



expertise

guidance

trust

Our aims

Bone & Payne and Guest Pritchard strive to provide an efficient service to our clients. So much so that over 60% of our business is from previous clients who like the way we have handled their matters in the past.

We aim to maintain those standards by keeping pace with advances in modern business methods and technology, without losing sight of the need for individual attention. We like to think our clients have a bespoke – not off the peg – service.

Gareth Davies, Huw Edwards, Gareth Tierney Jones, Sunil Sethi and Julie Bray are the partners. The firm has three offices: Llandudno (Bone & Payne), Colwyn Bay (Bone & Payne) and Old Colwyn (Guest Pritchard). The addresses and phone numbers of all three offices are shown on page 8.



Solicitors  Cyfreithwyr

Regulated by the Solicitors Regulation Authority

- Bone & Payne in Llandudno and Colwyn Bay and Guest Pritchard in Old Colwyn merged in 1995. The merger brought together two very long established firms.
- The partnership converted to a limited liability partnership on 1 October 2007 becoming Bone & Payne LLP. Registered address 55 Madoc Street, Llandudno, Conwy LL30 2TW. Registered in Wales, number OC329294.
- Guest Pritchard & Co is the trading name of Bone & Payne LLP at Old Colwyn.
- In this brochure we use the word “partner” to refer to a member of the LLP.

Our work

We offer a comprehensive range of legal services and can help you with many of the issues that you will need to deal with during your life. Some of the more typical services we provide are listed below. Please contact whichever of our offices is most convenient for you. If the work you would like us to do is not dealt with by anyone in that office, someone from another office will be able to assist.

- Conveyancing: moving house, selling or buying a commercial building.
- Probate, wills, and trusts: winding up the affairs of someone who has died or making your will; trusts for a variety of purposes.
- Business: sales and purchases
- Landlord and tenant: business leases or residential leases
- Disputes: problems with your employer or employees; recovering money owed to you; land disputes; contract disputes.
- Criminal matters and motoring offences
- Injuries: in an accident in the road or at work
- Divorce and family problems
- Liquor licensing
- Financial matters: we can arrange advice on investments, mortgages, and also on how to save inheritance tax.

The standard of our work

Please tell us if you are not happy with any aspect of the service you receive. Talk initially to the person responsible for handling your work who will try to resolve any problems quickly and to your satisfaction. If you are still unhappy, we do have a set complaints procedure. Please ask for details.

Our charges

Charges probably cause more concern than anything else when people are thinking of going to see a solicitor! However, as far as this firm is concerned, we aim to offer an efficient service at a reasonable price. We will do our best at the outset to make sure that you know what your financial commitment is likely to be.

In some cases we can give you a fixed price quotation for the work. This is normally for such matters as conveyancing, preparation of wills, and some types of landlord and tenant work.

On the other hand, it is difficult, if not impossible, to offer a fair and sensible fixed price on some types of work. Probate or contentious work (where you are in dispute with someone or have to appear in court) fall into that category. If we can, we will give you an estimate of what the likely costs are going to be. If we can't estimate the likely total cost, we will give you an estimate of the costs for the next stage of the work in question. Whatever estimate we give you, we will tell you how our charges will be calculated (see our terms of business).

If we've given you an estimate, then as work progresses, we'll let you know whether we think it likely that that estimate will be exceeded for some reason. We will also tell you if our estimate is going to be affected by any change in our charge rates.

You must let us know if, at any stage, you are concerned about costs. We can set an upper limit (at your request or ours) on the amount of costs which you will pay.

For some work, a conditional fee agreement or *no win, no fee* agreement is available. We will tell you if that is appropriate in your case.

You can help to keep your costs down in many ways. Bring to the first interview any relevant papers, letters, documents, etc. Tell us of any important time limits or dates which we should be aware of, eg holidays. Deal promptly with our queries, messages, or letters – every reminder costs you money!

Legal Aid

You may be eligible for Legal Aid if your case is a family/matrimonial matter or a criminal matter. The person who sees you initially will advise you on this. If you are eligible for Legal Aid, it is still important however, for you to note the comments about keeping your costs down, because you should regard Legal Aid as a loan that may have to be repaid when the case ends.

Appointments and telephone calls

Make an appointment if you want to see someone. If you do call in to see someone urgently, we will do our best to make sure that you are seen as soon as possible – but without an appointment you may not be able to see the person who you would like to see.

