

We are a member of the National Society of Allied and Independent Funeral Directors (SAIF) 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.

We're always here to help, if you need us to talk you through anything just let us know. We offer full no obligation consultations for both our funerals and our funeral plans.

Estimates and Expenses

Our estimate is an indication of the charges likely to be incurred on the basis of the information and details we are aware of at the date of the estimate. Whilst we make every effort to ensure the accuracy of the estimate, the charges may alter 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 will give you a best estimate of such charges on 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 changes; however we reserve the right to act on verbal instructions for changes in the absence of your written confirmation. We may need to make an additional charge in accordance with prices published in our current price list.

Dates and Times

All dates 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 specified. Where this is the case we will attempt to contact you in advance and advise you of alternative arrangements.

Payment Arrangements

All third party fees are due 2 working days before the funeral and the full balance is due before 28 days after the funeral. Funeral accounts for our direct funerals or unattended funerals are due 2 working days before the funeral. If you fail to pay us in full by the due date we may charge you interest at a rate of 2% above our bank's base rate calculated daily from the date of our account until payment. We may recover the cost of taking legal action to recover any outstanding balance.