

AN OUTLINE OF SERVICES

PROFESSIONAL CHARGES

Arranging and conducting the Funeral

Before the funeral

Availability of professional staff, 24 hours a day. To fulfill your requirements by telephone, at your home or in our offices: advising you and taking your instructions in respect of funeral arrangements: liaising with and making payments to external parties on your behalf e.g. clergy, doctors, crematoria or burial authorities: providing advice and guidance on registration of death: preparation, collection and documentation necessary to allow the funeral to proceed legally.

On the day of the funeral.

Providing a funeral director and all the necessary personnel to carry out in accordance with your instructions and the provision of outgoing assistance thereafter.

Caring for the Deceased Person

For the attendance of our staff, the provision of a suitable vehicle and the equipment necessary to bring the deceased into our care: preparing the deceased as appropriate and dressing in own clothes or gown as required: laying to rest in the coffin or casket selected: providing the facilities to care for the deceased until the funeral, including, if desired, viewing at any time by appointment.

This Confirmation of Funeral Arrangements is complete at the time of issue. Further or amended instructions received prior to the funeral will be confirmed by telephone or in writing. The totals of our charges are accurate at this time. Additional instructions from you may vary this amount. The total of external payments is an estimate at this time and is therefore subject to confirmation from the suppliers.

You can pay for the funeral in full or part during the arrangement or at anytime before the funeral. If you prefer to pay afterwards, you will receive an invoice within seven days of the funeral, and we expect payments within 28 days of the date of the invoice.

Your signature on this Confirmation of Funeral Arrangement form authorizes us to conduct the funeral and indicates your acceptance of the terms set out within it.

We aim to offer a complete service to help you through this difficult time. We are available at all times to answer any questions you may have and to offer whatever assistance you may require.

**PAUL DELLENTY FUNERAL DIRECTOR
THE PARADE
TWERTON VILLAGE
BATH. BA2 1DE.**

TEL: 01225 315585.

Paul Dellenty sole owner

Paul Dellenty Funeral Director.

OUR TERMS AND CONDITIONS

These terms and conditions apply to the funeral arrangements you have requested from us.

1. Responsibility for Payment – in requesting the funeral arrangements, you are responsible for payment of the account. This will be sent to you after the funeral and will detail all costs involved with the funeral arrangements.

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

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2. **Estimates** – the cost for the funeral arrangements on the Confirmation of Funeral Arrangements form is an estimate only. You should be aware that you may be requested to pay more than the estimate when the funeral has been performed and all costs have been finalized, as a result of any extra services or changes practicable we will advise you, in writing if possible, or otherwise orally, in advance of the funeral of the effect of any of your requests on the final costs.
3. **Our charges** – if the estimate of our costs will be exceeded by more than 10% as a result of your requests and we are not able to inform you of this in advance of the funeral, the relevant changes or extra services will be provided without charge.
4. **External Payments** – as part of the funeral arrangements, you may have requested us to instruct other suppliers to provide service for the funeral. These services are listed on the Confirmation of Funeral Arrangements form with an estimate of the costs of services. The actual costs will be included in the invoice for the funeral arrangements, although we may request payment in advance for the services.

As these other services are not provided by us, we do not accept Responsibility or liability for the supplier when he or she provides the services. We will however take responsibility for our own negligent actions, should these occur, in selecting or instructing the supplier.

- 5 **Valuables** - we will take all reasonable steps to ensure that jewellery and other valuables received by us are taken care of, but unless it is due to our own negligence, we do not accept responsibility or liability for any act or omission in relation to jewellery or other valuables by someone not employed by us, and in particular where any jewellery or valuables are displayed for viewing.
- 6 **Payments** – we require payment of our invoice within 28 days of receipt. Payments made by cash or cheque please.
- 7 **Interest** – if our invoice is not paid as mentioned above, we may charge interest at a rate of 12% per annum from the date of the invoice until payment is received. 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.
- 8 This signature gives us permission to act for you.

I/We have read and accept Paul Dellenty Funeral Director,

Terms and conditions as above and acceptance of the

Estimate of costs.

Print name:

Signed:

Date