

Standards & Terms of Work

The primary aim of the members and staff of Walnut house is to provide efficient and effective advisory and advocacy services to all our clients across all aspects of civil, criminal and family law.

Our Business Standards

The standard Chambers turnaround for all paperwork is 28 days from the date instructions are received.

Urgent instructions can be considered within a timescale agreed with the instructing solicitor.

If counsel is unlikely to meet a deadline the instructing solicitor will be contacted immediately so that the situation may be discussed.

The senior clerk will give an estimate of fees on request and will ensure that any developments in a case that might affect a fee structure are discussed promptly with the instructing solicitor.

Arrangements can be made for counsel to attend a client at a venue away from Chambers if it is felt appropriate.

We aim to keep returns to a minimum and to communicate foreseeable difficulties with counsel's availability at the earliest opportunity.

If we have to return a case we will offer the client the broadest range of alternative options possible.

Chambers will always be considerate to the requirements of a client with special needs.

Chambers aims to provide all clients with an efficient, competent and courteous service. Although our provision of services is frequently monitored and analysed we welcome any comments on the quality of administration, the standard of the conduct of a case and the quality of our client care (any comments should be directed to the senior clerk, Bernard Hayward).

We aim to provide an invoice (fee note) in good time of the work being carried out. We request that payment is made promptly and where possible within 30 days of receipt. Further details can be obtained from the official 'Terms of Work' – see below.

Terms of Work

With effect from 31st January 2013 the contractual terms upon which Walnut House Barristers undertake work are set out in The (new) Standard Contractual Terms for the Supply of Legal Services by Barristers to Authorised Persons 2012. A copy of the Standard Terms can be found [here](#) and reference to them will be included in the acknowledgement letter on receipt of briefs and instructions.

Please speak to Bernard Hayward if you have a query over the new contract terms or if you feel they are not appropriate for your particular case. We may then be able to arrange for alternative terms to be put in place before the Barrister commences work.

Cancellation Policy

Which applies when a booking is made in Counsel's diary whether or not the brief has actually been delivered.

We understand that in some cases it is not uncommon for matters to settle at the last minute, negating the need for a hearing. Wherever possible, we will seek to minimise Counsel's loss in such circumstances by securing alternative instructions. If Counsel is able to undertake an alternative hearing at the same or higher rate, no cancellation fee will ordinarily be payable. However, there will be occasions where this is not always possible due to the lateness of any cancellation or adjournment, and in such instances the following cancellation fees shall apply:

Trials (Fast Track) / Final or Contested Hearings

Where claims are settled between the parties prior to the date of hearing without the assistance of Counsel:

24 hours prior to hearing – 100% of brief fee shall be payable, 25-72 hours prior to hearing – 50% of brief fee shall be payable, 72 hours to 3 days prior to hearing 25% of brief fee shall be payable – thereafter no cancellation fee shall be payable.

Trial (Multi Track) / Final or Contested Hearings

Where claims are settled between the parties prior to the date of hearing without the assistance of Counsel:

Within 7 days of the hearing – 100% of brief fee shall be payable, 21-7 days prior to hearing – 50% brief fee shall be payable and more than 21 days prior to hearing – no cancellation fee shall be payable. Where cases are settled with the assistance/intervention of Counsel following receipt of the papers the above figures shall be applicable save in exceptional circumstances where an hourly rate will be applied for the time spent by Counsel in considering the papers and/or in preparing any advice for those instructing which forms the basis of settlement between the parties. This will most usually occur in Multi-Track, high value and/or complex cases.