

# Initial Fixed Fee Appointment

**How it works and how we can help you.**

If you've got questions about how the law applies to your situation or problems, this is your chance to arm yourself with friendly advice and guidance. When Solicitors' traditional time-based rates vary so much, an initial fixed appointment session can give you the help you need, with up to one hour of advice and the certainty of a fixed price starting from £150 (inc VAT).

## **Initial Fixed Fee Appointment - What's included in an initial fixed fee appointment?**

- Access to a lawyer's knowledge. They will apply their experience to your situation.
- Up to one hour face to face meeting with a specialist lawyer - not an advisor following a scrip in a call centre.
- One to one legal advice (although you can bring a friend), from a lawyer with the expert knowledge you need.
- Practical guidance based on the information you give us.
- A one-off initial meeting with no obligation to take matters further.
- Expert insight based on the lawyer's experience of the area of law that applies to your situation. A chance to find out what's happened with cases similar to yours.
- Straightforward views of the lawyer in plain English, with no legal jargon.
- A choice on how you want to use the time: advice, questions, help drafting a letter or completing legal forms - its up to you.
- Knowledge of your rights and options to help you decide what to do next.
- All initial fixed fee appointments start from £150 including VAT.

**Book your initial Fixed Fee Appointment session today,  
call us on 0800 118 1500**

**Legal advice  
on your terms**

t: 0800 118 1500

talbotslaw.co.uk

**1. Sign terms and Conditions**

On the next two pages you will find a copy of the terms and conditions. If you are happy, complete and sign them. Then give them to your lawyer at the start of your Initial Fixed Fee Appointment session.

**2. Book your session**

We will arrange a convenient time with you for your Initial Fixed Fee Appointment session, either when you call or once we have received your online form. We will need to check the details of all the other parties involved (this can be individuals as well as organisations).

**3. Pay your initial fixed fee**

You can pay over the phone or directly at the office ahead of the appointment.

**4. Up to one hour with lawyer**

This will be a face to face meeting unless otherwise discussed. The time is dedicated to you and your legal situation. It's up to you how you use it—questions and advice or help with writing a letter or completing legal forms.

**5. The Knowledge you need**

Our aim is that you leave the session knowing more about how the law will impact you and that you should understand where you stand and what your next steps are.

**How it works**  
**The steps involved**

t: 0800 118 1500

talbotslaw.co.uk

## Talbots Law Limited

# Initial Fixed Fee Appointment TERMS & CONDITIONS

About You:

Your Title: \_\_\_\_\_ First Name: \_\_\_\_\_ Surname: \_\_\_\_\_

Email Address: \_\_\_\_\_

Address: \_\_\_\_\_

Postcode: \_\_\_\_\_ Telephone No: \_\_\_\_\_

### About Us:

Talbots Law is authorised and regulated by the Solicitors Regulation Authority (No. 596234). Our trading name is Talbots Law Limited, company number 8058015, registered office Morgan House, 25/27 Hagley Road, Stourbridge DY8 1QH

- **By signing these terms and conditions you will be entering into a binding legal contract with us. Where you accept this agreement online or provide us with your email address, you agree to receive information about this agreement and service electronically, such as by email.**
- **In this document “us” and “we” means Talbots Law Limited and “you” means you—the person agreeing to these terms and conditions.**
- **You must be aged 18 or over—otherwise you must ask an adult to consider accepting these terms on your behalf.**

## Initial Fixed Fee Appointment (IFFA) TERMS & CONDITIONS cont'd.

### 1. What you are buying

- (a) For the fixed cost from £150.00 (including VAT), you are buying the right to a Initial Fixed Fee Appointment (IFFA) with Talbots
- (b) It will be provided to you by one of our lawyers, who is a specialist in the general area of law but will not necessarily have previous experience of your particular legal problem or situation
- (c) It will last up to 1 hour
- (d) Once you have paid, your money is not refundable
- (e) It will take place at our offices (unless you prefer it to be provided by telephone, or video remote call) and can be arranged to take place when our offices are open during our usual office hours between 8am and 6pm Monday to Friday

### 2. Benefits of the Initial Fixed Fee Appointment

To maximise the use you get out of your 1 hour appointment:

- (a) You will have the right to arrange your appointment during the six months from the date you pay for the service
- (b) You cannot pass the right to the appointment to someone else without our agreement and they will also have to agree to these terms and conditions
- (c) It is an important condition that you understand and accept the nature and limitations of the IFFA
- (d) As part of the IFFA, the lawyer will express his or her view as to how the law affects you based on their general knowledge and experience of the area of the law
- (e) You can use the time to explore the legal options available to you, with the lawyer answering your questions and addressing your worries
- (f) You will receive expert insight based on the lawyer's experience of the area of law
- (g) You can use the service to help you decide what further action to take—either on your own or by instructing a lawyer.
- (h) You will receive practical advice in plain English. With any legal jargon explained.
- (i) We aim to leave you knowing more about where you stand and how to get the best out of the legal system.

### 3. Limitations of the Initial Fixed Fee Appointment

- (a) The advice given by us is limited to what can be achieved in 1 hour.
- (b) The advice is only available for legal issues governed by the laws of England and Wales.
- (c) The service is not the same as instructing a lawyer to spend all the time needed to find out all the relevant facts from you, your documents and any other party and then providing comprehensive and specific advice, which could take several hours.
- (d) The advice given is based on the information you provide in the limited time available
- (e) Given the limited time, the advice will neither be comprehensive nor specific but should leave you more knowledgeable of the general area of law, even though it may not solve your problem.
- (f) The advice will be of a general nature, based on the lawyer's general experience of the area of the law.
- (g) In 1 hour, the lawyer will not have the time to conduct a detailed review of any documents you provide.
- (h) Your lawyer will not be able to test the strength of the evidence of any witness or the opponent.
- (i) The lawyer will not be able to conduct further enquiries or investigations as part of this service
- (j) The lawyer will only be able to take account of the facts and evidence provided.

