

Self-Storage Industry Dispute Fees

Effective July 1, 2026

Fees for matters governed by NAM's Self-Storage Industry Dispute Resolution Rules and Procedures.

Arbitration Fees

Fees depend on whether the matter is resolved based on written submissions only, or through an in-person, telephonic, or virtual hearing. Both formats carry the same fees except where noted below.

- **Filing Fee:** \$225. Due when the case is filed, paid by the party filing the claim, unless the parties' agreement or applicable state law provides otherwise, in which case Business pays the difference.
- **Administrative Fee:** \$385. Due from Business upon notice that the Demand for Arbitration has been filed and the arbitration proceeding has commenced. If Business is the initiating party, this fee is due when the case is filed, together with the Filing Fee.
- **Case Management Fee:** \$1,400. Due from Business by the earlier of (a) when the response to the demand is due under NAM Rules, or (b) when the response is filed with NAM.
- **Hearing/Scheduling Fee:** Not applicable for matters based on written submissions only; \$495 for in-person, telephonic, or virtual hearings. Due from Business when a hearing is scheduled.
- **Arbitrator Time:** \$650 per hour (unless a Specially Designated Hearing Officer is selected; contact NAM for applicable rates). Due from Business when the time is incurred. See "Adjournment Fee" below for the rates that apply when scheduled/reserved time is adjourned, canceled, or settled.

All fees above are non-refundable unless otherwise indicated.

Other Arbitration Fees (May Apply)

Adjournment Fee**

For an arbitration where less than 7 hours per day has been reserved: payable by the adjourning party and billable for each scheduled hearing date, based on notice given to NAM before the scheduled date. The calculation is made and charged for each day that a hearing is scheduled:

- **0 to 5 business days' notice:** 100% of the Arbitrator Time fee for the hours reserved.
- **6 to 14 business days' notice:** 50% of the Arbitrator Time fee for the hours reserved.
- **15 or more business days' notice:** No fee.

Withdrawal, Cancellation, or Settlement Fee**

For an arbitration where less than 7 hours has been reserved: if a conference has been scheduled and the matter is withdrawn, canceled, or settled, and NAM is given notice within 14 business days of the conference date, hourly fees for time reserved (per the Adjournment Fee schedule above) may be charged.

***When one or more full days of time (7 or more hours per day) have been reserved and the day(s) subsequently adjourn, cancel, or settle, the following fees apply:*

Full-Day Reservations (Arbitration)

- **0 to 15 business days' notice:** 100% of the hourly fees for time reserved for the hearing/conference.
- **16 to 30 business days' notice:** 50% of the hourly fees for time reserved for the hearing/conference.

Parties are also responsible for any Arbitrator Time incurred prior to NAM being notified that a case has been adjourned, withdrawn, canceled, or settled.

Mediation Fees

- **Administrative Fee:** \$840 total (non-refundable): \$210 payable by the Initiating party; \$630 payable by Business.
- **Hourly Mediator Time:** \$870 per hour, subject to a 2-hour minimum, payable by Business.

In some circumstances, special administrative and hourly rates (or other requirements, such as a minimum amount of reserved time) apply to certain Specially Designated Hearing Officers on NAM's Hearing Officer roster. Please contact NAM for the applicable rates.

Other Mediation Fees (May Apply)

Adjournment Fee**

For a mediation where less than 7 hours has been reserved: payable by the adjourning party and billable for each scheduled conference date, based on notice given to NAM before the scheduled date. The calculation is made and charged for each day that a conference is scheduled:

- **0 to 5 business days' notice:** 100% of hourly fees for time reserved for the conference.
- **6 to 14 business days' notice:** 50% of hourly fees for time reserved for the conference.
- **15 or more business days' notice:** No fee**.

Withdrawal, Cancellation, or Settlement Fee**

For a mediation where less than 7 hours has been reserved: if a conference has been scheduled and the matter is withdrawn, canceled, or settled, and NAM is given notice within 14 business days of the conference date, hourly fees for time reserved (per the schedule above) may be charged.

***When one or more full days of time (7 or more hours per day) have been reserved and the day(s) subsequently adjourn, cancel, or settle, the following fees apply:*

Full-Day Reservations (Mediation)

- **0 to 15 business days' notice:** 100% of the hourly fees for time reserved for the conference.
- **16 to 30 business days' notice:** 50% of the hourly fees for time reserved for the conference.

Parties are also responsible for any Mediator Time incurred prior to NAM being notified that a case has been adjourned, withdrawn, canceled, or settled.

Terms & Conditions

- This fee sheet applies to matters referred to NAM as a result of a pre-dispute Arbitration/Mediation contract provision entered into by mutual agreement between the parties and governed by NAM's Self-Storage Industry Dispute Resolution Rules and Procedures.
- Administrative fees include case administration, coordination, scheduling, and document handling.
- Arbitrator/Mediator time refers to the combination of conference/pre-hearing conference/hearing time, travel time (if required), study and review of written submissions and documents from the parties, and research and decision preparation time, as applicable.
- NAM reserves the right to assess additional administrative fees for services performed by NAM beyond those provided for herein, which may be required or requested by the parties' agreement or stipulation.
- If the parties' agreement provides for payment of fees by one or more parties contrary to the fees set forth herein, the NAM Administrator shall determine the fees that apply.
- The NAM Administrator will make the final determination as to the proper Rules and Procedures and Fee Sheet that apply to a matter.

Payment Terms

- Fees are incurred and due as indicated on this fee schedule. All other fees are due within 10 days of the invoice date.
- **HOWEVER, IF THE ARBITRATION IS SUBJECT TO CALIFORNIA CODE OF CIVIL PROCEDURE 1281.97 ET AL. / SB 762, PAYMENT IS DUE UPON RECEIPT, AS OF THE DATE OF THE INVOICE. PAYMENT MUST BE RECEIVED BY NAM NO LATER THAN 30 DAYS FROM THE DATE OF THE INVOICE. PURSUANT TO CALIFORNIA CODE OF CIVIL PROCEDURE 1281.97 ET AL./SB 762, NAM CANNOT GRANT ANY EXTENSIONS TO THIS PAYMENT DEADLINE UNLESS AGREED UPON BY ALL PARTIES.**
- To the extent that additional Arbitrator/Mediator time is required, NAM may direct the parties to make interim payments.

- Each party is responsible to pay the fees directly to NAM. If, as part of the award, the Arbitrator/Mediator orders that a portion of the cost of the Arbitration/Mediation be reimbursed from one party to the other party, that reimbursement is made between/among the parties after NAM has been paid in full and without the involvement of NAM.
- NAM may require one or more of the parties to make an advance payment, in an amount determined by the NAM Case Administrator, to be applied to future administrative fees and/or arbitrator/mediator billing. Additional requests for payment may be made if the amounts on deposit are depleted during the pendency of the matter. Unused amounts of advance deposits will be refunded at the conclusion of the case, with the exception of any amounts applied to unused reserved time charges.
- If a party fails or refuses to make payments, NAM may direct the other party to make a substitute payment so the Arbitration/Mediation can proceed (subject to any award for costs). The paying party may then seek to recover that amount from the defaulting party.
- NAM may elect not to commence and/or continue administration of a claim, and/or withhold release of the Arbitrator's decision, due to nonpayment of fees. NAM and/or the Arbitrator may suspend or terminate administration of a matter due to non-payment of outstanding fees.
- Interest is charged at 1.5% per month on balances more than 30 days past due.
- Questions or concerns about invoices should be brought to NAM's attention within 30 days of receipt.

Fees and costs are effective as of July 1, 2026. All fees are subject to adjustment annually as of July 1st of each year.