

## TERMS OF BUSINESS & CREMATORIA PRICING INFORMATION

### ESTIMATES AND EXPENSES

Our estimate sets out the services we agree to supply. This estimate is an indication of the 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, but we will 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 may need to make an extra charge in accordance with prices published in current price list.

### PAYMENT ARRANGEMENTS

Required deposit:

Unattended Funeral – Full price

Attended Funeral – All third-party disbursements

Payment due:

Deposit – No less than 48 hours in advance of the funeral

Final balance – 7 days after the funeral has taken place

If you fail to pay us in full on the due date we may charge you interest. Our charges are 5% per annum.

We accept payment by cash, cheque, bank transfer or credit/debit card.

### 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. If we instruct debt collection agents, we may recover from you the fees we incur. 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.

### DATA PROTECTION

Words shown in italics are defined in the Data Protection Act 1988 ('The Act'). We respect the confidential nature of the information

**ULTIMATE BUSINESS OWNERS** Forrest & Family Funeral Directors Limited, 305 High Lane, Stoke-on-Trent, ST6 1BN is owned by Lucy Forrest and Lee Forrest. Our company registration number is 13948424, and our registered office address is 3 Chantry Court, Forge Street, Crewe, CW1 2DL.

**DISCLOSURE OF INTERESTS** Forrest & Family Funeral Directors Limited has no financial or business interest in any price comparison website where funeral or cremation costs may be shown and compared. We have not made any material charitable donations, gratuities or payments to a third party within the last 12 months which total £250 or more and which do not relate to a cost incurred or a service provided.

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.

### COOLING-OFF PERIOD

The Cancellation of Consumer Contracts made in the Consumer's Home or Place of Work, etc., 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 can be supplied 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.

### TERMINATION

This agreement may also be terminated before the 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.

### STANDARDS OF SERVICE

If you have any questions or concerns about our service to you, please raise them in writing to the Company Directors. We are members of SAIF, who can support you in making a complaint.

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

## CREMATORIUM PRICE INFORMATION

### BRADWELL CREMATORIUM

Cremation Fee (Age 17 and under) NO FEE

Cremation Fee (Age 18 and over) 9.20am only £578.00

Cremation Fee (Age 18 and over) 10am onwards £813.00

(Environmental Charge of £77.00 is included)

### CARMOUNTSIDE CREMATORIUM

Cremation Fee (Age 16 and under) NO FEE

Hospital Cremation for Babies (no parental involvement) £635.00

Early Cremation (Age 18 and over) 9.00 & 9.30am (20 mins) £685.00

Standard Cremation (Age 18 and over) (30 mins) £970.00

15 Minute Extension £185.00

Saturday Morning or Evening Services (4.15pm Onwards) £1100.00