

## **Chance Encounters Terms and Conditions v.1.0**

### **1. Fee structure**

My fees are based on an hourly research rate (currently £30) plus any out of pocket expenses.

The hourly rate covers all aspects of genealogical research, including retrieval and scrutiny of documents (hard copy or online), analysis, report writing, the production of pedigree charts, quality checks, and communication by telephone, e-mail or letter.

Out of pocket expenses apply to:

- travel and, where necessary, accommodation costs connected with research conducted in local or national archives.
- the cost of acquiring, copying, photographing or downloading relevant documents,  
for example, birth, marriage, death certificates, parish register entries, wills, and newspaper articles.
- stationary and postage costs.

### **2. Research objectives and scope**

Before research commences, I will provide a free consultation of up to 1 hour in order to understand:

- The research objectives and scope (i.e. precisely what the client wants me to achieve).
- What the client already knows, either based on family records or as a result of work already undertaken.

Following initial discussions, I will confirm in writing the objectives and scope of the research project and provide an estimate of the likely costs. I will also indicate a projected start date. I require the client's confirmation to proceed in writing before starting the research.

### **3. Payment**

I require a minimum £100 deposit in order to secure a research slot.

I will issue an invoice for the outstanding balance upon completion and issue of the final research report.

I accept payment in Sterling by the following methods:

- Cheque made payable to Chris Broom.

- Bank transfer – account details will be provided when payment is requested.

#### **4. Confidentiality**

Client confidentiality is of the utmost importance to me. Although a lot of genealogical records are in the public domain, none of the information provided by the client or included in the final written report will be shared or discussed with third parties, without the client's express permission.

#### **5. Disclaimers**

Although every effort will be made to deliver to the project objectives agreed with a client, there can be no guarantee that the requisite genealogical records will be found, either because they were not created in the first place, or because they may not have survived. Neither is it always possible to identify an individual ancestor or family group with certainty, for example because of numerous 'same name' candidates.

In the above circumstances, my fee structure still applies. However, irrespective of the research outcome, all records examined and the steps taken to achieve a satisfactory outcome will be reflected in the final written report.