Halden Rook

Terms of business

Effective for engagements beginning on or after 1 May 2026.

1. These terms

These terms apply to every engagement of Halden Rook LLP (in the United Kingdom and elsewhere outside North America) or Halden Rook Inc. (in North America) (“we”) by a client (“you”), together with the engagement letter for the matter. If the engagement letter and these terms differ, the engagement letter applies.

2. Our services

We provide strategic communications advice. We do not provide legal, financial or regulatory advice, and our advice is not a substitute for it. Where our advice touches on legal matters, we will give it on the basis that you are taking legal advice, and we will work with your lawyers.

Each matter is led by a partner named in the engagement letter, who remains responsible for it throughout.

3. Your responsibilities

You will give us accurate and complete information, tell us promptly of anything that may affect our advice, and approve every statement made in your name before it is made. You are responsible for the decision to publish any statement and for its content.

4. Fees and expenses

Our fees are set out in the engagement letter: hourly rates, a monthly fee or a fixed fee. We record time in units of six minutes. Expenses are charged at cost. We invoice monthly in arrears unless the engagement letter says otherwise, and invoices are payable within thirty days. We do not charge for the first call to our 24-hour line, whether or not it becomes a matter.

5. Confidentiality

We will keep your information confidential and will not disclose it except to our staff and advisers who need it, with your consent, or where the law requires. Every matter is given a codename, and our documents use it in place of your name. We will not confirm that you are a client without your agreement.

Client documents are held in our client extranet. Each person you nominate will have a named account. You will keep your users’ passphrases confidential and tell us at once if you believe one has become known to anyone else.

6. Conflicts of interest

Before accepting an engagement we check it against every current matter. We act for one side of a matter only. If a conflict arises during an engagement we will tell you, unless our duties to another client prevent us, and we will decline to act further or, with the informed agreement of both clients, act with separate teams and an information barrier.

7. Data protection

Each of us will comply with the data protection laws that apply to it. Where we process personal information on your behalf, we do so on your instructions. Our privacy notice explains how we use personal information for our own purposes.

8. Liability

Our total liability to you arising from an engagement, however caused, is limited to the greater of the fees paid for the engagement and £1,000,000 (or US$1,250,000 for engagements of Halden Rook Inc.), except where the law does not permit such a limit. We are not liable for indirect or consequential loss, or for any loss caused by a statement you have approved.

9. Ending an engagement

Either of us may end an engagement by notice in writing. You will pay our fees and expenses to the date it ends. We will keep our files for six years after a matter closes and then destroy them, unless you ask us to return them or the law requires us to keep them longer.

10. Complaints and disputes

If you are unhappy with our work, please tell the partner responsible or write to complaints@haldenrook.com; our complaints procedure is published on our website. Disputes that cannot be resolved will be referred to mediation and, failing that, to the courts of England and Wales (for Halden Rook LLP) or of the State of New York (for Halden Rook Inc.), whose law governs these terms accordingly.

Halden Rook LLP is a limited liability partnership registered in England and Wales with number OC917263. Registered office: 7 Wrenfield Place, London WC1R 4MV. Halden Rook Inc. is incorporated in the State of New York; 11 Ostrander Place, Fourth Floor, New York, NY 10013.