

Acorn Family History Services

Research Terms and Conditions

General

- Please be aware that the success of research cannot be guaranteed. Although we will use our best efforts to track down the necessary information there are occasions when it may not be possible to do so, whether as a result of damaged or missing documents, non-registration of events, inaccurate details or particularly common names.
- We will endeavour at all times to comply with the codes of practice set down by the AGRA (Association of Genealogists and Researchers in Archives) and APG (the Association of Professional Genealogists).

Family History Packages – Acorn, Sapling, Oak, Weddings

- These packages are all-inclusive, and no further costs will be involved (unless you should choose to take the research further).
- Payment of 50% of the package price will be required in advance either by cheque or internet bank transfer. This is because certificates of birth and marriage have to be ordered and paid for by us so that the research can progress (at a current cost of £9.25 for each certificate).
- When the research is completed the remaining 50% of the price will be required before release of the final report and accompanying documents.
- If it is not possible to trace the family line back as far as 1837 for whatever reason then you will receive a partial refund (if you have paid in full), or you can choose to use the remaining 'credit' for further research.

Individual Research

- Individual research is charged at a rate of £18 per hour. This includes time spent on research, writing up results and drawing up family trees. However, we provide a free initial consultation and assessment of information provided before any costs become chargeable.
- Where visits to archives are necessary time spent in travel is not chargeable, however we do charge for travel costs, which may involve a train fare or parking, along with a mileage charge for car travel at 35p per mile.
- A deposit will be required to cover initial costs of research. However the full price is not payable until the research is completed and the results ready, when the client will be invoiced. On payment of the invoice (by cheque or internet bank transfer) the results and documents will be forwarded to the client.
- Additional costs will include:
 - o The price of any certificates (birth, marriage or death) necessary to the work (currently £9.25 each).
 - o The costs of copying, downloading or otherwise obtaining any other relevant documents.
 - o Postage and stationery costs where necessary to forward documentation to the client.

- Charges made by websites for access to their information (these are kept to a minimum by using websites for which we have a subscription, when a small proportion of those charges will be added to the invoice instead).
- Where searches are undertaken which do not provide the desired result, the time spent on these searches will still have to be charged to the client. This will, of course, be kept to a minimum by using research methods known to be the most effective.
- We will keep a client regularly updated on costs incurred and those which are likely. If desired a client can request research up to an agreed cost limit, though this may mean incomplete research.

Photographic Services

- The cost of photographic or video services will include an agreed fee, depending on the subject and location, and travel expenses. A deposit of 50% of this cost is to be paid by the client by cheque or internet bank transfer before the work is undertaken.
- The client will provide as much detail as possible to enable the location to be identified quickly and accurately.
- Although we will do our best to ensure an excellent result, we cannot be held responsible for difficulties outside our control, such as illegible gravestones or inclement weather.
- If we need to undertake research to establish, for example, the location of a gravestone to be photographed, then the research will be charged at our standard hourly rate (£18) on top of the photography fee.