



C. W. Mottram Funeral Services Ltd

24 hours | 01782 720057 | 07900 492692

The Conifers, Grassy Green Lane, Audley, Stoke-on-Trent, ST7 8JB
Company Reg No: 8163371 | Directors: C W Mottram, R I Mottram

TERMS OF BUSINESS

We are a member of The National Society of Allied and Independent Funeral Directors

1 Estimates and Expenses

The estimate sets out the services we agree to provide. The estimate is an indication of the charges incurred on details and information you have given at the time and date of the estimate.

We may not know the of third-party charges in advance of the funeral. The actual amount of charges will be detailed and shown in the final account.

If you amend your instructions, we may require your written confirmation of the changes.

2 Payment Arrangements

The funeral account will be due for payment within twenty-one days of the invoice date, unless otherwise agreed by us in writing.

We kindly ask for payment of disbursements in advance of the funeral taking place. All overdue accounts are subject to a administration surcharge of £50.

3 Indemnity

You agree to indemnify, defend and hold us harmless from all expenses and liabilities we may incur following any breach by you of any of your obligations under these Terms. We may claim those losses from you at any time and, if we must take legal action, we will ask the Court to make you pay our legal costs.

4 Data Protection & GDPR 2018

We respect the nature of the information given to us and, where you provide us with personal information, we will ensure the data will be held securely, in confidence and processed for the purpose of carrying out our services. We may have to pass on some data to third parties, who are performing some of the services for you and may contact you directly.

5 Cooling-off Period

It is your right to cancel these arrangements within 14 days of the estimate date you have signed; any costs incurred on your behalf must be paid at the time of cancellation.

6 Termination

This agreement may also be terminated before the service: (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 you terminate your instructions, you may be asked to pay a reasonable amount based on the work we have carried out.

7 Standards of Service

The National Society of Allied and Independent Funeral Directors' 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 first to us, if this does not resolve the problem to your satisfaction, please contact SAIF.

We cannot be responsible for the performance of all third parties which may include, but not specifically, Crematoria, Councils, Ministers, Celebrants, Grave Diggers, Vehicle Hire, etc.

8 Agreement

Your continuing instructions will amount to your continuing acceptance of these Terms of Business.

9 Additional requirements

Any inappropriate items found in a coffin during our final closing down procedure will be discreetly disposed of.

10 Additional bearers, if required due to the size of the coffin or access to the place of service then an additional cost of £40 per bearer will be charged on the final invoice.