



Country Funerals

Independent Funeral Directors



1. Terms of Business

We are a member of the National Association of Funeral Directors and subscribe to its current code of practice, which is available to you on request. We aim to act in a professional manner and provide a courteous, sensitive and dignified service to you and your loved one.

2. Estimates and Expenses

We will send to you ahead of the funeral a letter of confirmation and estimate of expenses either by post or email.

The estimate is an indication of the charges to be incurred based on what we have discussed and any additions we know about 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.

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.

VAT will be added at the applicable rate where required.

3. Payment Arrangements

Payment Due Date: 14 days after invoice received (*unless alternative arrangements agreed in writing*)

Payment Methods Accepted: BACS, Cheque, Card (Not AMEX)

If you fail to pay us in full, by the due date we may charge you interest:

At a rate of 4% above our bank's Base Rate from time to time, calculated (on a daily basis) from the date of our account until payment.

Compounded on the first day of each month and before and after any judgement (unless a Court orders otherwise)

We may recover the cost of legal action to make you pay.

4. Indemnify

Country Funerals shall not be held liable or responsible for any damages, losses, or claims arising out of or related to any breach of the terms of this agreement by the client.

The client agrees to indemnify and hold Country Funerals harmless from any such claims or liabilities resulting from its actions, omissions, or breaches.



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5. 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. Where you provide us with personal data, we will ensure that the data is 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 may need to contact you directly.

Under the Data Protection Act you have the right to know what data we are holding on you and you can by applying to us in writing receive copies of that data. You also may request correction or deletion of your personal data. It is extremely unlikely that we hold any information about you other than that what you have told us.

6. Cooling-Off Period

The Cancellation of Consumer Contracts made in the Consumers Home or Place of Work Regulations 2008 may give you the right to terminate this agreement within the cooling-off period of seven 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 will be handed to you. In the event that you exercise the right to cancel this contract during the cooling-off period, you may be required to pay a reasonable amount for goods and services already supplied.

7. Termination

This agreement may also be terminated before the services are delivered 1: By us if you fail to honor your obligations under these Terms of Business and 2: By you communicating to us in writing, terminating your instructions.

If we or you terminate your instructions you may depending on the reason for termination, be asked to pay a reasonable amount based upon the work carried out up to the time your termination is received.

8. Our Service

All dates and times provided cannot be guaranteed until final bookings are made and confirmed. Although we endeavor 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, and advise you of alternative arrangements.

9. Agreement

We have above outlined the rights, responsibilities and obligations of both us as the funeral provider and you as the client. Your continuing instruction will amount to your continuing acceptance of these Terms of Business.

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.