



Dean Wilson

Independent Family Funeral Directors

www.deanwilsonfunerals.co.uk

Terms of Business

Estimates and expenses.

- Our estimate is an indication of the charges likely to be incurred based on the information and details we know at the time and date of the funeral arrangements being made and the estimate being raised.
- 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 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.

Payment policy

- All fees for our services and disbursements as listed on the estimate are required to be paid in full five working days before the day of the funeral.
- Dean Wilson Independent Family Funeral Directors reserves the right to postpone/cancel the funeral should full payment not be received within the time frame laid out within these terms.

Data Protection

- We respect the confidential nature of the information given to us, and where you provide us with personal 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 i.e., crematoria, cemeteries and ministers, who are performing some of the services for you, they may need to contact you directly.

Termination

- If you terminate your instructions or if we decide to terminate our services, you will be invoiced for all third-party charges which we have been paid on your behalf and for all services carried out up to the time of termination.

Agreement

- Instructions to make any alterations/amendments to the funeral arrangements will only be accepted by our named client, unless written permission has been given by our client for a third party/family member to assist with those arrangements.
- Cremated remains can only be released to our named client, unless written permission has been given by our client for the release to a third party/family member.