

## TERMS OF BUSINESS

### **1. Instructions**

1. No action will be undertaken on any new project without a **written instruction from the invoicee** giving details of invoicing protocol
2. New clients will be asked to complete a pro forma in confirmation of instructions
3. Instructions from overseas clients are only accepted via a UK-based solicitor who undertakes to accept responsibility for our fees in lieu of the principal client
4. Continuation instructions given to FLAC, howsoever received, will be deemed to be in acceptance of these terms of business

### **2. Billing policy**

1. We reserve the right to submit monthly invoices for ongoing projects
2. Small amounts of work-in-progress are billed six-monthly
3. Our billing unit for time charged work is per half hour or part thereof
4. Telephone calls and emails of an administrative nature are not charged for
5. All new jobs attract a one-off administration charge of £45 (this is included within fixed-fee quotations)
6. The standard minimum fee per instruction is £235 including the one-off administration charge (minimum fee not applicable to established clients)
7. Costs arising from cancellations / postponements at unreasonably short notice (typically less than two working days) may be passed on to the client at the Principal's discretion
8. Reserved trial time is chargeable at 50% of trial fee (applicable to the Principal only)

### **3. Incidental expenses**

1. All expenses responsibly incurred whilst discharging our instructions are rechargeable at cost, unless otherwise notified. This includes mileage charged at 50 pence per mile, and outsourced printing
2. Personnel stay away from home at client expense (i.e. accommodation / subsistence charge applies) at the Principal's discretion; this generally applies to any instructed action that would necessitate FLAC staff leaving before 0700hrs on the day concerned. This does not apply to fixed-fee quotations, except where specifically stated in the fees proposal
3. Disbursements made on clients' behalf (e.g. payments made for planting material or to tree contractors) attract a 10% handling charge
4. Example in-house printing charges (unless otherwise stated in a fees proposal): report hard copy charge £11.25 - £90.00 per bound item, depending on the complexity of the documentation concerned; colour dwgs A1 @ £6.00, A0 @ £9.00

### **4. Settlement terms**

Settlement terms for invoices are 28 days, though we can extend this **on request made at time of instruction** to 60 days for litigation-related instructions and for offshore clients

**Please be advised that we view prompt settlement of accounts as a matter of professional courtesy**