Please arrive promptly for your appointment. Let us know in advance if you cannot keep an appointment. You can telephone us with urgent queries or information. If your solicitor is not available, please talk to his/her secretary who will either be able to help, or ensure that your call is dealt with quickly. Ask if you are not sure about anything.

Contentious matters

It is important that you realise that we are employed by you and that you are personally responsible for the payment of our fees whether or not an order for costs is made against your opponent. Even if your case is successful and even if the other party is ordered to pay your costs, there are situations where you will still have to pay some, or all, of our fees. For example:

- Where the other party does not (or cannot) pay promptly or at all
- Where the court orders the other party to pay you less than our full fees, leaving a balance which you will need to pay to settle our account
- Where the other person's payment cannot be recovered, eg if they are incapable of paying or are legally aided.

Terms of business

Invoices

Invoices must be settled within 30 days of date of invoice. After that we may charge interest at 2% above our bank's base lending rate.

If we are holding money for you (eg after completion of a sale of property), we will deduct any fees and expenses due to us, and pay you the balance when we send you the account.

How we calculate our charges

For non fixed-price work, our fees are based on the amount of time we spend working for you, plus in some cases (such as probate and trusts) the value of the probate or trust in question.

You will be billed for the time we spend:

- Advising you (in person or on the telephone)
- Negotiating with others on your behalf (in meetings, by letter, or on the telephone)
- Considering, drafting, and completing documents, deeds, etc
- Preparing for and attending at court or tribunal hearings (this includes travelling and waiting time)
- Instructing third parties on your behalf
- Legal and factual research

Your fees will be based on two things:

- An hourly rate – this varies according to the type of work and the seniority of the person handling your case. Other factors might increase our charges. For example: exceptional urgency, complexity, the need to work unsocial hours, or if the matter carries on for some time.
- An item charge – for letters written and received, for telephone calls made and received. For example if a solicitor's hourly rate is £125.00, he/she will also charge £12.50 for each letter written and for each telephone call made or received lasting less than five minutes, and £6.25 for each letter received.

An example: if we spend up to six hours working for you, including writing 20 letters, receiving 15 letters and making or receiving nine telephone calls, your bill would be:

Time: 6 hours at £125.00 per hour	£750.00
Writing letters: 20 at £12.50 per letter	£250.00
Receiving letters: 15 at £6.25 per letter	£93.75
Telephone calls: 9 at £12.50 per call	£112.50
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Total:	£1206.25

VAT and outstanding disbursements (money we have paid on your behalf) are added to the total.

Payment in advance and on account

In many cases we will ask for payment on account. We will also issue interim bills – especially if the case is likely to take some time. We will also ask for advance payments to cover disbursements.

Please note that if you do not pay our invoices by the due date or if you do not meet any requests for money on account, we will not do any more work for you until you do so. This could have serious implications in some situations, so it is important that you do settle our invoices or payments on account promptly.

Uncompleted work

If, for any reason, your case is not concluded, or if you end your instructions to us before it is not concluded, we will charge only for work done up to the point where the matter proves abortive, and for any disbursements we have paid on your behalf.

Your files and other papers can be released when you have settled our account.

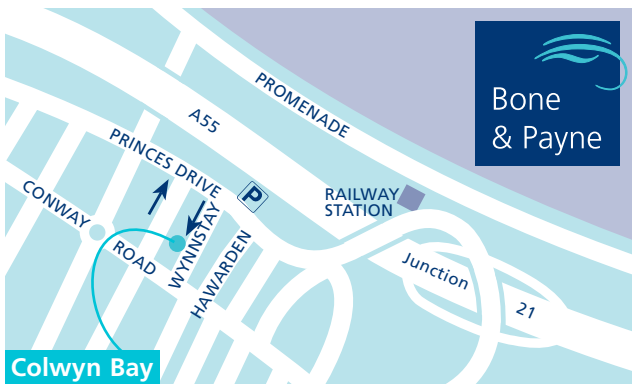
Completed work

Once our account is settled, the papers belong to you. We will keep them for you for as long as prudent: six years for some matters, but, in any event, 15 years maximum. After that period, the papers will be destroyed.



Llandudno

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Colwyn Bay

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 Telephone: 01492 532385
 Email: enquiries@boneandpayne-cb.co.uk



Old Colwyn

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 Old Colwyn, Conwy LL29 9PU. Telephone: 01492 515371
 Email: guestpritchard@boneandpayne.co.uk