

Martin Grinnell Funeral Services - Sandardised Price List

All funeral directors are legally required to publish this Price List for a standardised set of products and services. This is to help you think through your options and make choices, and to let you compare prices between different funeral directors (because prices can vary).

ATTENDED FUNERAL (funeral director's charges only)	£2540
This is a funeral where family and friends have a ceremony, event or service for the deceased person at the same time as they attend their burial or cremation.	
Taking care of all necessary legal and administrative arrangements	£1100
Collecting and transporting the deceased person from the place of death (normally within 15 miles of the funeral director's premises) into the funeral director's care, Care of the deceased person before the funeral in appropriate facilities. The deceased person will be kept at [both] the funeral director's [branch premises] [and at other] [non-branch premises]	£375
Providing a suitable coffin – this will be made from [insert description of the coffin]	£400
Viewing of the deceased person for family and friends, by appointment with the funeral director (where viewing is requested by the customer)	No charge
At a date and time you agree with the funeral director, taking the deceased person direct to the agreed cemetery or crematorium (normally within 20 miles of the funeral director's premises) in a hearse or other appropriate vehicle, with four attending bearers	£665
Additional Services:	
Limousine	£250
Minster Fees	From £225
Grave Digger	From £400
Plot Purchase	Price on request
Press Notices	From £130
Floral Tributes	Price on request
Order of Service	£1.50 per booklet
Cremation Casket	£100
Other Special requests	Price on request

UNATTENDED FUNERAL This is a funeral where family and friends may choose to have a ceremony, event or service for the deceased person, but they do not attend the burial or cremation itself.	
Burial (funeral director's charges only)	£1500
Cremation (funeral director's charges plus the cremation fee)	£1400

FEES YOU MUST PAY	
For an Attended or Unattended burial funeral, the burial fee. In this local area, the typical cost of the burial fee for local residents is: For a new grave, you will also need to pay for the plot; for an existing grave with a memorial in place, you may need to pay a removal/replacement fee. In addition, the cemetery may charge a number of other fees. <i>This fee (which is sometimes called the interment fee) is the charge made for digging and closing a new grave, or for reopening and closing an existing grave.</i>	£242-£1550
For an Attended cremation funeral, the cremation fee. In this local area, the typical cost of a cremation for local residents is: In England, Wales and Northern Ireland, you will usually need to pay doctors' fees as well. This is the charge for two doctors to sign the Medical Certificates for Cremation.	£795-£1170

Please discuss any specific religious, belief-based and/or cultural requirements that you have with the funeral director.

ADDITIONAL FUNERAL DIRECTOR PRODUCTS AND SERVICES This funeral director may be able to supply a range of optional, additional products and services, or to arrange (on your behalf) for a third party to supply them. Examples include:	
Additional mileage (price per mile)	£1 per mile (over 30 miles)
Additional transfers of the deceased person's body (e.g. to their home, to a place of worship etc.) (price per transfer)	£170
Collection and delivery of ashes	No charge
Embalming	£100
Funeral officiant (e.g. celebrant, minister of religion etc.)	Prices on request
Services supplied outside of normal office hours	Prices on request

The funeral director can give you a full list of what they can supply. They are likely to charge for these additional products and services, so you may choose to take care of some arrangements without their involvement, or you can use a different supplier.

Martin Grinnell Funeral Services - Terms & Conditions

1- Estimate of costs

The Company shall provide to you a written confirmation of the Instructions and a written itemised estimate of all funeral charges, and all disbursements known at the time of making the Instructions

1.1 A Deposit of 20% of the final balance will be required at the time of signing your estimate of costs.

1.2 The final balance will need to be paid at least 7 days prior to the day of the funeral.

1.3 In the event that these terms are not met and an amount remains outstanding twenty-eight days from the date of the Final Account, the Company will charge interest on a rate of 1.5%, calculated at a daily basis from the date of the Final Account until payment, and compounded on the first day of each month.

Payment Types accepted :

BACS Bank Transfer / Credit or Debit Card / Cheque / Cash

2- Estimate Confirmation

You (the client) will be required to provide written acceptance of the Estimate and the Instructions laid out which when signed will complete the contractual agreement.

3- The Estimate and Confirmation Notice provides you with:

Details of the Services we are providing, including the date and time, place of assembly, service, place of committal and any additional services in respect of such things as arrangements for the cremated remains; along with an estimate of the costs of the funeral.

3.1 When signed by you, the confirmation notice indicates an approval of the arrangements and costs and constitutes a formal contractual agreement.

4- Cooling-Off Period

The Consumer Contracts (Information, Cancellation, and Additional Charges) Regulations 2013 may give you the right to terminate this agreement in the cooling-off period of 14 days.

5- Responsibility for Payment

By providing the Company with Instructions you are solely responsible for the payment in full of all fees and disbursements thereby incurred by the Company.

5.1 You, as our client, will be personally liable for making payment in full of all Company fees, and simply forwarding the Final Account to another person will not discharge you from that liability.

5.2 You (The Client) will remain liable to the Company until full payment of the Final Account is received by us.

5.3 You (The Client) will also remain liable for any outstanding balance due to the Company which (in applicable cases) is not discharged by your Nominated Third Party.

5.4 At all times it is your responsibility, as our client, to ensure that payment is made within the payment terms agreed.

