

## TERMS AND CONDITIONS

These terms and conditions apply to the Funeral Arrangements that you have requested from us — and forms a legally binding contract.

### 1. Responsibility for payment

By requesting funeral arrangements you are solely responsible for the payment of this account. This will be sent to you after the funeral and will detail all costs involved with the funeral arrangements.

If you send our invoice onto a Solicitor or someone else for payment, then it is your responsibility to advise us of your actions. Please note that is your responsibility and you remain liable for the payment of this account. We may need to contact you further if the solicitor does not attend to payment on your behalf.

### 2. Estimates

The cost of the funeral arrangements on the Confirmation of Funeral Arrangements form is only an estimate. Please be aware that you may be requested to pay more than the estimate after the funeral when all costs have been finalized. This may be a result of extra services and or costs which have been requested by yourself. We will always try to inform you prior to the funeral if the situation occurs.

### 3. Our Charges

If the estimate of our costs is exceeded as a result of any additional requests that you may have, we will inform you as soon as possible prior to the funeral taking place.

### 4. External Payments

These are payments made by us on your behalf. You may have asked that we instruct other suppliers to provide services for the funeral. All services are

listed on the confirmation of funeral arrangements form with an estimate of the cost of the service. The actual cost will be on the invoice

### 5. Valuables

We will take all reasonable steps to ensure that jewellery and other valuables received by us are taken care of, but unless it is due to our own negligence, we do not accept responsibility or liability for any act or omission in relation to jewellery or other valuables displayed for viewing.

### 6. Payments

We require payment of our invoice within 28 days of the date thereof. Payments may be made by Cash or Cheque.

### 7. Interest

If our invoice is not paid as mentioned above then we may charge interest at the rate of 12% per annum from the date of the invoice until payment is received in total. If the invoice still remains outstanding then we may transfer your debt to another company for collection. If we do this it will be pursuant to a Deed of Assignment between us and the other company and this clause is notice to you of that assignment.

## **PROFESSIONAL CHARGES Arranging and Conducting the Funeral**

### **Before the Funeral**

Availability of professional staff 24 hours a day, to fulfil your requirements by telephone, at your home or in our offices; advising you and taking your instructions in respect of funeral arrangements, liaising with Clergy, Doctors, Crematoria or Burial authorities on your behalf and paying these external parties. Providing advice and guidance on Registration of Death

and Benefits Agency procedures; preparation, collection and distribution of all documents necessary to allow the Funeral to proceed legally.

### **On the Day of the Funeral**

Providing a Funeral Director and all the necessary persons to carry out the arrangements, in accordance with your instructions and the provision of assistance thereafter. You may not involve any other third parties or other companies in any arrangements that we have made without our express prior permission. We reserve the right to withdraw from any arrangements if you do. You will be invoiced for any arrangements that we have carried out prior to our withdrawal.

### **Care of the deceased**

For the attendance of our staff, the provision of a suitable vehicle and the necessary equipment to convey the deceased as instructed, dressing in own clothes or gown as required; laying to rest in the coffin or casket chosen and providing the facilities to care for the deceased until the day of the Funeral, including if desired, paying last respects at any time by appointment.

This CONFIRMATION OF FUNERAL ARRANGEMENTS is complete at the time of issue. Further or amended instructions received will be confirmed in writing, time permitting, before the day of the Funeral.

The total of our charges are accurate at this time but additional instructions from you may vary this amount. We will do our utmost to keep you advised of any additional charges to be added to the invoice prior to the day of the Funeral.

The total of external payments is an

estimate at this stage and is, therefore, subject to confirmation by the suppliers.

If you feel you would like to pay the funeral account at any time before the day of the Funeral, we will be pleased to offer a 5% discount from our Professional Fees. (on traditional funerals only, direct cremations or a funeral service before 10.00am require full payment, 48 hours before the service is due to commence) Please feel free to speak to our Funeral Director about this. If, however, you would prefer to wait then our invoice will be issued 7 days after the Funeral for payment within 28 days of the date thereof.

Your signature on this CONFIRMATION OF FUNERAL ARRANGEMENTS form indicates your acceptance of our terms and conditions herein and authorises us to conduct the Funeral as per your instructions.

We offer a varied range of products and services to complement your instructions, please direct your enquiries to a member of our staff.

We are available at all times to assist you with any questions you may have. We hope you find that our assistance helps to make the Funeral a fitting and personal tribute to the person who has died.