

Consumer Contracts (Information Cancellation & Additional Charges) Regulations 2013

When we accept your request to advise you or act for you as a Consumer, we effectively enter into a contract with you. In some circumstances you have the right to cancel the contract within a 14 day cooling-off period.

On-Premises Contract

If you attend our offices in person (we meet you face to face) and we agree to accept your instructions then the contract will be an “On-Premises Contract” and no right to cancellation normally arises.

Off-Premises Contract

If however we meet you in person **but away from our offices** e.g. at your home, or in hospital, then if we agree to accept your instructions, you will have the right to cancel the contract (i.e. an Off-Premises Contract) as set out below.

Distance Contract

Also, if we have **not met you in person** and only communicated with you by telephone, email, letter or fax to accept your instructions (i.e. a Distance Contract) then similar rights of cancellation arise.

Right of Cancellation

Under the Consumer Contracts (Information Cancellation and Additional Charges) Regulations 2013, you have the right to cancel this contract **within 14 days** without giving any reason. This is sometimes called a “cooling off” period and gives you the opportunity to change your mind.

The cancellation period will expire after **14 days from the day of the conclusion of the contract between us**. This is the day we accept your offer to act for you and it will be the date shown on our initial client care letter. The client care letter and terms of business together set out the main characteristics and scope of the legal services we are providing to you. They will tell you what we will and will not do and explain your responsibilities. This information should enable you to make informed decisions about your matter. If you are unclear about any information we provide then please do not hesitate to contact us for clarification.

To exercise the right to cancel, you must inform us of your decision to cancel this contract by a clear statement (e.g. a letter sent by post or email) to:

Head of Quality & Compliance
Band Hatton Button LLP
Earlsdon Park
53-55 Butts Road
Coventry
CV1 3BH
Email: LMM@bandhattonbutton.com

You may use the attached **Cancellation Form**, but it is not obligatory.

To meet the cancellation deadline, it is sufficient for you to send your communication concerning your exercise of the right to cancellation before the cancellation period has expired.

Effects of Cancellation

If you exercise this right to cancel the contract, we will reimburse to you all payments received from you in connection with our costs and disbursements not later than 14 days from the day on which we are informed about your decision to cancel the contract.

We will not be responsible for the consequences of any failure to progress your matter or failure to comply with any court deadlines or other time limits which we have made you aware of resulting from your cancellation of the contract or delay or failure to give instructions to commence work during the cooling off period.

Request by you for us to start working during the 14 day cancellation period

We will not carry out any work within the cooling off period unless you expressly instruct us to do so. If you request us to begin the performance of services **during the cancellation period (e.g. because you want the work done or advice given urgently)** you will be liable to pay us for the work that we have carried out in accordance with those instructions until you have communicated to us your notice of cancellation.

To enable us to begin work on your matter within the next 14 days, please ensure you sign and return the Client Care Letter that has been issued to you, or alternatively, provide clear instructions to the lawyer handling your case.

CANCELLATION FORM

To: Head of Quality & Compliance

At: Band Hatton Button LLP
Earlsdon Park
53-55 Butts Road
Coventry
CV1 3BH

I hereby give notice that I cancel my contract for the provision of the following services:

Name:

Address:
.....
.....
.....

Signature:

Date

Band Hatton Button Reference No.