

## 香港和解中心簡介

香港和解中心於1999年成立，是香港首間獲政府認可為慈善機構的專業調解組織，擁有近1000位來自不同專業界別的會員。十多年來，香港和解中心一直致力推動調解，專注發展多元化調解服務，透過教育和宣傳將調解推廣至社區。此外，香港和解中心亦積極與本地及海外的調解或爭議解決機構合作，分別創立多個主要調解組織，包括聯合調解專線辦事處、香港調解資歷評審協會有限公司、內地—香港聯合調解中心、粵港澳商事調解聯盟及亞洲調解協會等，藉此推廣香港的調解方式至世界各地，大大提高香港在國際調解平台上的聲譽和地位。

## 甚麼是調解？

調解是一種於訴訟以外非常有效的解決爭議方法，由中立和受過專業訓練的調解員在不作出判決的情況下，協助爭議各方當事人進行協商，以達致共同接受的解決方案，並協助擬備《經調解的和解協議》。

## 調解有甚麼好處？

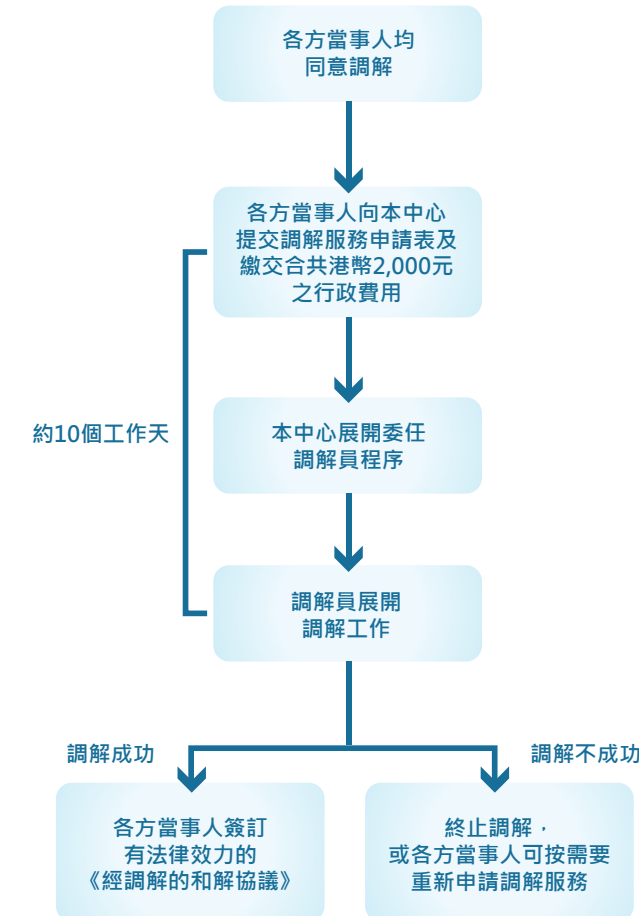
- ◆ **保密:** 調解過程及和解條款可予以保密及不外洩，保障當事人的私隱及最大利益
- ◆ **安排靈活:** 調解可於訴訟之前，或於訴訟的任何階段開始，且調解過程及和解方案亦較靈活
- ◆ **省時省錢:** 當事人無須把爭議訴諸法庭，省卻訴訟引致的高昂費用和時間及過程的不確定性
- ◆ **互利雙贏:** 調解可避免對抗式訴訟中出現的衝突和風險，可按各方當事人的真正需要達成他們接受的和解協議
- ◆ **執行性強:** 調解屬自願性質參與，各方當事人自行作出決定且達成和解協議，因而更願意遵守協議內容
- ◆ **修復關係:** 調解可避免出現對峙局面，有助修復及改善各方當事人的關係

## 甚麼個案適合以調解方式處理？

調解適用於大部份的爭議，如商業、金融、保險索償、大廈管理，甚至與朋友或鄰舍之間等糾紛都適合以調解方式處理。但若個案涉及刑事、對憲制事宜或法律權利作出裁定，則不適合以調解處理。

