

## **Transparency – Service and Fees**

Liverpool Civil Law customises its service level agreements to meet our clients' individual needs and requirements to ensure that we build long-term relationships. All members of chambers are approachable.

The clerks are readily available to discuss fees with clients. Our approach to fees is one of transparency and flexibility enabling us to match client budgets. If required, an hourly rate will be applied to any advisory work (eg written or in conference). When discussing potential fees, the more detailed information we have about a possible instruction or brief, the easier it is to provide an accurate fee estimate; if instructions are available or have been sent into counsel, we can estimate and agree fees before any chargeable work is undertaken. We are also able to agree fixed fees, but only in circumstances where all information about a matter is available to us.

This flexibility to fees is essential for occasions when circumstances change, for example where more information comes to light, or the instructions are amended etc. Clerks will always endeavour to notify clients in advance in circumstances where this may lead to an increase or a decrease in the fees that will be billed.

We always seek to ensure that timescales for providing advice are adhered to but will notify the client if there is likely to be any delay and the reason for the same. Reasons for delay or factors influencing the timescale of a case include the availability of the barrister, the availability of the client, the complexity of the case, the volume of papers to be reviewed, the need for additional documentation, the approach the other side take, possible third-party intervention or court waiting times.

If you would like to discuss your needs in more detail and find the appropriate barrister for your case, please do not hesitate to contact the clerks.

We are regulated by the Bar Standards Board.