## Initial Fixed Fee Appointment (IFFA) TERMS & CONDITIONS cont'd.

- (k) If you do not provide the full story or miss out any facts or evidence that goes against you then the lawyer will not be able to take these matters into account when advising you. So, if there is something important or relevant that you think we should know (even if it is unhelpful to your case) it is important that you tell us.
- (l) In one hour the lawyer will not have time to undertake research of relevant case law or statutes.
- (m) If you ask us to help you write a letter or complete a form, this will be in your name and cannot be on our headed notepaper.
- (n) The advice given during the IFFA is limited to oral advice only. Your Lawyer will not provide you with any written advice within the IFFA.
- (o) If we provide you with any written summary of options available or action plan or draft letter during the IFFA session, this is strictly subject to these terms and conditions and can only be treated as a general overview based on what you told us in the limited time available. If we keep a paper record of our service to you, it is our practice to destroy this after 6 years.
- (p) With the IFFA service, you will not be represented by us, instead the IFFA service is limited to a one-off session of legal advice, without the costs associated with instructing.
- (q) However, after the IFFA service you may decide to instruct us to take on your case or transaction, but that is separate from this IFFA service.

#### 4. Raising queries or concerns with us/complaints

- (a) We are confident of providing a high quality service in all respects.
- (b) If, however you have any queries or concerns about our service, please raise them in the first instance with the lawyer dealing with your IFFA session. If that does not resolve the issue to your satisfaction, or if you would prefer not to speak to that person about the issue, then please contact our Complaints and Compliance Executive, either in writing or by email to [compliance@talbotslaw.co.uk](mailto:compliance@talbotslaw.co.uk), or by telephone on 01384 447777.
- (c) If we are unable to resolve a complaint about our service to your satisfaction, you can ask the Legal Ombudsman at PO Box 6806, Wolverhampton, WV1 9WJ, or [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk) or by telephone on 0300 555 0333, to consider the complaint. Complaints to the Legal Ombudsman must normally be made within six months of you receiving a final written response from us about your complaint, and within six years of the occurrence of the act or omission about which you are complaining (or if outside of this period, within three years of when you should reasonably have been aware of it).
- (d) Our regulator's Code of Conduct can be found at [www.sra.org.uk/solicitors/handbook/code/contactpage](http://www.sra.org.uk/solicitors/handbook/code/contactpage)

#### 5. General Terms and Conditions

- (a) Where we agree to provide this IFFA service personally, by telephone or by video conference, then you have the right to change your mind and cancel this agreement within fourteen calendar days from the date of this agreement and then within fourteen days we will pay you a refund.
- (b) If you do wish to cancel, please let us know by calling 01384 445850 or by emailing [info@talbotslaw.co.uk](mailto:info@talbotslaw.co.uk) or by using the Cancellation Notice Form.
- (c) If the IFFA service is arranged with you to take place during this fourteen day period, then accepting this agreement is your written request for us to provide the service at that time. Once it has been provided, you are not then able to cancel the agreement.

#### Next step - booking the session:

If you would like to go ahead, then please read the terms and conditions above, and sign the agreement on the following page. We will then call you to take your payment and to book in your session at a time convenient to you.

## Customer Agreement:

**I confirm that I have read the Terms & Conditions above and would like to receive an 'Initial Fixed Fee Appointment' Session of one-off advice from £150. In particular I under-stand that the scope of the advice will be general and limited to the time available.**

Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print Name: \_\_\_\_\_

Email Address: \_\_\_\_\_

Address: \_\_\_\_\_

Postcode: \_\_\_\_\_ Telephone No: \_\_\_\_\_

Payment: From £150 (including VAT) has been paid by:

Debit card  Cash

## Confirmation of initial Fixed Fee Appointment session

Date: \_\_\_\_\_ Time: \_\_\_\_\_ Place: \_\_\_\_\_

Lawyer's Name: \_\_\_\_\_

Lawyer's Job Title: \_\_\_\_\_

Other Party Details (if applicable)

Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Address: \_\_\_\_\_

**Nature of enquiry:**

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**Advice Given:**

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(signed by Client)

Date: -----

Conflict Check carried out and attached:

Yes  No

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signed by Lawyer/Legal Assistant

Client Reference:-----

I.D. obtained:

Yes  No



## Cancellation Notice Form:

To use your right to cancel, you may use this cancellation form and send to us either via email to [info@talbotslaw.co.uk](mailto:info@talbotslaw.co.uk) or by post to Talbots Law Limited, Morgan House, 25/27 Hagley Road, Stourbridge, West Midlands, DY8 1QH

**I hereby give notice that I cancel my contract for the supply of the IFFA service**

Customer Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_ Postcode: \_\_\_\_\_

Signature of customer: \_\_\_\_\_ Date: \_\_\_\_\_

## Your local legal experts

With multiple branches across the West Midlands, our solicitors are local, approachable and professional—all of them meeting rigorous quality standards to be part of our team. Everything we do is designed to make life easier and less stressful for you when dealing with your legal matter. You can count on us to be professional, easy to get hold of and to keep you fully informed of what we're doing and the progress of your case. We're also available on Saturdays. So whatever else is going on in your life, dealing with Talbots won't be a hassle.

### Getting started

**Call Talbots now on 0800 118 1500 or alternatively go straight to [www.talbotslaw.co.uk](http://www.talbotslaw.co.uk), fill in the online form and we will call you back to arrange a convenient appointment, date and time.**

**Who are Talbots?**

t: 0800 118 1500

[talbotslaw.co.uk](http://talbotslaw.co.uk)