

# A J Brooke

## FUNERAL SERVICE OPTIONS

Our Funeral costs consist of two parts, the Funeral Director fees and third-party fees known as disbursements which are fees paid on your behalf and added to our bill for your convenience. These third-party fees are governed by the service provider and include, for example, the crematorium or cemetery fees, celebrant or minister fees or the doctor's fee for the completion of necessary paperwork.

The disbursements are common to all funeral directors and the fees stated are out of our control. It should be noted that some disbursement costs are increased by the local authorities, if the deceased lived outside of their defined boundary.

Our charges for our standard services are as follows:

**Our Professional Fees for a Burial Service within a local cemetery £ 2400**

**Our Professional Fees for a cremation service within a local crematorium is £ 2200**

### These services include

- Arranging and conducting the funeral service
- Preparation and completion of all necessary paperwork.
- Liaising with the Hospital, Crematorium, Minister and printers.
- Hearse travelling direct to a local Crematorium or Cemetery
- Our Black Hearse and four Pall Bearing staff on the day of the service to convey the coffin
- Personalised Tribute page for the collection of charitable donations
- Collection From a local Hospital, nursing home or home residence within 15 miles during work hours
- Care and attention within our chapels including dressing and viewing during work hours

Please note that a church service prior to a burial or cremation service will incur additional fees.

## SERVICE OPTIONS AVAILABLE

### Our Unattended Cremation

For those that would like a more simplified funeral with no ceremony or attendance we offer a direct cremation service.

This simple service consists of the Funeral Director fees, Doctors fees, the crematorium fee and a simple coffin suitable for cremation.

As Funeral Directors we believe that whether you are arranging a traditional funeral or a direct cremation everyone should be treated with the same level of dignity and as such we will always use a hearse and four pall bearers for these services and take photos for the family to show their loved one's final journey.

We also allow family to send floral tributes to accompany their loved one to the crematorium.

#### Unattended Cremation includes:

- Collection from a local hospital/ Care Home within 10 miles - Mon – Fri (office hours 9am – 5pm).
- Completion of all necessary documentation.
- Cremation on a day and time of our choosing – No service or attendance at the crematorium.
- Motor Hearse and Bearing staff on the day
- A Simple coffin suitable for cremation, in a standard size, with nameplate.
- Family can collect ashes from us or we can arrange a scattering at the crematorium
- We will dress your loved one but no viewing is permitted.

**Total Cost of an Unattended cremation is £1550**

### Our Simple Attended Cremation Service

This is a simple service option for those wishing to attend their loved one's service. Please note that no additional services can be added to this simple option.

#### Attended Cremation Service includes

- Arranging and conducting the funeral service
- Preparation and completion of all necessary paperwork.
- Liaising with the Hospital, Crematorium, Minister and Coroner
- Collection from a local Hospital, Nursing home or home residence within 10 miles during work hours.
- Care and attention within our chapels including dressing but no viewing
- Hearse travelling direct to a local crematorium up to 10 miles from our office
- Our Black hearse and four Bearing staff on the day of the service to convey the coffin.
- Our simple Rookwood coffin with nameplate of standard size\*\*

**£ 2300 Plus Disbursements**

### Our Traditional Funeral Service

- Arranging and conducting the funeral service
- Preparation and completion of all necessary paperwork.
- Liaising with the Hospital, Crematorium, Minister and printers.
- Hearse travelling direct to a local Crematorium
- Our Black hearse and four Pall Bearing staff on the day of the service to convey the coffin
- Personalised Tribute page for the collection of charitable donations
- Collection From a local Hospital, nursing home or home residence within 15 miles during work hours
- Care and attention within our chapels including dressing and viewing during work hours
- Collection and care of ashes for up to 3 months if required
- Our Chiltern Oak Veneered Coffin with 3 pairs of brass effect handles and nameplate (Standard Size)

**£ 2670 Plus Disbursements**

Additional services such as Limousines, Service Sheets and Floral Tributes can be added to this service at an additional cost.

An out of hours collection fee will apply if your loved one is collected and transferred into our care outside of normal work hours, weekends or bank holidays please refer to our price list for fees.

