



It Runs in The Family Genealogy Services

Research Contract and Conditions

March 2022

I Chris Cleary representing “It Runs in the Family Genealogy Services” agree that Genealogical Research will be conducted for the client under the following conditions:

1. “It Runs in the Family Genealogy Services” will be scoped initially.
 - a. We offer a free initial consultation after which the client will be provided with an obligation free quote after agreeing on a work scope. Any subsequent research will be performed in accordance with the Codes of Ethics of the “Association of Professional Genealogists”. (The Code of Ethics and Professional Practices)
 - b. Disclaimer: Not all genealogical research results are positive I give no guarantees that my research will provide you with the results that you desire – or the answers that you want. This can be discussed during the initial scoping consult.
2. Any research findings/work completed will be delivered to the client in the following way:
 - a. Any individual research search and results will be provided digitally in PDF format, via online delivery
 - b. Digital Research Reports, including copies of all evidence, will be provided digitally in PDF format, via online delivery. If paper copies are desired in addition to the digital copies, additional charges will apply. Gedcom files containing all data about your family tree; names, dates, places, notes, sources, etc can be provided upon request
 - c. All digital enhancements/photo repairs will be delivered digitally via online delivery in JPG format to an email address provided by the client.
 - d. All “LiveStory” videos will be delivered digitally via online delivery via online delivery in MP4 format to an email address. Depending on the size of the files, the files may need to be delivered by a third party service such as “Dropbox” or non digitally via thumb drives posted to the client.
 - e. Hardcover bound Ancestry Story Books will be delivered by standard mail with the cost of mailing included on the cost of production. Further copies of the Hard Cover Book can be managed by “It Runs in the Family Genealogy Services” with just the additional mail cost (plus 10% for management)
3. Some of your family research may be used by myself as case studies without the permission of clients. In this instance, all information that could identify the individuals or family will be removed
4. Cancellation Policy- Once a Research Project has begun the client is liable for the full amount of the Project costs. If the client choose to cancel the Project they will be required to pay any outstanding fees remaining and will then receive all research material done to date.
5. A deposit will be required to start any research activity. AUSTRALIAN CONSUMER LAW STATES: If you have paid a deposit and cancel without good reason (for example, if you change your mind), you will lose that deposit to the business. A fair deposit is usually considered to be 10% of the total cost of the service provided unless other factors, such as the potential loss or inconvenience to that business, justify a higher sum.
6. Payment can be made via Bank Transfer or Paypal