6- Unforeseen Circumstances

In circumstances where certain requests may not be known in advance of the Ceremony Date, the Company shall give a best estimate of such additional costings on the Estimate and AMENDED Confirmation Notice. The actual amount of such additional costs shall be detailed and shown in the Final Account.

6.1 If you amend the Instructions, the Company shall endeavour to inform you of any possible changes to the Estimate and obtain your written consent to any variation to the Estimate.

7- Indemnity and Liability

You will indemnify us in full and hold us, our employees and agents harmless from and against all expenses, liabilities, losses, damages, claims and other reasonable expenses we may incur (directly or indirectly including financing costs and legal costs on a full indemnity basis) in connection with or arising out of your use and any third party's use of the services and following any breach made by you in regard to your obligations under these Terms. We will claim any losses from you at any time providing written notice. We will not be liable to you or any third party for any loss or damage (including any loss of profit, revenue, business, goodwill or anticipated savings (whether direct or indirect and any indirect, consequential or special damages, loss, costs, claims or expenses) howsoever arising. Nothing in these Terms shall exclude or limit our liability for death or personal injury caused as a result of our negligence, breach of contract or otherwise.

8- Our service to you

We (the company) will endeavour to provide a prompt and exceptional level of service for you. However, there may be circumstances, which are beyond our control, where we are unable to fulfil our obligations to you on the Ceremony Date. In the event that the Services requested do not take place on the Ceremony Date specified to you:

8.1 We Will not accept any responsibility for the performance of any third parties which may include, but not specifically limited to, Crematoria, Councils, Grave Diggers, Ministers, Civil Celebrants, Florists, Printers, Vehicle Hire, Newspapers, Hospitals, Doctors, Coroner, Registrar, International Repatriation Service Providers, etc.

9- Alternative arrangements and additional costs

We, the company will contact you (the client) in advance and advise you of proposed alternative arrangements and additional costs ...to be then agreed by you (The Client).

9.1 Payment returns for non completed arrangements

We, The Company shall repay to you within thirty days of the Ceremony Date, any advance payment, deposit or pre-payment made by you less any disbursements and fees, if the alternative arrangements are not actioned to your satisfaction.

10- Pre-paid Funeral Plans

Where settlement of the Final Account is by funds from a recognised pre-payment funeral plan, arranged in advance of the Ceremony Date, any difference between the funeral plan payment and the Final Account is your sole responsibility.

10.1 Where settlement of the Final Account is by an interest free credit agreement, between the Company and a finance house offering interest free credit, the Final Account will be submitted as soon as practicable direct to the finance house for settlement. A copy of the Final Account will also be sent to you for your records.

11-Termination of contract

Funeral arrangements can be cancelled, by you, upon giving notice in writing to the Company within seven days of placing the Instructions, and we advise you to retain proof that you have informed us. To meet the cancellation deadline, you should let us know that you wish to cancel before the cancellation period has expired. In order to exercise your right to cancel, you must inform us of your decision by a clear statement (i.e. a telephone call, registered posted letter or email) If you want to put this in writing, this can be sent using the details at the bottom of this page, or by email.

11.1 You agree to settle in full any fees or disbursements the Company has incurred on your behalf.

11.2 For your convenience a Cancellation Notice is annexed to the Estimate and Confirmation Notice and these terms and conditions

11.3 The Company may terminate its agreement with you at any time if you fail to honour your obligations set out under these terms and conditions.

11.4 All accrued rights and liabilities under these terms and conditions shall survive and remain in force and effect notwithstanding termination.

12- Bereavement Register

The Company may pass the details of the deceased to the Bereavement Register to remove the name and address from certain data bases and mailing files to assist in preventing unsolicited direct mail and identity fraud. Please advise the Company in writing if you do not require us to notify the Bereavement Register.

13- Confidentiality

The Company will keep information that you (the client) supply to us in strict confidence unless you instruct us to disclose that information or it is already in the public domain or if we, in good faith, consider disclosure to be required by law or the rules of any government, regulatory or professional body.

14-Valuables and personal items

The Company will take all reasonable steps to ensure that jewellery and other valuables received are taken care of, but unless it is due to the Company's negligence, the Company does not accept responsibility or liability for any act or omission in relation to jewellery or other valuables.

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

14.2 Any unclaimed items of clothing or effects will be discreetly disposed of after 14 days of date of the funeral day unless otherwise agreed.

15-How to register a complaint about our Service

The Company will comply with the NAFD Code of Practice, whilst the Company remains a member of the NAFD, and the terms of the Funeral Arbitration Service.

15.1 The Company is confident that it will provide a high-quality service in all respects, and It is important you immediately raise any concerns with us if you are not satisfied with any part of our service.

We will endeavour to rectify any concerns as a matter of urgency.

15.2 If the complaint cannot be resolved by both parties, you can then refer your complaint to the NAFD Resolve to be dealt with under the NAFD Resolve's Dispute Resolution Service.

15.3 As a member of the NAFD, the Company is obliged to co-operate with its complaints and disputes procedure and to abide by the decisions of the NAFD Resolve or the NAFD Disciplinary Committee.

15.4 A copy of the Code of Practice will be supplied by the Company upon request or alternatively can be viewed on the NAFD website at www.nafd.org.uk. Your continuing instructions in terms of services will amount to your continuing acceptance of these terms and conditions. Your agreement signature acknowledges that you have read, understood and agree to be bound by these Terms. Our agreement with you shall be governed by English law and the English Courts shall have exclusive jurisdiction.