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## **Trenchard Partnership – Terms and Conditions**

### **General conditions**

- We expect you to provide accurate information as a basis for our research. We will not be held responsible for inaccuracies supplied by you.
- We cannot guarantee success as research does not produce predictable results. Information available will vary considerably from person to person. It may be impossible to identify the individual you are looking for. This will depend on factors such as:
  - Whether your ancestors stayed in the same place for significant periods of time.
  - The accuracy of record takers and officials at the time the record was created.
  - The accuracy of the individuals giving information to record takers and officials.
  - Whether records are available. Sometimes the records may have been destroyed, damaged, lost or misplaced.
  - Whether the individual may have been missed or avoided being recorded.
- We will only undertake work that we think has a reasonable chance of success.
- We will not pass research data to any third party without your permission.
- We will agree with you the number of hours of research to be carried out before work commences.
- You may cancel the contract at any time provided any work completed at the time of cancellation is paid for in full.
- References to documents consulted will be included in the results of research carried out.
- We will charge for work carried out even if nothing has been found.
- The copyright of all reports supplied remains with the Trenchard Partnership. Therefore the reports are for the sole use of you and your family and may not be published either in hard copy or digitally.

### **Charges**

- The work is charged at a rate to include time carrying out analysis and research, writing up results and producing family trees. It also covers time communicating with you by telephone, e-mail and letter.
- Travelling time is not charged except in exceptional circumstances and agreed with you beforehand.

### **Expenses**

- Our charges exclude the following costs and expenses:
  - Obtaining Birth, Marriage and Death certificates
  - Downloading and/or copying relevant documents and images.
  - Results will normally be sent to you by e-mail but if hard copy has been requested, this will be sent to you by post. All postal and packing costs will be charged to you.
  - All travel costs will be charged, including train fares and car parking. Mileage is charged at 45p a mile.

### **Payment of Invoices**

- For new clients a deposit is normally requested before any work commences in order to cover initial costs.
- You will be invoiced for outstanding charges and expenses when the work has been completed.
- We may suggest further research that could be undertaken and you are at liberty to decide whether further work should be carried out.
- Payment is only accepted in Pounds Sterling. Cheques should be payable to the Trenchard Partnership. If you wish to pay by interbank transfer, our bank details can be supplied. Payment can also be made by PayPal or Western Union.