



INDEPENDENT FAMILY FUNERAL SERVICES

TERMS & CONDITIONS

TERMS AND CONDITIONS

R. A. Brooks & Son operates a pricing policy in compliance with the Code of Practice of the National Society of Allied and Independent Funeral Directors and the National Association of Funeral Directors. Our price list provides clients with a full and detailed explanation of our charges as required by both Codes of practice, copies available if required.

When the funeral arrangements have been agreed and before the funeral has taken place you will be given a written itemised estimate of all the charges incurred by the services you have requested. Where the total estimated account is deemed excessive you may be asked to make an interim payment. Direct cremation services must be paid in full ahead of the cremation.

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 funeral account is usually sent 7-10 days **after** the funeral. If wished, the account may be forwarded to your solicitor.

PAYMENTS OF ACCOUNTS

Funeral accounts will show an extended credit fee which is payable if after 21 days of the invoice being issued still remains outstanding. We further reserve the right to add interest on all outstanding accounts at 2% per month that still remain unpaid after 2 months and any costs incurred from third part debt recovery agencies or legal and court costs due to non-payment.

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

Stone masonry and other funeral related goods and services will be subject to the same conditions, although an extended credit charge would not be applicable. Deposits from one third of the value of masonry orders may be requested in advance or in the case of memorial jewellery payment in full will be requested when items are ordered.

GENERAL DATA PROTECTION REGULATION

As you will be aware GDPR legislation is in effect.

We have updated our policies, processes and worked with those third parties we need to engage for the fulfilment of the funeral arrangements, pre-paid funeral plans, funeral related services, stone masonry and for the handling and processing of donations.

The aim is to give you control of your data so that you are confident that we will only act as per your instructions. Please note that you have the right to withdraw your consent at any time. To withdraw consent, you need to confirm to us in writing at the address/email provided on this letter. Our privacy statement is available on our website or you may request a copy.

RIGHT TO CANCEL (Applicable **only** for arrangements made in the client's home)

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 business named, in writing, within 14 days of the arrangement being made in your home.

Tel: 01444 454391
01825 722895

info@brooksfunerals.co.uk
www.brooksfunerals.co.uk

Revised June 2024