



Customer charter

We pledge:

- All emails and calls are treated in strictest of confidence.
- We will not take any information you give us and sell it to a newspaper cutting you out of a deal.
- We won't start approaching newspapers and magazines with your story until you give us the go-ahead.
- We will secure you the best possible deal for your story.
- We will read back copy prior to sending it to give you an opportunity to make any changes.

In return, we need you to:

- Tell us about your story. We can't advise on it unless we know what it is!
- Provide us with photographs of yourself – in most instances, we will need these to market your story.
- Guarantee that everything you tell us about your story is true and understand that various checks may be made to verify your story.
- Agree to be photographed and to provide us with relevant documentation.
- Let us know if your story has already appeared anywhere before.
- Agree to deal with Talk to the Press exclusively and to not talk to any other agencies or journalists unless as part of an interview set up by Talk to the Press.