

Gavin Palin

Independent Funeral Services

4 Davenport Avenue, Nantwich, Cheshire, CW5 5QJ

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Website: www.gavinpalinfuneralservices.com

TERMS OF BUSINESS

Terms of Business for Gavin Palin Funerals Services a company incorporated in England and Wales with company number 10675878 having its registered address at 4 Davenport Avenue, Nantwich, Cheshire, CW5 5QJ.

1. Estimates and Expenses

The 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 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 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.

2. Payment Arrangements

We reserve the right to ask for deposit to be paid which is the total amount of third party costs to date following the arrangements. The final balance is due for payment within 30 days of our account, unless otherwise agreed by us in writing.

The final account is sent to you one week after the funeral.

3. Indemnity

You are to indemnify us in full and hold us and any other party who is to work with 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 any of your obligations under these Terms.

4. Data Protection

We respect the confidential nature of the information given to us, and where you provide us with personal data ("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. We will not pass your details to third parties for marketing purposes whatsoever. Under the Regulations you have the right to know what data we hold on you and you can, by applying to us to in writing, receive copies of that data. When you sign the acceptance you are giving us permission to keep your details on record. Our Privacy Policy can be found at www.gavinpalinfuneralservices.com/our-privacy-statement

6. Termination

This agreement may also be terminated before the services are delivered: (1) by us if you fail to honour your obligations under these Terms and (2) by you communicating to us in writing, terminating your instructions. If we or you terminate your instructions you may, depending upon the reasons for terminations, be asked to pay a reasonable amount based upon the work carried out up to the time your termination is received.

7. Conduct

We are a member of The National Society of Allied & Independent Funeral Directors "SAIF" a private limited company by guarantee with registered number 02436831. SAIF ensure we are kept up to date with all relevant changes within the funeral service profession and that we carry out our services to you in a courteous, dignified and professional manner, of which we strive to do. If however, you have any questions or concerns about the service we provide to you, then please raise them in the first instance with Gavin Palin (Funeral Director) or any of his directing staff. If that does not resolve the problem to your satisfaction SAIF provides a dispute resolution service. They can be contacted by completing their complaints form which is available by either visiting the SAIF website, by email to standards@saif.org.uk or by phone 0345 230 6777.

8. Agreement

Your continuing instructions will amount to your continuing acceptance of these Terms of Business and allow us to continue the care for you, your family and your loved one.