

Terms and Conditions:

I require a deposit of £50 before any work is started. Once this is received I will plan when I will do the work and if there is any more information I need from you to enable the work to be carried out professionally and efficiently.

I will undertake the work within a reasonable period of time. Sometimes there may be a delay due to the particular Archives or Library being closed on certain weekdays. Cut backs have placed increased difficulty in visiting archives with opening hours being restricted. I will endeavour to keep you informed. If the work is of an urgent nature I need to know this at the outset and if I am unable to meet that deadline will recommend another researcher who may be able to do the work for you. This would commonly be an AGRA member or associate, or another researcher known personally to me whose work I am familiar with. Due to the nature of research work an estimated time scale is not binding unless you inform me at the outset of any deadlines such as for publications etc. Research work is lengthy and there may be some weeks delay before you hear anything. I have a heavy workload but believe that a job needs doing properly which sometimes involves a lot of time thinking about the problems, resources available and double checking that I haven't overlooked a resource. Sometimes it is the reporting which highlights a gap.

To enable an efficient plan of work I need as much information from you as possible. If possible a copy of the work done so far, along with the resources used is essential. However if starting from scratch I need the details that you know and again where this information comes from. Regretably 'ancestry trees' and 'family search' on their own are NOT a source. If this is all you have it will need checking out to verify it. A list of any searches previously made by yourself or another with their outcome prevents work being duplicated and lets me have all the necessary evidence to complete the task accurately. This should be submitted in total before we agree on an outcome as outlined in the above paragraph.

After commissioning research should you continue with your own research and find data that I have found in course of my research on your behalf I will still have to charge.

Invoices are issued before receipt of the final report – payment methods are outlined on this invoice. An update on research will be sent on request but do keep it in mind that everytime I answer an email of this nature it takes about an hour to find the information and compose the email. Due to the nature of research and how it develops many research projects take several months of precise work. I will keep you informed if there is a delay. It should also be noted that I generally have a number of research projects on the go at any one time. This is standard practice for researchers.

I am registered with the Information Commissioners Office [for data protection] and any of your data will be held by me in a secure environment and not passed on to any other party. I am also a member of AGRA, the recognised genealogy and research standards bodies.

A final word - not all documents have survived the passing of time so it is not guaranteed that the information you require will be available. If this is likely, the initial free consultation should have highlighted this. If I do a search and find no information, I still have to charge for the work done.

Following the research I need time to write up the findings and this can be the bit that takes longest. Very often writing up one days research can lead to another resource to try on the next archives visit so is an important part of the process and not to be rushed over.