



FENNERS CHAMBERS

CLIENT INFORMATION SHEET

TERMS AND CONDITIONS

Fenners Chambers strives to provide a high level of service and care to all clients for all areas of work. We are keen to set out the terms on which we offer our services so that you can see how we arrive at fees, how long will it take to get advice etc.

All work done and times spent in preparation of paperwork and court hearings is recorded.

The clerks at any stage will endeavour to inform you as to the cost of a matter to date or estimate of costs in advance

The basis or factors that make up the basis of our charges:

Court Hearings

- Case Complexity and Scale of Issues
- Estimated or actual preparation time
- Length of court time allocated
- Seniority of counsel
- Pressures and timetable demands put upon counsel over and above standard times
- The urgency of the work
- Costs – travel expenses and time

Written work

The general basis for paperwork is that the papers will be returned within 21 days or another deadline if agreed with you.

Upon receipt of papers counsel will review the instructions and should it be that further information is required or documents are missing from the enclosures, counsel will contact you within 5 days of acknowledging receipt (this may vary if agreed return by day is varied).

Every attempt will be made to adhere to these times and arrangements but should it be, for whatever reason, not possible to commit to these conditions we will contact you as soon as possible. In private client cases fees for written work will be formulated on the following basis:

- Time taken in preparation
- The size and complexity of the matter
- The seniority of counsel
- The urgency of the matter
- Expenses likely to be incurred.

Terms of Business

- All papers for Hearings and or requests for written work should be delivered wherever possible with sufficient time for counsel to prepare adequately.
- You will be contacted 21 days in advance of hearings to agree a delivery date for briefs.
- Should it be that you are unable to agree a date and time for delivery it may be that we reserve the right to commit counsel to another booking where delivery of brief has been agreed or papers are received.
- Settlement of accounts is expected within 30 days. Should this be an issue for you please contact the clerks and assistance will be given to finding an alternate date.
- Concerns and issues of complaint should be drawn to the attention of the Senior clerk as soon as it practical, delay in brining matters to the attention of chambers will hamper a speedy and effective remedy to all concern
- Chambers staff adhere to the Institute of Barristers Clerks Code of Conduct
- Members of chambers and Staff adhere to the Bar Councils' code of Conduct