

STANDARDISED PRICE LIST

All funeral directors are legally required to publish this Price List for a standardised set of products and services. This is to help you think through your options and make choices, and to let you compare prices between different funeral directors (because prices can vary).

ATTENDED FUNERAL (funeral director's charges only)

This is a funeral where family and friends have a ceremony, event or service for the deceased at the same time as they attend their burial or cremation.

Taking care of all necessary legal and administrative arrangements	£1659.00
Collecting and transporting the deceased from the place of death (normally within 30 miles of the funeral director's premises) into the funeral director's care (<i>out of hours at additional cost</i>)	£131.00 £250.00
Care of the deceased (before entering the Chapel of Rest. The deceased will repose by request at the Blackburn or Higher Walton Branch) including Hygienic Treatment	£320.00
Provision of limousine	£250.00
Providing a suitable coffin - this will be made from oak veneer and compliant for cremation and burial purposes (please note we do not accept third party coffins bought separately)	£350.00
Viewing of the deceased person for family and friends, by appointment with the funeral director (<i>where viewing is requested by the customer</i>)	£0.01
At a date and time you agree with the funeral director, taking the deceased to the agreed cemetery or crematorium (normally within 20 miles of the funeral director's premises) in a hearse or other appropriate vehicle.	£495.00

UNATTENDED FUNERAL

This is a funeral where family and friends may choose to have a ceremony, event or service for the deceased, but they do not attend the burial or cremation itself. The Unattended funeral must be paid for before the funeral takes place.

Burial (funeral director's charges only)	£1880.00
Cremation (funeral director's charges only not including the cremation fee) ²	£1880.00

FEES YOU MUST PAY

For an Attended or Unattended burial funeral, the burial fee. ¹	£675.00 1 space
In this local area, the typical cost of the burial fee for local residents is:	£725.00 2 spaces
For a new grave, you will also need to pay for the plot; for an existing grave with a memorial in place, you may need to pay a removal/replacement fee. In addition, the cemetery may charge a number of other fees.	New grave £1685.00
For an Attended cremation funeral, the cremation fee. ²	£825-£1085 <i>Pleasington</i>
In this local area, the typical cost of a cremation for local residents is:	£933.00 <i>Preston</i>

Please discuss any **specific religious, belief-based and/or cultural requirements** that you have with the funeral director.

ADDITIONAL FUNERAL DIRECTOR PRODUCTS AND SERVICES

This funeral director may be able to supply a range of optional, additional products and services, or to arrange (on your behalf) for a third party to supply them. Examples include:

Additional mileage (price per mile)	£2.00 100 miles	£1.00 thereafter
Additional transfers of the deceased person's body (e.g. to their home, to a place of worship etc.)	£250.00 <i>out of hours</i> (price per transfer)	£150.00 place of worship
Collection and delivery of ashes Accrington, Burnley, Charnock Richard, Preston	£20.00	
Hygienic Treatment	£120.00	
Funeral officiant (e.g. celebrant, minister of religion etc.)	From £230.00	
Services supplied outside of normal office hours- special assist team removal of deceased.	From £300.00	

The funeral director can give you a full list of what they can supply. They are likely to charge for these additional products and services, so you may choose to take care of some arrangements without their involvement, or you can use a different supplier.

FUNERAL DIRECTORS TERMS OF BUSINESS

We are a member of the National Society of Allied and Independent Funeral Directors 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 sets out the services we agree to supply. The 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; 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 published in our current price list.

2 Payment Arrangements

The funeral account is due for payment within thirty 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 interest: at a rate of 8% 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 or before and after any Judgement (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 Data Protection

Words shown in *italics* are defined in the Data Protection Act 1998 ("the Act"). 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 may 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.

5 Cooling-Off Period

The Consumer Contracts Regulations 2013 may give you the right to terminate this agreement in the cooling-off period of Fourteen Days from signing the Confirmation of Instructions. If you wish the performance of this agreement to which this right applies to commence before the end of the cooling-off period, you must sign the authority in the form on this page. In the event that you exercise the right to cancel 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 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.

7 Standards of Service

The National Society of Allied and Independent Funeral Directors 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. If that does not resolve the problem to your satisfaction the National Society of Allied and Independent Funeral Directors through the SAIF Consumer Protection Scheme provide a dispute resolution service as an alternative to legal action. This can be accessed online via the saif.org.uk/complaints

All dated 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 and 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.

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 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; 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 It is generally our policy not to release the cremated remains until the funeral account is settled.

Notice of the right to cancel.

The Alty Funeral Services Ltd. Company No 07587745

You have the right to cancel the contract if you wish. This right can be exercised by delivering or sending a cancellation notice to us at the address provided below at any time within the period of 14 working days starting on:

Date

Your notice of cancellation is deemed to be served as soon as it is posted or sent to us. This may be by electronic mail.

You agree that we may start to perform the services before expiry of the cancellation period. You will be liable to pay us a fair proportion of our fees and all disbursements we have incurred on your behalf if you cancel the contract.

Signature of client:

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Date

Below are the contact details to whom the cancellation notice may be given.

The Alty Funeral Service
Broomfield Place, Blackburn, BB2 1XF
Tel: 01254 503240
Email: admin@altysfunerals.co.uk



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