## 如何申請調解服務？

### 申請方法及程序



## 調解服務收費表

服務項目	費用
調解諮詢服務	免費
申請調解服務之行政費用	港幣2,000元
調解員之收費 (視乎調解員要求、資歷及個案複雜程度等因素而定)	調解員的準備工作及調解前會議(不多於4小時): 每小時約港幣1,000元至3,000元  調解會議: 每小時約港幣1,000元至3,000元
租用會議室之收費	請另參閱本中心之會議室及其他設施租用收費表

調解服務申請表可於本中心網頁下載:  
<http://www.mediationcentre.org.hk>

### 備註:

1. 以上收費項目可由各方當事人平均或按協議分擔。
2. 已繳付的行政費用概不退還。
3. 當展開委任調解員程序時，本中心會逐一提供合適的調解員予各方當事人考慮(最多三名)。
4. 香港和解中心保留接納申請最終決定權。
5. 調解員是中立的第三者，不會為參與調解之人士提供任何法律或其他專業意見，也不會替任何一方作出決定。
6. 如有需要，調解員或會安排初步會議，而各方當事人亦須於正式調解會議進行前簽署《調解協議》以示同意進行調解。
7. 如參與調解人士為機構代表，須於正式調解會議時出示授權書。

## 聯絡我們 Contact Us

地址: 香港灣仔軒尼詩道245-251號守時商業大廈21樓  
(近灣仔地鐵站A2出口)

電話: (852) 2866 1800

傳真: (852) 2866 1299

電郵: [admin@mediationcentre.org.hk](mailto:admin@mediationcentre.org.hk)

網址: [www.mediationcentre.org.hk](http://www.mediationcentre.org.hk)

辦公時間: 星期一至五 早上9時至下午1時  
下午2時至下午5時30分  
星期六 早上9時至下午1時  
星期日及公眾假期 休息

Address: 21/F, Success Commercial Building, 245 - 251  
Hennessy Road, Wanchai, Hong Kong  
(Near exit A2 of Wanchai MTR station)

Telephone: (852) 2866 1800

Fax: (852) 2866 1299

Email: [admin@mediationcentre.org.hk](mailto:admin@mediationcentre.org.hk)

Website: [www.mediationcentre.org.hk](http://www.mediationcentre.org.hk)

Office Hours: Mon - Fri 9:00 a.m. - 1:00 p.m.  
2:00 p.m. - 5:30 p.m.  
Sat 9:00 a.m. - 1:00 p.m.  
Closed on Sundays and Public Holidays



## About HKMC

Hong Kong Mediation Centre (“HKMC”) was established in 1999. HKMC is the first non-profit mediation organization with charitable status in Hong Kong with about 1000 members from different professional fields. Over the past decade, HKMC has been working continuously on advocating mediation. HKMC dedicates efforts to developing diversified mediation services and popularizing mediation in the community via education and various promotions. In addition, HKMC actively co-operates with local and oversea mediation or dispute resolution organizations, and jointly founded a number of renowned mediation organizations, including Joint Mediation Helpline Office, Hong Kong Mediation Accreditation Association Limited, Mainland - Hong Kong Joint Mediation Center, Guangdong, Hong Kong and Macau Mediation Alliance and Asian Mediation Association etc., in order to promote Hong Kong’s mediation approach to the world and enhance the reputation and status of Hong Kong’s mediation services on the international stage.

## What is mediation?

Mediation is an effective means in settling disputes apart from litigation. The impartial and professionally trained mediator will assist all parties in undergoing negotiation and reaching a settlement that is acceptable to all parties. The mediator will also assist in drafting the mediated settlement agreement.

