

## **INREACH RESEARCH TERMS & CONDITIONS**

Thank you for sending your request for research to the Inreach service in Search Engine at the National Railway Museum. It is important that you read this information before you send us payment as it forms part of the contract between yourself and the Inreach service for the research that we will conduct on your behalf. It will also ensure that you understand how we work and what you can expect from us.

### **1. PRICES & QUOTES**

Research is charged at £25.00 for each half day of research. A half day is equivalent to up to 3 hours of research. We will send a quote for the minimum amount of research time we believe is required to answer the query sent in your quote request. We may decline to send you a quote if we do not believe there is a reasonable chance that we can find a positive answer to at least part of your query. If this is the case we will explain why we do not think we can answer your query.

### **2. RESEARCH STANDARDS & TIMESCALES**

Your research will be carried out by a member of our team of expert volunteers. They will draw on the materials in our extensive library and archive collections as well as the experience of other members of the team, members of staff and our curatorial teams where necessary.

We will carry out the research as per the query made on the quote request form, which forms part of your contract with the Inreach service. Please ensure that you have included any material that you have previously consulted (including books, web sources, journals and primary sources) in the relevant section of the form to avoid duplication of research you have already carried out. If you would like to make any amendments to the scope of your query please see section 5 of this document.

Unfortunately **we cannot guarantee a positive answer to your query**. Our ability to answer your questions is limited by the contents of our collections. We cannot be certain of whether we can provide a positive answer to your query before we have conducted the research. However our team will do its best to find an answer to your questions in the time available.

You will receive a **Research Log** detailing the sources which have been consulted as part of our research. This may help you in any on-going research of your own. It will also provide evidence of the work we have carried out on your behalf.

When we send you a quote we will provide you with our best estimate of when a member of the team will be available to begin researching your enquiry. The availability of a researcher will depend upon the speed and progress on other ongoing enquiries. Once we have begun researching your enquiry the time taken to complete it will vary depending upon the nature of the query. We will do our best to ensure that you are kept informed of our progress. Please be aware that this service is generously supplied by volunteers working for your benefit and their availability may change at short notice. We will do our best to conduct your research within the indicated time but this may not be possible in some instances.

### **3. COPYING SERVICE CREDIT**

For every half-day of research you will receive a £6.00 non-returnable credit towards the cost of copies and postage. This will enable your researcher to take a limited number of

copies of material on your behalf. **Please ensure that you have signed the copyright declaration as we cannot send any copies without this.** If you plan to publish any material or make use of the images for commercial research please let us know about your plans so that we can advise you about obtaining permissions. This credit is non-returnable and will only apply to copies produced specifically for your query.

If we feel that you would benefit from copies that will exceed your credit we will contact you at the end of the research to advise you of these items and costs. Please note that this credit does not apply to copies supplied by the Science and Society Picture Library including copies of photographic negatives, posters or artworks. Costs of copies are as follows:

	Timetables, Documents, Books & Journals	Photographic Prints	Microfilm Aperture Cards	Original Engineering Drawings**
Scan	£0.60	£6.00	£7.50	£27.00
Photo*	£0.60	-	-	-
A5 print	-	£7.50	-	-
A4 Copy	£0.30 for b/w, £0.90 for colour	-	-	-
A3 Copy	£0.60 for b/w, £1.80 for colour	-	£9.00	£28.50
A2 Copy	-	-	£15.00	£30.00
A1 Copy	-	-	£18.00	£31.50
A0 Copy	-	-	£21.00	-
Full Size Copy	-	-	-	£33.00

\*Where material is too fragile to photocopy, a photograph may be taken instead using a handheld compact camera. This applies only to library material and small format archive material (under size A3). Larger items will only be photographed at our discretion.

\*\*Please note additional charges may apply for fragile material. Some discounts may apply and will be notified by the researcher.

Postage is £3.00 for orders to the UK or £6.00 to orders outside the UK. Additional charges apply for items sent in poster tubes. Scans will be sent via email or a file transfer service unless a CD is requested for which the above postage charges apply.

#### 4. **COMPLETION OF YOUR RESEARCH**

Upon completion of your research our volunteer researcher will contact you with the results and a research log. If we are unable to answer all of your questions in the allotted time we will advise you as to whether we believe further research is worthwhile and you will be given the choice to continue.

If we have made any copies using your copying service credit then we will send these to the delivery address or email supplied with your initial payment. If we feel that you would be interested in additional copies not covered by your credit we will tell you about these and give you the option of ordering them.

#### 5. **YOUR RIGHT TO CANCEL/AMEND YOUR ORDER**

If you wish to cancel or amend your order after payment has been sent, you should write to us by email to [inreach@nrm.org.uk](mailto:inreach@nrm.org.uk) or phone on (+44) 01904 686235 (open Wednesday to Saturday 10am to 5pm).

From the date that we receive your signed order form, you have a 14 day statutory cooling off period in which you may cancel or amend your order. We will not take any payment from you until the end of the cooling off period. If you choose to cancel during this period we will

destroy your card details without taking payment. Invoices will be issued once this 14 day cooling off period has ended.

If you would like us to take your payment and commence your research sooner; you may indicate on the form that you would like to waive your right to the statutory cooling off period. If you subsequently decide to cancel all or part of your order, the cancellation charges detailed below will apply once payment has been taken. Please note that commencement of your research will be subject to availability of a volunteer to carry out your research and cancellation charges may still apply if payment has been taken.

If you choose to cancel your order after your payment has been taken, any refund will be subject to an administration fee of £15.00. The value of any research carried out up to the point of the cancellation will be deducted from the refund.

If you amend the scope of your query, such that the research time required is reduced, any refund will be subject to a £15 administration fee. The value of any research already carried out and now deemed unnecessary will also be deducted from the refund.

If you would like to increase the scope of your query such that it will incur further research, this will be charged at the usual rate of £25 per half day. We will send you a new quote for any additional research.

## **6. YOUR PERSONAL DATA**

Your information will be processed for administration, marketing and charitable purposes in accordance with our Privacy Policy, the General Data Protection Regulation (GDPR) and any related data protection laws applicable in the UK. Your payment details will be stored securely and destroyed immediately after your payment is processed. We will not share your personal details without your consent nor email you about our events, fundraising and activities unless you choose to hear from us. If you have any questions regarding the use of your data, please read our Privacy Policy (available on our website) or contact us.