

Price transparency

November 2018

From 6 December 2018, our transparency rules mean you must display prices and service information if you publish that you work in any of the following areas:

- Conveyancing (residential)
- Probate (uncontested)
- Motoring offences (summary offences)
- Immigration (excluding asylum)
- Employment tribunals (unfair/wrongful dismissal)
- Debt recovery (up to £100,000)
- Licensing applications (business premises)

Price information must be presented in a clear and easy to understand format. You must also:

- Provide a total cost, if this is not possible provide an average or range of costs
- Explain the basis of your charges, including any hourly rate or fixed fees
- Highlight likely disbursements, and their costs
- Be clear on whether VAT is included
- For conditional or damages-based fees, explain when clients may have to make payments

For service information you must:

- Explain what services are included for the quoted price
- Highlight any services not included within the price, which a client may reasonably expect to be
- Include information on key stages and typical timescales of these
- Publish the qualifications and experience of anyone carrying out the work and of their supervisors

For firms without a website, you must have this information available upon request in other formats.

To monitor on-going compliance with the transparency rules we are conducting a programme of random web sweeps of firm websites. [Read the report \[https://www.sra.org.uk/sra/how-we-work/archive/reports/web-sweep/\]](https://www.sra.org.uk/sra/how-we-work/archive/reports/web-sweep/) on the what we found during our latest sweep, conducted in March/April 2019.

[Infographic: Price transparency at-a-glance](#)

Price transparency: at-a-glance

What your firm needs to do...

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Conveyancing
(residential)



Motoring offences
(summary offences)



Probate
(uncontested)



Immigration
(excluding asylum)



Employment tribunals
(unfair/wrongful dismissal)



Debt recovery
(up to £100,000)



Licensing applications
(business premises)



Price

- Information must be clear and easy to understand
- Based on a typical case, provide a total cost, if this is not possible provide an average or range of costs
- Explain the basis of your charges including any hourly rate or fixed fees
- Highlight likely disbursements and their costs
- Be clear on whether VAT is included
- For conditional or damages-based fees, explain when clients may have to make payments



Services

- Explain what services are included for the quoted price
- Highlight any services which a client may have reasonably expected to be included in the price, but are not



Related content

- Include information on key stages and typical timescales

- [Guidance: Transparency in price and service](https://www.sra.org.uk/solicitors/guidance/transparency-in-price-and-service/) (<https://www.sra.org.uk/solicitors/guidance/transparency-in-price-and-service/>)
- [SRA Transparency Rules](https://www.sra.org.uk/solicitors/standards-regulations/transparency-rules/) (<https://www.sra.org.uk/solicitors/standards-regulations/transparency-rules/>)



Publish this information in a **prominent place** on your website



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