

Contract Law

A new client has come to your office. Your secretary took some notes during the first meeting but he forgot to write the heading to each section. Give each paragraph the correct heading.

- General information ● What I need to do ● Client details ● Facts of the case

New client notes

a _____

Name: Charlotte Hewittson

Address: Chatsworth School of English, Braeburn House, Chatsworth, CH3 2SJ

Telephone: 0771 883567

Appointment: 10 July, 2pm

b _____

Charlotte Hewittson has a language school in Chatsworth. Her school teaches English to foreign students. On the last Thursday of every month Charlotte takes her students for a day in London. They visit attractions like Madam Tussaud's and Buckingham Palace and they eat lunch in Hyde Park. Charlotte uses a local bus company to take her students to London. The name of the bus company is Chatsworth CitiTravel. Charlotte first used this bus company six years ago. She trusts them and has a good working relationship with them. However, Charlotte never signs a contract with them. She always books the bus by phone.

c _____

On 2 June Charlotte telephoned the bus company to book the bus as usual for the last Thursday of the month. Unfortunately it was lunchtime and no one was in the office. Charlotte left a message on the answering machine to make her usual booking. The bus company secretary called Charlotte back, but Charlotte was teaching her class. The secretary left a message for Charlotte. The message was, 'We are very sorry Charlotte, but we can't give you a bus on the last Thursday of this month. We will send one on Friday instead. Call us back immediately if this is not OK. If you don't call us our driver will be there on Friday'.

Charlotte needed a bus for Thursday, not Friday. So, she used another bus company. She forgot to call Chatsworth CitiTravel to say that Friday was no good. The bus arrived on Friday morning. Now Chatsworth CitiTravel wants the cost of hiring the bus. This is £360.

d _____

I need to advise Charlotte about paying CitiTravel the £360 that they are demanding from her. My advice depends on Charlotte's situation with CitiTravel. If she has a contract with them she is obliged to pay. If there is no contract with them then there is no obligation to pay.