

Fees and fee collection policy

1. This policy relates to all fees and charges payable to us by you in respect of our services. The payment of our fees forms part of the contractual relationship you have with us. It is our expectation that you will pay any invoices we raise to you in accordance with their payment terms.
2. We will at all times seek to be sympathetic to, and understanding of, each individual's financial circumstances. However, for us to do so, you must engage in dialogue with us if financial difficulties are being experienced.
3. Action to enforce settlement of invoices will be taken in respect of those that have failed to engage with us to find a solution to any outstanding invoice, or who have failed to honour agreements to pay.
4. If you are experiencing financial difficulties in paying any fees you must seek help at the earliest opportunity. Advice is available at <https://www.gov.uk/options-for-paying-off-your-debts>.
5. If you do not pay an invoice you will be considered to be in default and this fee collection policy will apply.
6. Our debt recovery process will be triggered as follows
 - a. where an invoice is not settled by the due date for payment; or
 - b. where a payment in accordance with an agreed instalment plan is not received.
7. Our debt recovery process is set out below and continues until payment is received:
 - a. You will be sent a reminder of the outstanding invoice.
 - b. We will instruct solicitors to send you a pre-action letter requesting that the invoice is paid. At this point we also charge interest at the rate of 8% from the due date to payment.
 - c. A court claim will be issued against you. At this point we also charge fixed costs in accordance with the Civil Procedure Rules (<http://www.justice.gov.uk/courts/procedure-rules/civil/rules>).
 - d. Judgment against you will be requested.
 - e. Enforcement action can include but is not limited to:
 - i. Instructing Enforcement Agents to attend.
 - ii. Obtaining an Attachment of Earnings Order.
 - iii. Obtaining a Charging Order.
 - iv. Serving a Statutory Demand.