

Terms and Conditions

Research

Family tree research is bound by whichever records are left to us and the accuracy of the person who wrote them.

Whilst it is generally possible to trace a family tree back to the early 1800s, usually further, I do occasionally come across missing, damaged or inaccurate records. I will do everything possible to complete your family tree and will advise you if there will be any gaps.

In the course of research, I may have to order copies of documents from Records Offices and other repositories. These copies are strictly for your personal use only and must not be reproduced in any way, including through social media, or used for commercial purposes. By accepting these terms and conditions you give me permission to act on your behalf and order these records.

Prices quoted will stand, as regardless of results, the necessary work will have been completed.

I cannot be held responsible for any inaccuracies in information submitted to me by you.

By paying any monies for this service, it is understood that you accept these terms and conditions.

Payment Details

All prices quoted are in GBP (British Pound Sterling). I do not accept payment in any other currency.

My preferred method of payment is direct bank transfer via BACS. Bank account details will be detailed on the invoice.

I also accept payment by cheque. Cheques are to be made payable to 'Kirsten English' and must clear prior to any work being undertaken.

For works completed under the value of £150, full payment will be requested in advance. If the value of work is over £150, a non-refundable deposit of 50% will be requested in advance. The balance is payable on completion of work. When the balance is received, reports will be sent to you.

Any charges incurred through debit/credit cards or overseas transactions will be charged back to you.

If you have any queries about payments, please contact me in the first instance.

PLEASE NOTE: I retain the right to withhold documents until full payment has been received.

Privacy Policy

Kirsten English Genealogy's Privacy Policy is available to view on my website. If you would like a copy, please contact me at info@ke-genealogy.co.uk