

## How much do your services cost?

Every tour is tailor made as everybody's ancestry is very different. The quickest way to obtain a price guide is to email or call us directly, or complete our enquiry form for a quote.

## Can I buy one of your tours/research packages as a gift for someone?

Absolutely. Most of our clients purchase our tours as a special gift for a family member or close friend. We can provide gift vouchers for any of our services.

## Do you really go anywhere in the world to find my ancestors?

Yes. Whether your ancestors are from Madagascar or Greenland we will send someone there to uncover their story.

## What do you do that's different from a genealogist?

We work closely with genealogists however their findings are just the beginning of our research process. Our documentary background means we approach your family tree as a personal story rather than a list of names and dates. We put meat on the genealogical bones by sourcing the historians and experts, photographic material and documentation to bring your story alive. Our pro-active approach and persistent researchers don't take 'no' for an answer.

Our background on 'Who Do You Think You Are?' means that, like the celebrities we have worked with, you can trust us to take you on an unforgettable mystery tour, where every day is a revelation.

## How does the booking process work?

On booking an Ancestral Footsteps tour you will pay an initial payment of approximately 25 per cent of your estimated tour price, which forms part of your final payment. This is non-refundable and enables us to proceed immediately with the intensive research element of your ancestral journey.

At the end of the first research period we will then know the approximate foundations and locations of your tour and we will discuss our findings with you and confirm travel dates.

We then issue you with a second invoice – a confirmation invoice – for the remaining balance. When you sign up with us we will send you a detailed copy of our booking conditions

## Why a mystery tour?

We find that our clients love tapping into their inner Sherlock Holmes and solving clues from the documents along the way.

## Can I travel with my extended family?

Yes. We quote for two people travelling, but of course the research extends to other family members. Therefore for more than 2 people travelling together we simply add a percentage per person to the total tour price.

## Is the bulk of your price the research or the travel?

The research. This takes many months and constitutes over 75 per cent of our 'tour package' costs. Think of the research as the cake, and the tour as the icing on the top.

I don't really want to go on a tour. Do you just do research/a family book/ family trees?

Yes, we can undertake family research without a tour at the end. Please ask us for a quote for a comprehensive research package with an ancestral album or book produced at the end. We don't, however, offer a basic family tree service by itself as our interest lies more in family history than straight genealogy.

As revelatory as a research package can be, we find that visiting the actual places and locations where a client's ancestors came from and spent their time illuminates the sense of who their ancestors were in a very emotional and affecting way. Not only does it transform a two-dimensional family tree into a three-dimensional place, it also provides people with an important sense of their predecessors as tangible individuals.

**What is the difference between an ancestral album and an ancestral book?**

An ancestral album contains all the documents you have seen on your tour and is carefully chronologised. This is included in your tour package.

An ancestral book is a more formal commemorative keepsake which is specially edited and produced by our team. It tells the story of your family with more 'colour' and social context, and includes a detailed family history, a timeline of historical events, carefully presented documents and photographs, edited and collated together in an attractive 'coffee-table' format.

I've always been told I was related to aristocracy, what if you find out I'm not?

Your lineage may not be what you expect, for example a family rumour that you were related to a Duke or a belief that you have a particular country's heritage may be disproved. While we are not accountable for any disappointment you may feel because of your ancestral heritage, we will say that whoever your ancestors are they all have good stories to tell.

**What is your connection to the TV series 'Who Do You Think You Are?'**

The company was founded by Sue Hills, a producer and director on both the BBC and NBC series. She developed the Ancestral Footsteps concept while providing celebrities with a fascinating insight into their past. The majority of our current team – from researchers and genealogists to fixers – have worked on the series and we regularly share information and advice with the 'Who Do You Think You Are?' production team, ensuring that we are on the cutting edge of ancestral research.