STANDARD TERMS AND CONDITIONS

Professional Services

These include all arrangements in connection with the funeral, assistance and advice in matters relating to the funeral, attendance and services of staff, attending to all documentation, care of the deceased and use of the Chapel of Rest, provision of motor hearse, funeral director and embalming of deceased if required.

Payment of account

Bristol Memorial Woodlands operates a pricing policy in compliance with the Code of Practice of the National Society of Allied and Independent Funeral Directors.

Our price list provides clients with a full and detailed explanation of our charges as required by the Code.

In addition to our charges, disbursements must be paid to Doctors, Minister of Religion, Cemetery or Cremation fees and such like.

When the funeral plans are completed, you will be given a written estimate of all the charges incurred by the service you have requested. Where the total estimated account is deemed excessive you may be asked to make an interim payment.

We ask for this estimate to be signed as consent that you accept the charges and will be liable for payment of the account when submitted. The following payment terms apply – a 40% deposit is payable before the funeral takes place. The outstanding amount must be paid within 14 days of the invoice date. If wished, the account may be forwarded to your solicitor.

We reserve the right to add interest on all outstanding accounts at 2% per month on accounts that remain unpaid after 60 days and any legal and court costs incurred due to non-payment.

If, because of your circumstances, you need to make a claim for assistance from the Department of Work and Pensions, please note that stringent rules apply as to the amount of help available. Please talk to us, in confidence, for guidance.

Right to cancel (Arrangements made in the client's home only)

You have the right to cancel the contract if you wish. This right can be exercised by sending or taking a cancellation notice to the funeral director at any time within the period of 14 days starting on the day of the arrangement. The right to cancel can be lost during the cancellation period if the service is provided in full before the 14 days elapses.

Where applicable, payment may be required to be made in respect of any services carried out or disbursements paid, once the performance of the contract has begun and prior to the cancellation notice being received.

If you wish to cancel the contract you must tell the person named below, in writing, within 14 days. You may copy this form if you wish but you do not have to.

I have read and understood these Terms and Conditions. Signed ……………………………………………

- -

(Complete and return a copy of this form ONLY IF YOU WISH TO CANCEL THE CONTRACT.)

To: Bristol Memorial Woodlands
Earthcott Green
Alveston
Bristol
BS35 3TA admin@memorialwoodlands.com

I/We (delete as appropriate) hereby give notice that I/we (delete as appropriate) wish to cancel my/our (delete as appropriate) contract reference ……………………………………

Signed …………………………………… Name (Block capitals)…………………………………………Date ………………

Address……

© SAIF 2014