The co-operative funeralcare

southern co-op

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funeralcare.co.uk

# LOCAL CREMATORIUM PRICING

| | Standard fee attended service | Reduced fee attended service | Unattended service<br>This is a funeral where family and friends do not attend the ceremony |
|---|---|---|---|
| Haycombe Crematorium | £1,266 | £485 | £399 |
| Mendip Crematorium | £1,350 | £750 | £575 |
| Poole Crematorium | £1,030 | £831 | £385 |
| Salisbury Crematorium | £1,260 | £800 | £295 |
| West Wiltshire Crematorium | £1,425 | £825 | £585 |
| Yeovil Crematorium | £1,142 | £495 | £450 |

# TERMS OF BUSINESS

**We are legally required to display the following sections from our terms and conditions. You will be provided with a copy of our full terms and conditions relating to the funeral before you commit. Please read all of our terms and conditions carefully: they are the legal basis upon which we provide our services to you.**

**6. Price and payment**

**6.1** Once the Contract has been formed, you are legally responsible for paying the funeral invoice.

**6.2** The amount you need to pay will be set out in the Funeral Summary. We will ask for all third-party fees (cemetery fees, cremation fees, medical fees etc.) And Your Choices (hearse, coffin, flowers, etc) to be paid no later than 7 days prior to the funeral date. The remaining fees payable for our professional services are payable no later than 7 days after the funeral date.

**6.3** Some of the fees quoted in the Funeral Summary are estimates and we will contact you once we know the correct prices. If you do not want to proceed once you know the prices you may end the contract. Please see clause 7 below for details on the process and the fees involved when you bring the contract to an end.

**6.4** In certain cases, the Department of Work and Pensions (DWP) may contribute to the cost of the funeral. We will give you general information about this, but it is your responsibility to check whether this applies to your specific circumstances. Payments made by DWP will not cover the full amount owing and you will be required to pay the remaining balance or the full balance until the contribution has been received. If the DWP contribution is received after the funeral statement has been paid, then we will refund the amount received to you or the appropriate person.

**6.5** If you do not pay the amounts you owe by the agreed payment date, we may charge you interest on the outstanding amounts at the rate of 2% per annum above the base rate of our bank. Interest will accrue on a daily basis and will be compounded at the end of each month until the date of payment, whether before or after judgement. We may recover the cost of taking enforcement action.

**7. Your rights to end the Contract and charges payable**

**7.1** You can withdraw your instructions (meaning you are ending the Contract) at any time without telling us the reason but we may have to charge you as set out below. If you wish to end the Contract, you must contact us via the contact details set out above.

**7.2** The circumstances in which we will refund you the full amounts you have paid (excluding any third-party fees already incurred or we are committed to pay and which cannot be recovered) upon your ending of the Contract are as follows.

**7.2.1** we have told you about a material change we need to make and you do not agree;

**7.2.2** we have told you about a material error in the price and you do not want to proceed;

**7.2.3** you have a legal right to end the Contract because of something significant we have done wrong: or

**7.2.4** you decide to end the Contract because we have told you about a material failure on our part caused by something beyond our reasonable control.

**7.3** If you are ending the Contract but it is not because of one of the reasons set out in clause 7.2 and it is within 14 days of the funeral date, you will have to pay our reasonable costs for services already rendered (bringing the deceased into our care, storage etc) and any third-party fees already incurred or we are committed to pay and which cannot be recovered.

**8. Our rights to end the Contract**

**8.1** We may end the Contract and will not have any obligation to provide the funeral if:

**8.1.1** You do not pay the amount due in full 7 days prior to the funeral date.

**8.1.2** You have not provided the information we require set out in the Funeral Summary;

**8.1.3** We decide to end the Contract because you have told us about a failure on your part caused by something beyond your reasonable control

**8.2.** If we end the Contract for the reasons set out in Clauses 8.1 and it is more than 14 days before the funeral date, we will refund you the amount you have paid less the third-party fees already incurred or we are committed to pay and which cannot be recovered. If it is less than 14 days before the funeral date when we end the Contract, we will also retain a sum to cover our reasonable costs.

| Amounts payable by you | | | |
|---|---|---|---|
| | Reason for termination | Contract cancelled more than 14 days before the funeral | Contract cancelled 14 days or less before the funeral |
| a | You do not pay the deposit when due 7 days prior to the funeral and still have not paid the price within 24 hours of us reminding you that it is due | Refund to you of amounts paid. Third party fees paid by us on your behalf payable by you and will not be refunded if already paid | Our reasonable costs payable by you. Third party fees paid by us on your behalf payable by you will not be refunded if already paid |
| b | You have not provided the information we require set out on the funeral summary and still have not provided it to us within 3 days of us asking | Refund to you of amounts paid. Third party fees paid by us on your behalf payable by you and will not be refunded if already paid | Our reasonable costs payable by you. Third party fees paid by us on your behalf payable by you will not be refunded if already paid |
| c | We decide to cancel the Contract because you have told us about a failure on your part caused by something beyond your reasonable control | Refund to you of amounts paid. Third party fees paid by us on your behalf payable by you and will not be refunded if already paid | Our reasonable costs payable by you. Third party fees paid by us on your behalf payable by you and will not be refunded if already paid |

# REGISTER OF INTERESTS

We are required to disclose details of any material charitable donations, over the value of £250, to third parties connected to the funeral sector within the last 12 month period. Please see below a list of these donations:

| Charity | Amount |
|---|---|
| | |

The Co-operative Funeralcare is the trading name for Southern Co-operative Funerals Limited a subsidiary of The Southern Co-operative Limited

NAFD Resolve

*V1 April 26*
*Frome / Gillingham / Shaftesbury / Warminster*

**Mutual Services (Portsmouth) Limited**. Registered in England. Company No. 05904980.
Registered office: 1000 Lakeside, Western Road, Portsmouth, PO6 3FE.
Vat Registration No. 107 6565 68. NAFD Membership No. 2629. A subsidiary of Southern Co-operatives Ltd.