*\*\* Please note that the services quoted above all include four pall bearers to convey the coffin into the chapel and a standard size coffin, additional charges will be applied if we need to order a larger than standard coffin or employ extra pall bearers due to size and weight.*

### Children and Babies Services

#### Funeral service for a baby under 12 months, to include

- Collection from a local hospital (up to 15 miles)
  - Our funeral staff and black people carry on the day of the service
  - A small baby white coffin with Chrome effect handles and nameplate
  - Care and attention including viewing within our chapels
- £150 Plus Disbursements if Applicable**

#### Children over 12 months of age up to 17 years

our service fee is £150.00 plus the cost of a coffin of your choice and any disbursements.

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## FUNERAL SERVICE OPTIONS

### PAYMENT INFORMATION

We don't require a deposit or money in advance in order to book in the service date. After our initial meeting to discuss the funeral arrangements, we will send you a fully itemised invoice and request the full balance of the invoice to be paid 5 days prior to the funeral service date, this gives families enough time to discuss any issues, obtain the funds, contact solicitors and close bank accounts.

Payment can be made online by BACS transfer, cheque, cash or by credit/debit card excluding American Express.

### DWP CLAIMS

Should you wish to make a claim for a contribution towards funeral costs through the DWP, we can offer advice and prepare an invoice as required for the process of application.

Please note that this payment is only a contribution toward the costs and won't cover the entire funeral invoice so there will be a balance to be paid by you.

The rules for eligibility for the DWP payment are quite strict so in the event of an unsuccessful claim, payment of the outstanding balance will be the applicants responsibility.

### DISCLOSURE OF INTEREST

A J Brooke Funeral Directors Ltd is owed and personally run by Ms Gemma Pacitto.

There is no business or material financial interest in a price comparison website.

There has been no material charitable contribution or payment of gratuity to a third party.

There has been no material form of payment to a third party that does not relate to a cost incurred or a service provided by the third party on behalf of or to A J Brooke Funeral Directors.

## TERMS OF BUSINESS

### ESTIMATES AND EXPENSES

The estimate sets out the services we agree to supply. This 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 price of a third-party charge at the time of making the arrangements. We will obtain these fees and itemise them on our final invoice. If you amend any of your initial instructions, an additional invoice will be issued.

### PAYMENTS

The funeral invoice is to be paid in full 5 days prior to the funeral date, unless otherwise agreed by us. Proof of any insurance policies or solicitor involvement will be required if payment is coming from a third party.

Failure to pay before the funeral service date without prior agreement with ourselves could result in the service being postponed.

DWP applicants will be responsible for the entire service cost and will be liable for any shortfall in the final payment they are awarded. The DWP payment is a contribution towards the cost so the difference must be paid before the service date as per our usual terms.

Interest at a rate of 5% per month will be added to all accounts that remain unpaid 30 days after the funeral date. Interest will be added on the 1st day of each month until the account is cleared in full. \* Before and after any Judgement (unless a court orders otherwise) We may also recover the cost of taking legal action if you fail to pay.

### 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 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 if we were to 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 issues 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.

### DATA PROTECTION AND GDPR

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 and those third parties, who are performing some of the services for you, may contact you directly. Under the Act you have the right to know what data we hold on you and you can by applying to us in writing receive copies of that data.

The new GDPR regulations are dealt with by new written publications. You confirm that you have permission to also give consent to use all information you supply, including your relatives & friends, unless you specify.

### COOLING OFF PERIOD

The Cancellation of Consumer Contracts made in the Consumers Home or Place of Work etc. Regulations 2008 may give you the right to terminate this agreement in the cooling off period of 14 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 will be required to pay a reasonable amount for goods and services already supplied.

### TERMINATION

This agreement may also be terminated before the services are delivered:

By us if you fail to honour your obligations under these Terms and  
By you communicating to us in writing, terminating your instructions.

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

### STANDARDS OF SERVICE

The National Association of Funeral Director' 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 Company Director. If that does not resolve the problem to your satisfaction, please contact the National Association of Funeral Directors via NAFD Resolve team at 618 Warwick Road, Solihull, West Midlands B91 1AA

We cannot be responsible for the performance and service's provided of any third party which may include but not specifically, Crematoria, Council, Grave Diggers, Ministers, Civil Celebrants, Florist's, Printers, Vehicle Hire, Hospitals, Doctors, Coroners, Registrars, International Repatriation Service Providers etc.

### AGREEMENT

Your continuing instructions will amount to your 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