

«addressBlockMinusContact»

Your Ref «Case_contactref»
Our Ref «Case_id»

«todaysdatefull»

Dear «Salutation»,

RE: «Case_ExternalTitle»

Thank you for your [letter of [insert date] [phone call] on [insert date]]. A link to the Bar Standard Board's (BSB) guidance for lay clients, which explains how the public access scheme works, is set out below:

https://www.barstandardsboard.org.uk/media/1666529/2_the_public_access_scheme_guidance_for_lay_clients.pdf

I would be pleased to accept instructions from you on the terms set out in this letter and attachment. It is important that you understand my full terms as they will form a contract between us. **Please sign, date and return a copy of this letter and attached terms by way of confirmation.**

It is also important that you understand that I cannot do legal aid work unless I have been instructed by a solicitor. If you wish to discuss legal aid further before making a decision about whether to instruct me, please let me know.

I thought it would be helpful to set out the work that I will carry out for you and the fees that I will charge for this work.

The work I will carry out

The work you are instructing me to carry out is

I undertake to perform these services by

If subsequent work is needed on this matter, there will be another letter of agreement between us. Because I carry out all my work personally and cannot predict what other professional responsibilities I may have in the future, I cannot at this stage confirm that I will be able to accept instructions for all subsequent work that may be required by your case.

My fees for this work

Option 1: My fee for the advisory and drafting work described above will be a fixed fee of £ plus VAT. You and I agree that I will not send to you the work until you have paid the fee.

LEEDS

Park Lane House, 19 Westgate
Leeds, LS1 2RD

TEL 0113 228 5000
DX 26404 Leeds Park Square

NEWCASTLE

Lombard House, 4-8 Lombard Street
Newcastle Upon Tyne, NE1 3AE

TEL 0191 221 2121
DX 61062 Newcastle

Option 2: My fee for accepting the instruction to appear as an advocate on the occasion described above will be £... plus VAT ('the Brief Fee'). That fee will become payable on [...] and covers the cost of preparation and of attendance on [...]. If for any reason the case takes longer than one day, I will charge an extra fee of £... per day plus VAT ('a Refresher Fee') for each subsequent day of the hearing. You and I agree that I will not attend the hearing unless you have paid the appropriate fee in advance. For the avoidance of doubt, once the Brief Fee or an appropriate Refresher Fee has been paid it is not refundable on the grounds that the matter either is adjourned or fails to take place for any reason, because such fee is in the nature of a booking fee. If the hearing is adjourned to another date after the Brief Fee has been paid, a Refresher Fee will be payable in respect of attendance on the subsequent date.

Option 3: At the moment, I do not know how much work will be involved in your instructions. As a result, I cannot quote you a fixed fee at this stage. I will therefore charge you on a time basis at £... an hour plus VAT. I will not carry out work that will cost you more than £... plus VAT without your permission. When I have finished the paperwork you have instructed me to draft, my clerk will tell you how much the fee is. You and I agree that I will not send you the work until you have paid the fee.

Payment of fees

The bank details for payment by direct transfer are:

Account Name: Plowden Facilities Limited

Account Number: 00797621

Sort Code: 23-84-02

Please quote the 6 digit reference at the top of page 1 on your transaction.

If you are dissatisfied with the service you receive

If, for any reason, you are unhappy with the service you receive, my Chambers has a complaints process that you may follow. Further details about what to do if you have a complaint are set out in my terms.

Please read this letter and my full terms carefully. If you are happy for me to take on this work and agree with my terms, please sign the enclosed copy of this letter and return it to me. If you do not understand any of my terms, you should ask me to clarify or explain them.

Right to cancel (not applicable to business/commercial clients)

If you are an individual and are acting for purposes which are wholly or mainly outside your trade, business, craft or profession, then you may have the right to cancel this contract within 14 days without giving any reason. You have the right to cancel if this contract is concluded:

- "Off-premises". This means we have agreed what I will do by having a face-to-face discussion (which may have been with me or my clerk) in a place other than my chambers (this could have been at your home, workplace or at court); or
- "At a distance". This means we have agreed what I will do for you by e-mail, post or a website, without a face-to-face discussion with me or my clerk.

If applicable, the cancellation period will expire after 14 days from the day on which the contract is entered into.