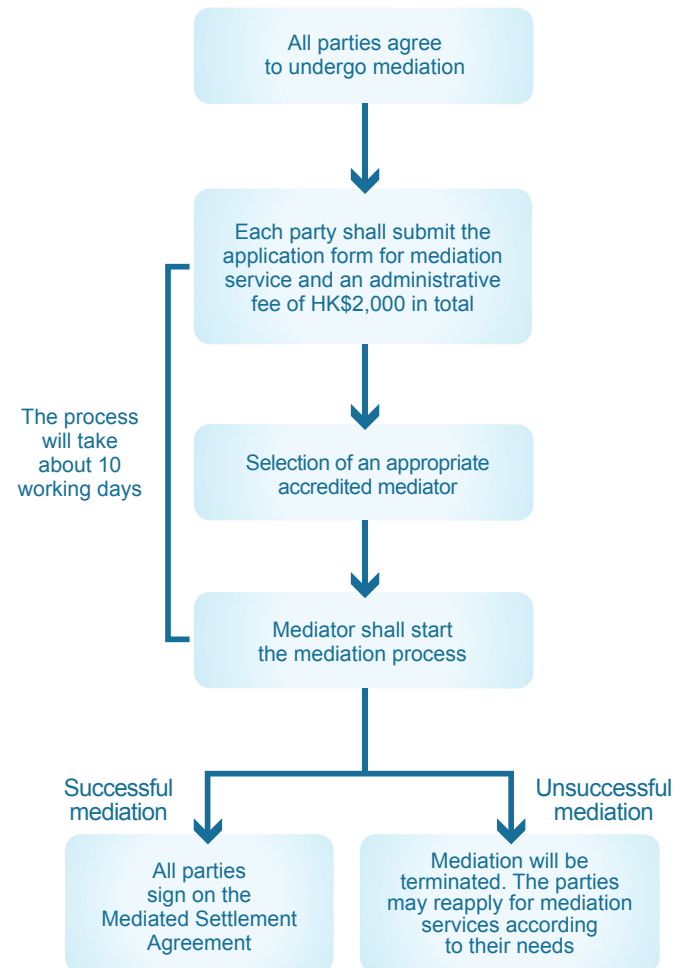
## What are the advantages of mediation?

- ◆ **Confidentiality:** Information disclosed during mediation and mediation provisions are confidential, protecting the privacy and best interests of all parties.
- ◆ **Flexible arrangement:** Mediation can start before litigation or at any stage during the process of litigation. Also, the mediation process and settlement are flexible.
- ◆ **Save time and money:** You are not required to settle the dispute in the court, avoiding the huge legal expenses and uncertainty involved in the process of litigation.
- ◆ **Win-win solution for all parties:** Mediation can avoid the stress and risks of the adversarial court system, allowing parties to reach a settlement that is responsive to the needs of all parties.
- ◆ **High level of execution:** Mediation is a voluntary process in which all parties make their own decisions on the settlement agreement. They are thus more willing to comply with the agreement.
- ◆ **Relationship reconstruction:** Mediation can avoid confrontation and facilitate the reconstruction of relationship among all parties.

## What cases are suitable for handling with mediation?

Mediation is applicable to most of the disputes, for example, commercial and financial, property management, or even disputes among peers and neighborhood. However, if the case is related to criminal, constitutional or legal rights issues, it is considered more appropriate to seek court judgement.

## How to apply for mediation services?



## Fees and Charges

Service Item	Charge
Mediation Consultation Service	Free of charge
Administrative Fee for the application of mediation services	HK\$2,000
Mediator Fee (Varies based on the mediator's request, qualifications and complexity of the case)	Preparation works and pre-mediation session(s) (Up to 4 hours): The service charge per hour ranges from HK\$1,000 to HK\$3,000
	Mediation session(s): The service charge per hour ranges from HK\$1,000 to HK\$3,000
Conference Room Rental	Please refer to the “Rates for Room Booking and Other Facilities” of HKMC

You may download the application form from our website: [www.mediationcentre.org.hk](http://www.mediationcentre.org.hk)

### Notes:

1. The above fees and charges can be equally shared or shared according to parties' own agreement.
2. The paid administrative fee will not be refunded.
3. HKMC will recommend appropriate mediators for all parties' considerations one by one (maximum 3 mediators).
4. HKMC reserves the right of final decision.
5. The mediator is an impartial person who will not give any legal or other professional advice to any parties, as well as impose a decision on the parties.
6. The mediator may arrange a preliminary meeting. All parties should sign on the “Agreement to mediate” before the mediation session in order to show their agreement towards mediation.
7. If the participant is the representative of an organization, an authorization letter should be shown during the mediation session.