

## TERMS AND CONDITIONS

We are a member of the National Association of Funeral Directors and subscribe to its current Code of Practice, a copy of which is available upon request. We aim to act in a professional manner and provide a courteous, sensitive and dignified service to you.

### 1 Estimates and Expenses

Our estimate overleaf is an indication of the charges likely to be incurred on the basis of the information and details we know at the date of estimate. While we make every effort to ensure the accuracy of the estimate, the charges are liable to alteration particularly where third parties change their rates or charges.

We may not know the amount of third party charges in advance of the funeral, however we will give you a best estimate of such charges on the written estimate. The actual amount of the charges will be detailed and shown in the final account.

If you amend your instructions, we will require your written confirmation of the changes. We may need to make an extra charge in accordance with prices published in our current price list.

We will add VAT to our charges where applicable, and at the rate applicable when we prepare the invoice.

### 2 Payment Arrangements

In requesting the funeral arrangements, you are responsible for the payment of our account.

If you send our invoice to a solicitor or someone else for payment, we would appreciate your advising us that you have done so. Please remember that you remain liable for the invoice. We may need to contact you again regarding payment if the solicitor does not attend to payment.

If you intend to make an application for a D.W.P. Funeral Payment you should be aware that if the application is successful, any payment will normally only settle the funeral account in part. In such circumstance, or where the application is not successful, you accept full liability for any outstanding balance.

You will receive an invoice approximately seven days after the funeral, and settlement is to be made within 30 days of receipt of the invoice unless otherwise agreed by us in writing. If any external payments have been paid in advance then they will be shown on the invoice. We accept payment by Cash, Cheque, Debit or Credit Card.

If the invoice remains outstanding 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.

### 3 Indemnity

You are to indemnify us in full and hold us harmless from all expenses and liabilities we may incur (directly or indirectly including financing costs and including legal costs on a full indemnity basis) following any breach by you of any of your obligations under these Terms.

This means that you are liable to us for losses we incur because you do not comply with these Terms; for example, we will charge you an administration fee where we receive a cheque from you which is subsequently not honoured or if we write to remind you that an account is overdue. If we instruct debt collection agents we may also recover the fees we incur from you. Further details regarding these fees are available on request. We may claim those losses from you at any time and, if we have to take legal action, we will ask the Court to make you pay our legal costs.

### 4 Data Protection

Words shown in *italics* are defined in the Data Protection Act 1998 ("the Act").

We respect the confidential nature of the information given to us and, where you provide us with *personal data* ("data"), we will ensure that the data will be held securely, in confidence and *processed* for the purpose of carrying out our services. In order to provide our services we may need to pass such data to third parties and those third parties, who are performing some of the services for you, may contact you directly. Under the Act you have the right to know what data we hold on you and you can, by applying to us in writing and paying a fee, receive copies of that data.

### 5 Termination

We reserve the right to terminate our services if you fail to honour your obligations under these Terms. We are under no obligation to accept your termination until we receive your instruction in writing.

If you terminate your instructions or if we decide to terminate our services, you will be invoiced for all third party charges which we have paid or are committed to.

### 6 Conduct

The National Association of Funeral Directors' Code of Practice requires that we provide a high quality service in all aspects. If, however, you have any questions or concerns about the service we provide to you, please raise them in the first instance with our designated senior person. If that does not resolve the problem to your satisfaction then please contact the Funeral Arbitration Scheme at 618 Warwick Road, Solihull, West Midlands B91 1AA, which provides independent conciliation and arbitration through the Chartered Institute of Arbitrators.

All dates and times provided on the estimate cannot be guaranteed until final bookings are made and confirmed. Although we endeavour to provide a prompt and efficient service for you, there may be instances where, because of circumstances beyond our control, we are unable to fulfil our obligations to you on the date or time specified. Where this is the case we will attempt to contact you in advance, using the details overleaf, and advise you of alternative arrangements.

### 7 Agreement

Your continuing instructions will amount to your continuing acceptance of these Terms of Business.

Any waiver or variation of these Terms is binding in honour only unless:-

- made (or recorded) in writing;
- signed by one of our Directors; and
- expressly stating an intention to vary these Terms.

Your instructions will not create any right enforceable (by virtue of the Contracts Rights of Third Parties Act 1999) by any person not identified as our client.

If any of these terms are unenforceable as drafted:-

- it will not affect the enforceability of any other of these Terms; and
- if it would be enforceable if amended, it will be treated as so amended.

Nothing in these Terms restricts or limits our liability for death or personal injury

English law is applicable to any contract made under these Terms. The English and Welsh Courts have non-exclusive jurisdiction.

**Please note that all invoices not settled within our payment terms will be referred to our Debt Recovery Agents, Redwood Collections Ltd and will be subject to a surcharge of 15% plus VAT in lieu of our recovery charges.**