

Ancestral Enquiries

Terms and Conditions

By appointing me to conduct family history research you are agreeing to the following which is subject to the common law of England and Wales:

1. **Pricing**

a. Research is undertaken at an hourly rate of £30.00 with an agreed number of hours. Ten hours are recommended because research may be complex.
b. I offer a one-hour consultation free at the start to review the research aim and discuss with you if it is something I can undertake.
c. A 50% deposit is required before research commences.
d. Any previous research undertaken and copies of documents, rather than originals obtained should be supplied before research commences. This is likely to save money and prevent duplication of research.
e. Extra research hours can be purchased at any time at the standard hourly rate.
f. If the research takes less than the agreed hours, then the balance of the final amount will be reduced by the hourly rate accordingly.
g. Paid time is in respect of the following:
   (i). Analysing previous research supplied.
   (ii). Research online and at the archives.
   (iii). Report writing and proofreading the report.
   (iv). Obtaining documents and certificates.
   (v). Transcribing documents. Lengthy documents may be summarised to keep costs down.
   (vi). Travelling to the archives and record offices.
h. Errors and omissions occasionally occur in complex research. Any identified will be rectified free of charge.

2. **Family History research**

a. The research report provided will provide details of all sources and citations and include those where the search returned no results.
b. The research report will include screenshots of relevant documents and they will be transcribed because old handwriting is sometimes difficult to read.
c. A drop line family tree will be supplied.
d. I will consult with you before I order extra documents that may assist or verify research. These are extra cost to the hourly rate.
e. I will consult with you if specialist research is required from a third party such as records from overseas. I will discuss next steps and costs with you should this scenario occur.

f. Research doesn't always yield results. Payment still must be paid for research where no information is found.
g. I do not use artificial intelligence (AI) for research purposes, transcribing documents, drawing drop line family trees and writing reports.

3. Disclaimer:

All research projects undertaken are different and some are extremely complex due to factors such as common ancestors' surnames. I will use my knowledge experience to search a wide range of records. However, records do not exist for every location, they may be damaged or may be held privately and not accessible. If there are insufficient records to proceed or during research, I will discuss further options with you.

4. Disclosures:

Family history research sometimes uncovers shocks and surprises about individuals. These may include:

a. Infant deaths, suicide, violence, murder, sexual offences, other criminal activity and accidents. Many are reported in detail in newspapers.
b. Illegitimacy, bigamy, infidelity and divorce.
c. Mental illness where individuals have spent time in asylums and institutions.

Any "emotional suffering" would be deemed an indirect and consequential loss and Ancestral Enquiries are not liable for such losses.

5. Copyright:

Ancestral Enquiries retain the copyright of any report produced on behalf of its clients. Clients will receive one copy of the report, printed or electronic, for their own personal use. Permission must be sought to reproduce any part of the report, in any format.

6. Payment:

a. Payment should be made by bank transfer before the Report, drop line tree and accompanying documents are sent.
b. Birth, marriage and deaths certificates from the General Register Office, wills and other documents obtained as part of the research are paid for at cost and are not included in my hourly rate.

7. Data Protection:

a. Your personal information is required and is held in accordance with GPDR regulations for the following reasons:

(i). Communication about the research.
(ii). Invoicing and accounting for processing payments for the research.
(iii).The family history research itself.

b. Your personal information will be held electronically and on paper for the purposes mentioned above and in the strictest confidence, I will not share your information with anyone. My computer is protected with up-to-date firewall and anti-virus protection. You have the right to request the information Ancestral Enquiries holds for you
c. Data can be deleted on request by the client at any time or after a period of seven years whichever is the lesser.
d. Data provided by the client or generated during research will not be passed onto any third parties unless instructed by the client.

8. Cancellation

a. If the client decides to cancel after the research starts there will be no refund due for research completed. Any balance in excess of the hours of research completed will be refunded. No research report or family tree will be supplied.
b. I reserve the right to cancel for any client and refund any money paid minus research fees accrued.

Client Signed: ……

Client Address: ……

Client Date: ……

Researcher Signed: ……

Researcher Address:
……

Researcher Date: ……..

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