



Working together
to succeed

Gateway

Family business owners are amongst the most resilient and resourceful. However extraordinary businesses throw up extraordinary challenges. Often legal issues that are worrying family business owners can be sorted out with one phone call to the right professional. Sometimes failure to make that call means that a problem is much harder to solve in the future. But clients need to know who to call and are concerned about a lawyer's costs meter ticking away.

Gateway is

a support package tailored around the needs of the family business. It offers:-

- a solicitor in the family business team to act as your key Gateway contact
- an initial fact finding meeting with your key Gateway contact to:
 - gain an overview of your business
 - gain an understanding of who the key family and non-family stakeholders are
 - develop an insight into the family, business and legal issues that you might be facing over the next 12 months
- access to family business specialists to advise on family and ownership issues such as:-
 - employment of family members
 - succession plans
 - family ownership disputes
- preliminary advice on all legal questions you may need to answer in running a family business
- access to the range of specialists working within a large corporate law firm
- a fixed annual fee of £1000 plus VAT

For more details contact - Antonia James at ajames@vww.co.uk.

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Family Business
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What others say.....

"It is good to see a major law firm responding to the needs of their family owned business clients by structuring a support package in this way. We have been one of the pilot companies during the trial of this service and have found it extremely helpful."

**Michael Silvey, Chairman
Silvey Holdings Limited**

"Veale Wasbrough Vizards truly understand the unique issues facing family businesses and have made a genuine commitment to clients in this sector."

**Leigh Chadwick, Director
Seasalt Limited**

Your access to Gateway

1. Fixed fee

- 1.1 The fee for Gateway is £1,000 per annum plus VAT.

2. What is included in Gateway

- 2.1 An initial set up and fact finding discussion with your key Veale Wasbrough Vizards contact. The aim of this is to gain an overview of your business, an understanding of who the key family and non-family stakeholders are and to develop an insight into the business, family and legal issues that you might be facing over the next 12 months. This discussion can take place over the phone or, if you prefer, at our offices in Bristol or London.
- 2.2 Access to your key Veale Wasbrough Vizards contact throughout the retainer. Your key contact will be a solicitor in the family business team. If for any reason your key contact is not available we will arrange for a colleague (who will have access to a briefing on your business) to help you.
- 2.3 We will respond to Gateway enquiries within 2 hours of your initial enquiry (except in exceptional circumstances). It would be helpful for you to mention that you are a member of the Gateway scheme when you call.
- 2.4 Through your key contact you will have access to appropriate specialist lawyers throughout firm who will be able to provide specialist support and advice.
- 2.5 Preliminary advice (up to 2 hours) on any legal issue on which Veale Wasbrough Vizards provides advice. We would usually expect:
- 2.5.1 you to raise an initial enquiry by telephone fax or email
 - 2.5.2 your key contact to provide advice by telephone and/or email after consulting with appropriate specialists.

3. What is not covered by Gateway

- 3.1 Gateway is intended to operate as a preliminary advice service. Accordingly we would not usually expect to provide advice under the Gateway scheme for any individual query (or series of related queries) that takes more than 2 hours to deal with. However the Gateway scheme can be used to provide us with preliminary instructions on more complex matters and we will provide estimates and scoping to deal with these matters outside of the scheme.
- 3.2 Gateway is not designed to cover high risk or high value matters. Veale Wasbrough Vizards will have the option to decline instructions under the Gateway scheme in circumstances where we consider that the matter is high risk and/or high value and may have a significant effect on your business. In this circumstance, we will be pleased to agree separate arrangements with you to act on the basis of our usual charging structure.
- 3.3 We would not usually expect the Gateway scheme to cover
- 3.3.1 drafting or preparation of documents
 - 3.3.2 detailed review of agreements documents or papers
 - 3.3.3 negotiations with third parties

4. Low use

- 4.1 We understand that family businesses may be concerned about enrolling on the Gateway Scheme and not making full use of the service provided. For businesses making a low use of Gateway (where over the 12 month period of your Gateway retainer the recorded time spent in providing you with advice charged at our usual rates is less than £600 exclusive of VAT) you will be given one free 12 month retainer.

5. High use

- 5.1 Gateway has not been designed for larger family businesses with a high demand for legal services. We will be pleased to agree separate arrangements for any businesses whose anticipated requirements exceed the limits set out in paragraph 5.2 below.
- 5.2 For businesses making a high use of Gateway (where over the 12 month period of your Gateway retainer the recorded time spent in providing advice charged at our usual rates exceeds £2000 exclusive of VAT) Veale Wasbrough Vizards will have the option to decline further instructions under the Gateway scheme. However we would usually expect to offer you alternatives such as:
- 5.2.1 agreeing separate arrangements under paragraph 5.1 above
 - 5.2.2 arranging for the time spent in providing you with advice in excess of the above amount to be charged at our usual charging rates.

6. Core clients

- 6.1 Gateway is a service designed to support our Family Business clients.
- 6.2 Gateway is effective from the date of enrolment.
- 6.3 For clients who pay fees to Veale Wasbrough Vizards for other services (excluding VAT and disbursements) of more than £10,000 in the 12 months of the retainer period of the Gateway Scheme Veale Wasbrough Vizards will (at the client's option) either:
- 6.3.1 provide a rebate of the Gateway retainer fee
 - 6.3.2 extend the Gateway scheme for a further 12 month period free of charge.

7. Standard Terms and Conditions

- 7.1 The Veale Wasbrough Vizards Standards and Terms of Service will apply to the provision of the Gateway service unless these are inconsistent with the above terms.