

Floyd and Son Terms and Conditions

Floyd & Son Funeral Directors registered address 8 Hainault Business Park, Forest Road, Hainault, Essex, IG6 3JP Telephone number 0208 500 7475

We are a multifaith independent family-run funeral directors. Our registration number is 07620815

Expenses and Estimates

Our estimates detail the services we have agreed to carry out for our client (you). Any estimate supplied is an indication only of the charges that are to be incurred for services provided using the information supplied by or client at the date of the estimate. We will make every effort to ensure the accuracy, however, charges are liable to change where third parties are required and their charges are not within our control.

Where the total sum of the third-party charges are unconfirmed before the provision of the services we will endeavour to supply our client (you) with as accurate breakdown of these charges before the services in our written estimate. The total amount will be subject to change and will be detailed in the final invoice.

Should the client (you) amend any instructions in the terms and conditions, we would require written confirmation of these amendments which may result in extra charges, under prices published in our current price list.

Payment

We will provide you with an invoice for payment for our services provided.

Payment is due in full 2 working days before the funeral date.

If a client fails to pay in full. The funeral will be cancelled with an option to rebook for an alternative date; this will result in extra charges.

Indemnity and Liability

The Client (you) must indemnify us in full and hold us harmless from all expenses and liabilities we may incur (directly or indirectly including legal costs on a full indemnity basis) regarding any breach by the Client (you) of any of your obligations under these terms.

This is the client (you) are liable to us for all losses incurred when you have not complied with these terms. i.e a charge will be applicable to the client (you) when we receive a cheque from you and is not honoured and we remind you that your account is overdue. If we have to instruct a debt collection agency, we may also recover the charges we incur from you. We may claim those losses from the client (you) at any time and should we have to take legal action, we will ask the court to make the client (you) to pay our legal costs.

Data Protection

We will ensure that the personal data the client (you) provide us with will be held securely with respect in confidence and processed to carry out our services. We may need to pass the data to third parties performing some of the services for your funeral, who may contact you directly. We will not pass your details to third parties for marketing purposes.

Our client (you) has the right to know what data we hold and can request in writing with an applicable charge receive copies of the data. The client (you) confirm that the client has permission to give consent to use all information the client (you) supply which will include your relatives, and friends, unless you advise us otherwise.

Cancellation of Funeral

Full cancellations must be confirmed in writing. Should the client (you) wish to cancel or postpone a funeral a standard cancellation. A fee of £550 will be applicable.

Termination

If the client (you) fails to honour your obligations under these terms by the client in writing, terminating your instruction. This agreement may be terminated before the services are delivered.

Agreement

The client's (you) instructions are the client's continuing acceptance of these Terms and Conditions or by any person not identified as our client.

If you decide to commence legal action, you may do so in any English Court which is subject to English Law.

Variations of these terms will not be valid or effective unless it is confirmed in writing.

Requirements

Inappropriate items found in the coffin during or at the final closing will be discreetly disposed of.

Should there be a need for additional bearers subject to the size of the coffin or difficult access to a home or church., additional costs from £50.00 per bearer will be applicable.

Clothing personal effects unclaimed will be discreetly disposed of after 14 days of the death unless otherwise agreed.

Cremated remains instruction issued by the applicant remains the sole decision and ownership of the applicant.

