when one or more parties fail to appear for a scheduled session, or when one or more parties cancel the session with less than seven days notice.
 - a. If the party responsible for the late cancel or no show is a full paying party, the Neutral may charge that party for up to two hours of service time.
 - b. Where the responsible party is indigent, the ODR Neutral may only bill ODR for a late cancel or no show fee if the Neutral has collected the appropriate co-pay in advance. If the appropriate co-pay was collected, the Neutral may bill ODR for one hour of time for two parties in the event of a no show or late cancel.
 - c. The Neutral shall only bill ODR for a late cancel or no show when the responsible or non-appearing party is indigent or if the case is referred through an A&V Special Program. *

	Both Parties Are Indigent (Or referred for A&V Special Program*)	One Party is Indigent; Other Party is Self- Pay	Both Parties are Self- Pay
Self- Pay Client Fails to Appear or Late Cancels	N/A	Self-Pay Client is charged up to 2 hours at full pay rate	Party failing to appear charged up to 2 hours at full pay rate
Indigent Party Fails to Appear or Cancels	Neutral may bill ODR for one hour of time for two parties if appropriate co-pay collected	Neutral may bill ODR for one hour of time for two parties if appropriate co-pay collected	N/A

* A co-pay is not required for A&V Special Programs cases. If a party fails to appear or late cancels, the ODR Neutral may bill ODR for one hour of time for two parties