

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/>] on the what we found during our latest sweep, conducted in March/April 2019.

Infographic: Price transparency at-a-glance

Related content

- 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/>]