

## The Waterways Archives Research Service



We undertake a limited research service for if you are unable to visit in person. Typically this is for family historians, academics, students, engineers and the media - anyone with an interest in British waterways history. Our research service uses the full range of material available in the archives as well as relevant online resources to carry out searches for individuals.

### How much does it cost?

The first 15 minutes of research is free. After this, research taking less than one hour is charged in proportion to the time taken.

#### 1. Standard Service

**Individuals**     *minimum fee £12.50 for 30 minutes or £25 for up to 1 hour.*  
**Business**        *minimum fee £17.50 for 30 minutes or £35 for up to 1 hour.*

- Responses usually take 6-8 weeks but may take longer if demand is heavy.
- We acknowledge promptly safe receipt of your payment.
- We usually recommend you initially order one hour's work.
- We regret that we cannot refund the fee if no information is found.
- Fee includes VAT and postage.

#### 2. Priority Service

**Individuals**     *Minimum fee £17.50 for 30 minutes or £35 for up to 1 hour's work.*  
**Business**        *Minimum fee £22.50 for 30 minutes or £45 for up to 1 hour's work.*

- Replies dispatched asap and certainly within 8 working days.
- If for any reason we take longer we will reply asap thereafter and charge you the standard rate.
- Maximum of 2 hours per enquiry.
- Fee includes VAT and postage.

### What does the fee include?

We will send you a full report of what we find (plus any sources checked without success) and advise you, without obligation, as to whether further research could be undertaken.

Our report to you will be available to our staff for use in other enquiries unless you state with your order that you wish it to be kept private.

The fee includes a maximum of six photocopies/printouts as appropriate. We charge 50p a sheet for additional copies.

Copies of items from the archives are supplied on the understanding that they will not be further copied or published by you. Contact our **Archive Research Assistant, Caroline Jones** on 01452 318224 if you wish to seek permission to do so.

### How do I request a search?

Contact Caroline Jones at [caroline.jones@thewaterwaystrust.org.uk](mailto:caroline.jones@thewaterwaystrust.org.uk) or:

The Waterways Archive, Gloucester Docks Research Service, National Waterways Museum, Llanthony Warehouse, The Docks, Gloucester, GL1 2EH

Caroline will send you an estimate of costs and a 'Research Request Form'. If you decide to proceed with the research please complete and return the form.