

## TERMS OF BUSINESS

We are members of the Society of Allied & Independent Funeral Directors ('SAIF') 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

The estimate overleaf sets out the services we agree to supply. This estimate is an indication of charges likely to be incurred on the basis of the information and details we know at the date of the 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 give you a best estimate of such charges in 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 in our current price list.

### 2. Payment Arrangements

A £1,800 deposit is due at the time of the funeral arrangement.

The funeral account balance is due for payment within twenty days of our account, unless otherwise agreed by us in writing.

If you fail to pay us in full on the due date, we may charge you interest:

- At a rate of 4% above our bank's Base Rate from time to time in force;
- Calculated (on a daily basis) from the date of our account until payment;
- Compounded on the first day of each month; and
- Before and after any Judgment (unless a Court orders otherwise)

*We may recover (under Clause 3) the cost of taking legal action to make you pay.*

### 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 from you the fees we incur. 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. General Data Protection Act 2018 ("GDPR")

**Words shown in italics are defined in the General Data Protection Act 2018.**

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.

**The GDPR regulations are dealt with by new written publications. You confirm that you have permission to give consent to use all information you supply, including your relatives and friends, unless you specify.**

### 5. Cooling-Off Period

The Consumer Contracts (Information, Cancellation & Additional Charges) Regulations 2013 may give you the right to terminate this Agreement in the cooling-off period of fourteen days. If you wish the performance of the agreement to which this right applies to commence before the end of the cooling-off period, you must sign the authority in the form which will be handed to you. In the event that you exercise the right to cancel this contract during the cooling-off period you will be required to pay a reasonable amount for goods and services already supplied.

### 6. Termination

This agreement may also be terminated before services are delivered: (1) by us if you fail to honour your obligations under these Terms and (2) by you communicating to us, in writing, terminating your instructions. If we or you terminate your instructions you may, depending upon the reasons for termination, be asked to pay a reasonable amount based upon the work carried out up to the time your termination is received.

### 7. Standards of Service

The SAIF Code of Practice requires that we provide a high-quality service in all aspects. If 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. Any complaint should be made in writing and sent to Lydia Turner at 15 Old Market Street, Thetford, IP24 2EQ. If that does not resolve the problem to your satisfaction, SAIF provide a dispute resolution service. You can contact either the Chairman of the Society's Standards Committee, for investigation and an amicable resolution, or the Centre for Effective Dispute Resolution (CEDR). All correspondence should be addressed to either the Standards Chairman or the Centre for Effective Dispute Resolution (CEDR), as appropriate, at SAIF Business Centre, 3 Bullfields, Sawbridgeworth, Hertfordshire, CM21 9DB.

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.

We cannot be responsible for the performance of all third parties which may include, but not specifically, Crematoria, Councils, Grave Diggers, Ministers, Civil Celebrants, Florists, Printers, Vehicle Hire, Newspapers, Hospitals, Doctors, Coroner, Registrar, International Repatriation Service Providers, etc.

### 8. Agreement

Your continuing instructions will amount to your continuing acceptance of these Terms of Business. Your instructions will not create any right enforceable by virtue of the Contracts (Rights of Third Parties) Act 1998 by any person not identified as our client.

If any of these terms are enforceable 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;
- This Agreement is subject to English law. If you decide to commence legal action, you may do so, in any appropriate UK court.

### 9. Ashes

Ashes should be collected within four weeks of the funeral date. We reserve the right to charge a storage fee of £10 per month after this time.