To exercise the right to cancel, you must inform me of your decision to cancel this contract by a clear statement (e.g. a letter sent by post, fax or e-mail to the contact details provided on my letterhead). You may use the attached model cancellation form, but it is not obligatory.

To meet the cancellation deadline, it is sufficient for you to send your communication concerning your exercise of the right to cancel before the cancellation period has expired.

Effects of cancellation (not applicable to business and commercial clients)

If you cancel this contract within the 14 day cancellation period, I will reimburse to you all payments received from you, subject only to my right (set out below) to retain or charge fees for partial / full performance.

I will make the reimbursement without undue delay, and not later than 14 days after the day on which I was informed about your decision to cancel this contract.

I will make the reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of the reimbursement.

If (as my attached terms of engagement provide) you request me to begin the performance of services during the cancellation period, you shall pay me an amount which is in proportion to what has been performed until you have communicated to me your cancellation from this contract, in comparison with the full coverage of the contract. Furthermore, if the services have been fully performed by the time of your cancellation, I shall be entitled to my full fee and you will lose any applicable cancellation rights under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

Yours «yours1»,

«Barrister_Name»

Barrister

Terms of Engagement

My details:

My name and professional title is «Barrister_Name» and I am registered with the Bar Standards Board under that name. I hold a current Bar Council practising certificate. I have professional indemnity insurance with the Bar Mutual Indemnity Fund, 90 Fenchurch Street, London EC3M 4ST. My practising address and contact details are as set out on my letterhead. You can also contact my clerks at the same address and telephone number or by email to clerks@parklaneplowden.co.uk. My VAT number is «Barrister_VatNumber».

I am the only person you are instructing and I will personally do all the work needed under this arrangement. I am a self-employed barrister and am not employed by a firm of solicitors, although I practise with other barristers from Parklane Plowden Chambers. A set of chambers is a practice where a collection of independent self-employed barristers share premises and administrative services. I am regulated by the Bar Standards Board.

My terms:

1. I have carefully considered the instructions and can confirm that I have sufficient experience and competence to undertake the work.
2. If for any reason I cannot carry out all the work you are instructing me to do, or if I want to suggest that another barrister (instead of me, or as well as me) carries out the work for you, my clerk or I may propose this and explain why I have made this suggestion. However, another barrister will not carry out work for you unless and until you have agreed to this. If you feel that you would be happier with the services provided by an organisation (rather than an individual), you need to instruct a firm of solicitors.
3. **[NB: If the instructions include, or are likely to include, a brief for a specified day add:]** There may be times when my professional commitments clash. If I identify a possible clash of commitments and I am unable to work on your case I will do my best to:
 - (1) Warn you as soon as possible and ask you how you would prefer to continue. As a result, it would be helpful if you would give me a telephone number on which I will always be able to contact you.
 - (2) Suggest the name of another barrister within my chambers (of a suitable level of seniority and expertise), who is willing to accept your case under the same terms as this agreement. You would then need to decide whether you want to instruct that barrister.
 - (3) Help you find a barrister from other chambers if there is not a suitable barrister within my chambers, or if you do not want my chambers to continue working on your case.
 - (4) Discuss with you the costs of using another barrister.

The work I will carry out

4. The work you are instructing me to carry out is set out in my cover letter.

5. If subsequent work is needed on this matter, and I am available to do the extra work, there will need to be another letter of agreement between us.

The range of work I can carry out

6. Barristers advise on the law, draft documents for clients to use and appear on behalf of their client before courts or other organisations. Barristers do not handle client money or **[if not authorised to conduct litigation*]** undertake the organisation or management of a case proceeding through a court.

