



Breakdown of costs for the Legal Aid Agency

Please be aware we charge by the number of folios/words typed. We do not have a charge per minute or an hourly rate and we do not note down how long our shorthand writers spend working on transcripts. We are therefore unable to give a rate per minute or an hourly rate for transcription. This is the stipulated fee charging structure which the Ministry of Justice have set down in our transcription agreement with them to provide transcripts.

Payment methods

The quickest and faster method of payment is to make a card payment. This can be done using the payment link emailed to clients along with their estimate or final invoice.

If paying by cheque please make your cheque payable to Marten Walsh Cherer Ltd and enclose a copy of our estimate.

If you wish to make a bank transfer please quote our assignment no/mwc ref. so that we are able to identify the payment. Failure to do this will cause delay to your request.

Our bank details are as follows:

| | |
|----------------------|----------------------------|
| COMPANY NAME: | MARTEN WALSH CHERER LTD |
| BANK NAME: | THE ROYAL BANK OF SCOTLAND |
| BANK BRANCH: | LONDON, HOLBORN BRANCH |
| BANK ADDRESS: | 127 – 128 HIGH HOLBORN |
| | LONDON, WC1V 6PQ |

| | |
|---------------------------|-------------------------|
| ACCOUNT NAME: | MARTEN WALSH CHERER LTD |
| ACCOUNT NUMBER: | 1249 0600 |
| ACCOUNT SORT CODE: | 16-00-53 |

Marten Walsh Cherer Limited, 2nd Floor, Quality House, 6-9 Quality Court,
Chancery Lane, London, WC2A 1HP
Telephone: +44 (0) 20 7067 2900
Fax No. +44 (0) 20 7831 6864
Email: info@martenwalshcherer.com
DX No. 410 LDE
Registered office at above address
Registered in England No. 2669638



Invoicing and refunds

All final invoices will be sent out via email unless we receive alternative instructions. Please state the email address you would like the final invoice sent to.

If you are due a refund, please email your bank details to invoices@martenwalshcherer.com and a member of our team will be in contact in due course.

DATA PROTECTION

The processing of your Bank data is covered by the Data Protection Act 2018 ("DPA"). As noted above, providing your bank details will enable us to process refunds to you in a more timely and efficient manner. Your signature authorises us to process and store this data for this purpose.

If you wish to receive details of how MWC processes and stores your bank data in compliance with the DPA, please e-mail info@martenwalshcherer.com

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TERMS & CONDITIONS FOR THE PRODUCTION OF COURT TRANSCRIPTS

SERVICES

Marten Walsh Cherer (MWC) will provide "Transcription services" in accordance with the terms and conditions below. These terms supersede any previous terms and conditions, negotiations or discussion.

CONFIRMATION

We require written/email confirmation by all parties, or payment of our estimate, before work is commenced. This will constitute acceptance of these terms and conditions and acceptance of our fees as set out in the quotation. No contract will exist until satisfactory confirmation has been received. If we do not receive a response or payment within 3 months of receipt of the estimate, the request will be cancelled and the audio will be removed from our system.

CHARGES

Charges are calculated based on the number of folios (every 72 words) typed. The folio rate is fixed and agreed with the client in advance. Our final fee will be calculated on the number of words ultimately transcribed. A final invoice will be raised upon completion of work. All prices are subject to VAT at 20%.

PAYMENT

If payment of the estimated cost of transcription is requested in advance, work will commence once received.

DELIVERY TIMESCALES

Payments received after 4.00pm will be registered as having been received the next working day. Once the turnaround timescales have been agreed we require payment or confirmation within 5 working days to guarantee this service level.

POSTAGE CHARGES

Some audio discs must be returned to the court via tracked DX. Therefore, an additional £5 + vat will be requested from clients to cover this cost.

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TRANSCRIPT AMENDMENTS

If the customer requests stylistic and/or de minimis amendments to the final transcript, MWC will charge £200.00 + vat per hour of work carried out.

If the customer asks MWC to go through the transcript due to suspected errors and we find your suggestions are unfounded, MWC will charge £150.00 + vat per hour of work carried out.

MWC will require a deposit upfront before carrying out the above.

INVOICING

MWC will provide final invoices on completion of the work. MWC requests that before work is undertaken that all invoicing details are provided including if invoices should be split and a PO Number if required. If this information is not provided it may lead to a delay in the production of the final invoice and the client may incur additional costs.

CONFIDENTIALITY/ GDPR - DATA PROTECTION ACT

The material provided to MWC will be treated in a confidential manner and data will be held in compliance with the relevant provisions of the GDPR legislation. Confidential information will not be disclosed for any purpose other than as necessary for performing the Services. The material will be held securely at all times while in MWC's possession. All parties to whom Confidential Information will be available for performing the Services will acknowledge and comply with the terms of GDPR. All material will be returned or destroyed in a fully compliant manner.

LIMITATION OF LIABILITY

MWC will not be held liable if its obligations are delayed or prevented due to acts or omissions of the Client, its agents, subcontractors, consultants or employees. MWC will not be held liable for any defects in the Service as a result of circumstances outside its control, such as poor audio quality.

TERMS OF BUSINESS

Payment is due within 30 days of receipt of the final invoice.

CANCELLATION

Once a job is confirmed, the client will be liable for any costs incurred up to date of cancellation.

LAW

All agreements shall be governed by English law.

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