

R.A.BROOKS & SON - TERMS AND CONDITIONS

R.A.Brooks & Son operates a pricing policy in compliance with the Code of Practice of the National Society of Allied and Independent Funeral Directors and the National Association of Funeral Directors. Our price list provides clients with a full and detailed explanation of our charges as required by both Codes of practice.

When the funeral arrangements have been agreed and before the funeral has taken place you will be given a written itemised estimate of all the charges incurred by the services you have requested. Where the total estimated account is deemed excessive you may be asked to make an interim payment.

We ask for this estimate to be signed as consent that you accept the charges and will be liable for payment of the account when submitted. The funeral account is usually sent 7-10 days **after** the funeral. If wished, the account may be forwarded to your solicitor.

Payment of accounts

Funeral accounts will show an extended credit fee which is payable if after one month of the invoice being issued still remains outstanding. We further reserve the right to add interest on all outstanding accounts at 2% per month that still remain unpaid after 2 months and any legal and court costs incurred due to non-payment.

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.

Stone masonry and other funeral related goods and services will be subject to the same conditions, although an extended credit charge would not be applicable. Deposits from 1/3 of the value of masonry order may be requested in advance or in the case of memorial jewellery payment in full will be requested when item is ordered.

General Data Protection Regulation

As you may be aware the new GDPR legislation is now in effect.

We have been preparing for this by updating our policies, processes and working with those third parties we need to engage for the fulfilment of the funeral arrangements, pre-paid funeral plans, funeral related services, stone masonry and for the handling and processing of donations.

The aim is to give you back control of your data so that you are confident that we will only act as per your instructions. Please note that you have the right to withdraw your consent at anytime. To withdraw consent you need to confirm to us in writing at the address/email provided on this letter. Our privacy statement is available on our website or you may request a copy.

With this in mind we will ask for your consent to contact you accordingly when making any arrangements.

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