



TERMS AND CONDITIONS

Professional Services

These include all arrangements in connection with the funeral, assistance and advice in matters relating to the funeral, attendance and services of staff, attending to all documentation, care of the deceased and use of the Chapel of Rest, provision of motor hearse, funeral director and embalming of deceased if required.

Payment of account

Darley Funeral Directors operates a pricing policy in compliance with the Code of Practice of the National Society of Allied and Independent Funeral Directors.

Our price list provides clients with a full and detailed explanation of our charges as required by the Code.

In addition to our charges, disbursements must be paid to Doctors, Ministers or celebrants, cemeteries or crematoria, church or venue fees and any additional pre agreed third party fees, such as newspapers, caterers, florists, stonemasons, gravediggers, printing services, embalmers and any other service arranged by us on behalf of our client.

When the funeral plans are completed you will be given a written estimate of all the charges incurred by the services you have requested. Third party fees will be required 48 hours prior to the funeral where necessary, with the amount to be agreed and documented when signing the estimate. This advance payment is at the full discretion of Darley Funeral Directors.

We ask for this estimate to be signed as consent that you accept the charges and will be liable for payment within 28 days of the invoice date. This is usually 7-10 days after the funeral. If wished, the account may be forwarded to your solicitor.

We reserve the right to forward any outstanding debt to a partnered debt recovery agency if any of the invoice terms are not met.

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

Right to cancel (Arrangements made in the client's home only)

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 funeral arranger named overleaf, in writing, within 14 days. You may copy this form if you wish but you do not have to.

Complaints Procedure

We really hope our clients never need to use this service, but it's important that we make sure there is protection in place for you. If you feel that we have let you down in any way, please contact us in the first instance and we will do everything we can to make it right. If you are still unhappy, you are protected by the National Society of Allied & Independent Funeral Directors, and may forward your concerns to them at info@saif.org.uk, or call 01279 726777 quoting our membership number: 3020.

GDPR

In signing the agreement overleaf, you give Darley Funeral Directors consent to share your personal details with any necessary third parties. This could include, but is not limited to;

Crematoria/ Cemeteries, Ministers/ Celebrants, newspapers, florists, caterers, hospitals/ medical professionals, stonemasons, gravedigging services, printing services.

We may contact you in the future with details of remembrance services or any other events we feel you may be interested in. If you would prefer that we didn't do this please let us know.