7. Here are some examples of work I can carry out:

- (1) I can draft letters on your behalf.
- (2) I can appear on your behalf to argue your case at court.
- (3) If a witness statement is needed from you, I can draft it from what you tell me. I may also be able to help finalise a witness statement from another person based on the information that person has provided.
- (4) I can advise you on the need for expert evidence and on the choice of a suitable expert and instruct an expert on your behalf. Expert evidence is evidence about a professional, scientific or technical matter provided by an individual with expertise in that area.
- (5) **[if not authorised to conduct litigation*]** I can draft formal court documents for you. However, I cannot serve court documents on other parties or file them at court on your behalf. You will need to take responsibility for serving formal court documents on other parties and filing them at court. Serving court documents is the process by which papers relating to a case are put before the court or tribunal and the parties, e.g. individuals or organisations, involved in the case. This usually signals the start of formal proceedings.
[if authorised to conduct litigation*] I can draft formal court documents for you, serve court documents on other parties and file them at court on your behalf. Serving court documents is the process by which papers relating to a case are put before the court or tribunal and the parties, e.g. individuals or organisations, involved in the case. This usually signals the start of formal proceedings.
- (6) **[if not authorised to conduct litigation*]** I cannot go on the court record or provide my address to the court as the 'address for service' of documents (that is, the address which you are required to provide to the court for receipt by you of formal court documents sent by the court or other parties). You will be listed on the court record as a litigant in person. You will need to provide your own address as the 'address for service' of documents sent to you by the court and other parties.
[if authorised to conduct litigation*] I can go on the court record and provide my address to the court as the 'address for service' of documents. This is the address which must be provided to the court for receipt of formal court documents sent by the court or other parties.

[*] Delete as appropriate.

8. As you are instructing me without a solicitor, you must be sure that:

- (1) You are able to do whatever is necessary for those matters that I cannot deal with; or
- (2) you have made an arrangement with another person of suitable competence and experience to provide these services for you.

Circumstances when I may not be able to act for you

9. As a barrister, I must follow the Code of Conduct in the BSB Handbook, which is available on the BSB's website: <https://www.barstandardsboard.org.uk/>
10. That Code of Conduct requires me to consider whether a solicitor needs to be instructed in a client's own interests. If there comes a point at which I consider you need a solicitor I will no longer be able to act for you without the involvement of a solicitor. If I foresee that situation arising, I will give you as much notice as possible.

Legal aid

11. It is possible that you may be eligible for public funding or "legal aid" as it is usually referred to. However, as a barrister I cannot do legal aid work unless I have been instructed by a solicitor. If you want to talk to someone in more detail about getting legal aid, you should contact a solicitor who does legal aid work. They will be able to advise you about legal aid arrangements relating to civil cases e.g. where you are in dispute with another individual or organisation and criminal cases e.g. where a crime may have been committed.
12. You can find out more information on the www.gov.uk website: <https://www.gov.uk/legal-aid>
13. If you wish to be assessed for legal aid for a civil case, you can contact Civil Legal Advice. This is a service which provides advice about family, debt, benefits, housing, education or employment problems. You can call them on: 0845 345 4345. You can also use their online legal aid calculator. This is a tool which allows you to check whether you can get legal aid for your case, if it is a civil case. This tool allows you to get online advice and can help you find a legal adviser near you: <https://www.gov.uk/check-legal-aid>
14. If you do not qualify for legal aid, you might like to consider whether you have any insurance policies that might cover your legal fees, or if the fees may be paid by someone else, for example a trade union.
15. I can advise and represent you if:
 - you make an informed decision not to seek public funding;
 - you make a public funding application that is rejected;
 - you do not wish to take up an offer of public funding (perhaps because you consider that the level of contribution you will be required to make is too much).
16. In signing these terms, you confirm that you have been informed that you may be eligible for public funding and where you can find further information. You are choosing to instruct me without the benefit of any public funding that may be available to you.

My availability

17. As I carry out all my professional work personally, there may be times when I am not available to you. For example, if I am in court for a day or for several days in a row. I may be totally unavailable to all other clients during that time. If you are not able to contact me directly you can leave a message with my clerk and I will respond as soon as possible.

Fees

18. My fees for this work are set out in my cover letter.
19. Under these terms, you are responsible for paying the fees set out in my cover letter. Any fees received by anyone else are received on your behalf.
20. If you owe me any fees and do not pay them for more than three months after I give you a fee note, interest will be payable at 2% above the Barclays Bank base rate from 28 days of the date of the fee note.

