Terms of Engagement

RLH Legal Consultancy · Last updated 13 November 2026

1. About us

These terms are an agreement between Remy Louise Hall, trading as RLH Legal Consultancy ("we", "us"), and [Client name] ("you"). Our address is [virtual business address] and our email is rlhlegalconsultancy@gmail.com. Please read them before signing. We will not start work until you have signed.

We are not solicitors. Remy Louise Hall holds an LLB (Hons) but is not a practising solicitor or barrister. RLH Legal Consultancy is not a law firm and is not regulated by the Solicitors Regulation Authority, the Bar Standards Board or any other legal regulator.

This means:

- You cannot complain about us to the Legal Ombudsman.
- Our communications with you are not protected by legal professional privilege. A court could order them to be disclosed.
- You are not covered by any regulator's compensation fund.

We give legal guidance and help you prepare your own letters and forms. We are not your legal representative. You are free to get advice from a regulated solicitor at any time, before, during or after our work, and we will tell you if we think you should.

2. The service

We will provide only the service described below ("the Service"). Anything else needs a new written agreement.

Service: [for example, drafting one letter before action for housing disrepair at your property]

What is included: [for example, one 45-minute call, a first draft, and one round of changes]

What is not included:

- Issuing, filing or serving any court documents on your behalf. You must do this yourself.
- Representing you or speaking for you in court or at a tribunal.
- Acting as your legal representative or going on the court record.
- Immigration advice, debt advice, or making claims against lenders or financial firms. These are regulated activities that we do not carry out.
- Urgent or emergency applications, such as injunctions or same-day hearings.
- Holding or handling your money.
- Any work after the Service is complete, unless we agree it in writing.

We can guide you on which court forms to use and help you prepare them. You remain responsible for your case and for every decision in it.

If your matter is complex, urgent, or involves domestic abuse or a child at risk, we may tell you to get help from a solicitor, law centre or specialist service. If you or anyone else is in immediate danger, call 999.

We will not act for you and for someone with an opposing interest in the same matter. If a conflict means we cannot help, we will tell you and refund any fee for work not done.

3. Fees and payment

The fee for the Service is **£[amount]**, fixed. It will not go up unless you ask for extra work and agree a new price in writing. We are not VAT registered, so no VAT is added.

- **When to pay:** [in full before work starts / 50% before and 50% on delivery]
- **How to pay:** bank transfer to the account details on your invoice.
- **Court fees:** these are separate. You pay them directly to the court. You may qualify for help with fees (form EX160).
- **Other costs:** we will not charge any expenses without your written agreement first.
- **Free (pro bono) help:** if we agree to help you free of charge, these terms still apply, apart from the fee terms above.

4. Your responsibilities

Our work depends on the information you give us. You agree to:

- Give us full, accurate and honest information, and tell us promptly if anything changes.
- Tell us about any court dates, deadlines or orders straight away.
- Read everything we prepare before you sign, send or file it.
- Sign, file, serve and pay for court documents yourself, and keep to every court deadline.
- Make your own decisions about your case. Our role is to inform and assist those decisions, not to make them.
- Use what we prepare only for your own matter, and not share it with others as legal advice.

If you give us wrong or incomplete information, our work may be wrong too. We are not responsible for problems that result from this.

5. Our responsibilities

We will carry out the Service with reasonable care and skill, and within the time we agree with you.

- We cannot guarantee any outcome. The court, your landlord or the other party will make their own decisions.
- We hold professional indemnity insurance with [insurer], covering up to £[amount].
- We are responsible for losses that were a foreseeable result of our breaking these terms or being negligent. We are not responsible for losses that were not foreseeable, or that result from wrong or incomplete information you gave us.
- Nothing in these terms limits our liability for death or personal injury caused by our negligence, for fraud, or for anything else the law does not allow us to limit.
- Nothing in these terms affects your legal rights as a consumer.

6. Confidentiality and your data

We keep your information confidential. We will only share it with your permission, or where the law or a court requires us to.

- **Privacy policy:** our Privacy Policy [link] explains how we collect, use, store and protect your personal data. Please read it before signing.
- **Consent for sensitive information:** to help you, we may need details about you, your family, your children, your health or your court proceedings. This is sensitive data. By signing, you give your explicit consent for us to collect and use it only to provide the Service, as set out in our Privacy Policy. You can withdraw your consent at any time by emailing us, but we may then be unable to continue the Service.
- **Other people's information:** if you give us information about other people, such as your child or the other party, you confirm that it is needed for your matter.
- **Registration:** we are registered with the Information Commissioner's Office, registration number [number].
- **Keeping your file:** we keep your file for 6 years after the work ends, then delete it securely.
- **Safeguarding:** if we have a serious concern that a child or adult is at risk of harm, we may need to share information with the relevant authorities.
- **Your side:** please keep our emails and documents private. Sharing them with others may affect how confidential they remain.

7. Cancelling and ending the agreement

Your 14-day right to cancel. If we agreed this contract online, by phone or away from our business premises, you have 14 days from the day you sign to cancel without giving a reason. To cancel, email rlhlegalconsultancy@gmail.com with a clear statement that you want to cancel. If you cancel within this period, we will refund what you have paid, minus the amount for any work already done at your request, within 14 days of receiving your notice. We will pay the refund the same way you paid us.

Starting work within the 14 days. We will not start work during the 14 days unless you ask us to and tick the first box in the signature section below. If you ask us to start and then cancel, you pay a fair proportion of the fee for work done up to the time you told us. If we complete the Service in full within the 14 days, after you have asked us to start and confirmed you understand this, you lose your right to cancel.

After 14 days. You can end the agreement at any time by telling us in writing. We will refund any part of the fee for work not yet done, after deducting a fair amount for work already done.

If we end it. We may end the agreement if you do not pay, give us false information, ask us to do something improper or unlawful, behave abusively towards us, or if a conflict of interest means we cannot continue. We will tell you in writing and refund any fee for work not done.

8. Complaints

If you are unhappy, email rlhlegalconsultancy@gmail.com and tell us what went wrong. We will reply within 14 days and try to put things right. You can also get free advice from Citizens Advice.

9. General

- These terms, together with your booking or order confirmation, are the whole agreement between us.
- Any change must be agreed in writing by both of us.

- If any part of these terms cannot be enforced, the rest still applies.
- Only you and we have rights under this agreement.
- These terms are governed by the law of England and Wales, and the courts of England and Wales can decide any dispute.
- You may sign electronically.

Signatures

☐ I ask RLH Legal Consultancy to start the Service within my 14-day cancellation period. I understand that if I cancel after work has started I must pay for the work done up to that point, and that if the Service is fully completed within 14 days I lose my right to cancel.

☐ I consent to RLH Legal Consultancy collecting and using sensitive information about me and my family to provide the Service, as set out in section 6 and the Privacy Policy.

Client signature: _____ **Date:** _____

Name: [Client name]

Signed for RLH Legal Consultancy: _____ **Date:** _____

Name: Remy Louise Hall

By signing, you confirm you have read and understood these terms, including that we are not solicitors and are not regulated.