

Heritage Family History

Research Terms and Conditions

Prices: What they include:

Family History Packages.

If you choose one of the Family History packages from my research page you will pay no more than the price quoted. If I am unable to trace your family back as far as stated in the package you will either receive a partial refund, taking into account how much work has been undertaken, or you may choose for me to spend some time researching another branch of your family tree. Remember that I still have to take into consideration time spent on research even if no results were found.

Personally Tailored Research.

- I charge for my labour at an hourly rate of £20 subject to any current special offers. Labour includes time spent carrying out research and writing up research results or constructing family trees.
- I charge for time spent communicating with you whether this is by telephone, email or letter.

I do **not** charge for travelling time except in exceptional circumstances, in which case I would always obtain your agreement in writing first.

Expenses typically include the following:

- The cost of buying birth, marriage or death certificates (currently £9.25 a time).
- Units required for access to websites.
- The cost of copying or downloading of any relevant documents or images.
- Stationery and postage costs involved in printing documents and sending them to you.
- The cost of any telephone calls including calls to you.
- Travel costs: Train fares, petrol and parking to get to archives etc. Mileage is charged at 30p per mile.

My free 15 minute assessment will provide you with an indication of how long the required work will take or a suggestion for an initial number of hours to be worked which will be reviewed at the end of that period. I will also give you an indication of how soon I will be able to begin your research.

Payment

Personally Tailored Research.

I ask my clients to pay a deposit before any work commences in order to cover initial costs. This amount will be determined by the nature of the commission and will be agreed with you.

Once I have completed the required research I will invoice you for the total owed and, on receipt of your **cleared** payment, I will email or post your research results as you prefer. I will also suggest any further research that could be undertaken where appropriate and you can then decide whether you would like me to continue your research.

I accept payment in sterling only and by the methods listed below.

1. Cheque made payable to Celia Heritage
2. By credit card via PayPal (the address for payment is celia@heritagefamilyhistory.co.uk). There is an additional 5% charge on all PayPal payments to cover PayPal charges.
3. Postal Order

The address to which cheques and postal orders should be sent is: Chestnut Lodge, Ivychurch, Romney Marsh, Kent TN29 0AL

DISCLAIMER: I retain the right to withhold documents until full payment has been received.

Research Packages.

All packages must be paid for in full in advance. Payment methods are as above.

Head-to –Head Clinics and Private Tuition

I accept payment for clinics or private tuition by cash on the day, in advance by cleared cheque, or via PayPal – terms as above.

General Terms and Conditions Applying to Packages and Personally Tailored Research.

As my client you are obliged to provide me with accurate information upon which I will base my research. I cannot be held responsible for any inaccuracies in information submitted to me by you.

Please be aware that research is **not** a certain science and there is no guarantee as to how much information can be found on each person or family. This is because some records may have been destroyed, missing or inaccurately compiled. Sometimes it is impossible to identify an ancestor with certainty. **Even if I find nothing I still have to charge for the time spent on the research.**

I will only undertake work that I think has a reasonable chance of success.

**Celia Heritage
Heritage Family History
8 April 2010**