Cancellation

21. Your right to cancel (if any) is set out in my cover letter.
22. You expressly request that I commence work immediately and within the 14 day cancellation period that you may be entitled to under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

Documents and consent to process personal data

23. You and I agree that:
 - (1) I am entitled to keep copies of any documents you give me for my own professional records for seven years in accordance with Rule C129 of the BSB Handbook; and
 - (2) I will return all your original documents to you and when I have carried out the work you have instructed me to do, in accordance with Rule C131 of the BSB Handbook.
24. I would prefer that you give me copies of documents rather than originals. However, if this is not possible, I may make a reasonable charge to you for producing photocopies.
25. In signing these terms, you confirm that you have given me your consent to process your personal data for the purpose of carrying out your instructions, providing legal services to you and in order to maintain client records and produce management data. Insofar as I obtain personal data from you I will handle it in accordance with my Privacy Notice, which is available at <https://www.parklaneplowden.co.uk/privacy-policy>
26. You have a right to withdraw consent for me to process your data, but if you do so I will not be able to carry out your instructions.

General obligations

27. The information which you give me about your case will be received in professional confidence. This means that I must maintain the confidentiality of any information you have shared with me and can only tell others about it if you give me your consent to do so (which I would obtain if and when needed). The only exception is that statutory and other legal requirements may mean that I have to disclose (i.e. reveal) your information to governmental or other regulatory authorities, e.g. organisations, whose rules I must meet, without first obtaining your consent and without telling you

that I have made the disclosure. Statutory and legal requirements are rules or regulations that an individual must, by law, follow.

28. In certain circumstances, the Money Laundering Regulations 2007 require me to obtain evidence to verify the identity of my clients and people related to them (such as beneficial owners). I will always ask you to provide the necessary evidence and will keep copies of it for at least five years.

Applicable law

29. This contract will be governed by English law, and any dispute will be subject to the jurisdiction of the English courts. Jurisdiction means the power and authority of a court or tribunal to determine the outcome of a case and impose sanctions or penalties on those involved.

Limitation of Liability

30. My maximum liability for loss or damage as a result of breach of contract, breach of trust, negligence or otherwise arising out of these instructions or any series of connected instructions is limited (as far as permitted by law) to **£2,500,000**. You and I agree that this limitation is reasonable, because it is the current limit of my professional indemnity cover and had I been required to increase my insurance cover that would have been reflected in an increased fee. This clause does not limit any liability for loss or damage for personal injury or death.

Complaints

31. I hope you will be happy with the professional services I provide. However, if you are not satisfied, you should first refer the matter either to me or to my chambers in line with my chambers' complaints procedure. A copy of my Chambers' complaints procedure is available on my Chambers' website at <https://www.parklaneplowden.co.uk/complaints> or I can send you a copy by email or post if you wish me to do so.
32. If you are not happy with my reply or my chambers' reply then you can contact the Legal Ombudsman. The Legal Ombudsman is a free, impartial and independent service set up by the Government which deals with complaints about the service you have received. You must complain to the Ombudsman within six months of receiving a final response to your complaint from myself or from my chambers (provided the response specifically notifies you of your right to complain to the Ombudsman and of the six month time-limit). A complaint to the Ombudsman must also be made not more than six years after the act or omission complained about, or not more than three years from the date when you should reasonably have known that there were grounds for complaint. You should note that not all clients have the right to make a complaint to the Legal Ombudsman and those excluded from the scheme include:
- most businesses (unless they are defined as micro-enterprises)
 - charities or clubs with an annual income of more than £1m
 - trustees of trusts with an asset value of more than £1m
33. For further details about how to make a complaint to the Legal Ombudsman, please contact the Legal Ombudsman directly at:

Legal Ombudsman

PO Box 6806
Wolverhampton
WV1 9WJ

Email: enquiries@legalombudsman.org.uk
Phone: 0300 555 0333
Website: www.legalombudsman.org.uk

Client's name (please print):

Client's signature: **Date:**

Cancellation form

To: «Barrister_Name»,

Parklane Plowden Chambers, Park Lane House, 19 Westgate, Leeds, LS1 2RD.

Tel: 0113 228 5000

Email: clerks@parklaneplowden.co.uk

I/We [*] hereby give notice that I/We [*] cancel my/our [*] contract for the supply of the following service [*],

Ordered on [*],

Name of consumer(s),

Address of consumer(s),

Signature of consumer(s) (only if this form is notified on paper),

Date:

[*] Delete as appropriate