

Radcliffe Funeral Service
Incorporating F. Lindley & Son 01484 682732

16 Westgate
Honley
Holmfirth
HD9 6AA
01484 662324

The Lindens
New Road
Kirkheaton
Huddersfield
HD5 0JB
01484 535853

We are a member of the National Association of Funeral Directors and subscribe to its current Code of Practice, a copy of which is available on request. We aim to act in a professional manner and provide a courteous, sensitive, and dignified service to you.

1 Estimates, Expenses and Payment terms

The estimate we will provide you sets out the services we agree to supply. This 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 the estimate, the charges are liable to alteration particularly where third parties change their rates or charges. A deposit of £1,300 or the cost of the disbursements, whichever is greater, is payable within two days of the date of this invoice and may be applied at our discretion.

We may not know the amount of third party charges in advance of the funeral; however, we give the best estimate of such charges in the written estimate. The actual amount of the charges will be detailed and shown in the final account. Where errors are made, the corrected total will be shown in the final invoice.

Cremated remains can be held by us up to a maximum of one month from the date of cremation.

If you amend your instructions, we will require your written confirmation of the changes. We may need to make an extra charge in accordance with prices published in our current price list.

We will add VAT to our charges, where applicable, and at the rate applicable when we prepare the invoice.

Payment terms are 21 days from date of invoice. Cheques payable to Radcliffe Funeral Service or by bank transfer, details available on request. We reserve the right to charge interest on any amount outstanding 3 months after the funeral date. Interest charged monthly or part of at 4% over base rate.

Direct cremation to be paid in full 48 hours after the date on this invoice.

2 Data Protection

Words shown in *italics* are defined in the Data Protection Act 2018 ("the Act")

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. Under the Act you have the right to know what data we hold on you and you can, by applying to us in writing and paying a fee, receive copies of that data.

Our privacy policy can be viewed at www.radcliffefuneralservice.co.uk

3 Standards of Service

The National Association of Funeral Directors' Code of Practice requires that we provide a high quality of service in all aspects. If you have any questions or concerns about the service we provide to you, please raise them in the first instance with our designated senior person. If that does not resolve the problem to your satisfaction the National Association of Funeral Directors through the NAFD Resolve service provides a low-cost dispute resolution service, as an alternative to legal action. You can contact the NAFD Resolve service at 618 Warwick Road, Solihull, West Midlands B91 1AA. The resolution service, and how it can be accessed, is explained in the leaflet entitled "NAFD Resolve" made available to you and on display in our premises. The NAFD Resolve service provides independent conciliation and arbitration through CEDR, an independent non-profit organisation and registered charity.

All dates and times provided on the estimate cannot be guaranteed until final bookings are made and confirmed. Although we endeavour to provide a prompt and efficient service for you, there may be instances where, because of circumstances beyond our control, we are unable to fulfil our obligations to you on the date or time specified. Where this is the case, we will attempt to contact you in advance, using the details overleaf, and advise you of alternative arrangements.