

Business Terms

We will supply you with an estimate of charges during the arrangement process, detailing an estimated cost for the funeral charges. This will be broken down and explained to you in full. We will discuss with you any financial concerns you will have and offer advice and guidance where applicable. We will ask you to sign the estimate whereby you will agree to our payment terms.

Our business terms for our Bespoke Funerals; we ask you to pay the cost of the third-party fees within 48 hours of making the arrangements, the remaining balance to be settled within 7 days from the date of the funeral.

For funerals where the client is making an application to the Department of Work and Pensions for a payment from the Social Fund, the difference between the amount we estimate the DWP may pay, and the total cost of the funeral must be paid a minimum of two days before the day of the funeral. If this payment is not received the funeral cannot go ahead.

For funerals where our client is not resident in the UK, the total cost of the funeral must be paid three working days before the day of the funeral. If this payment is not received the funeral cannot go ahead.

If you have chosen an Unattended Cremation or Unattended Burial payment must be made, in full, a minimum of three working days before the cremation/burial. If this payment is not received, then the cremation/burial cannot go ahead.

If any payment is not received following the date of the funeral; the invoice must be settled within 7 days. After 7 days we reserve the right to charge interest on any overdue amount at the rate of 2% per calendar month or part thereof until the account is settled in full.

Where payment is being made through the deceased's bank account or through a solicitor; payment must be made prior to the estate going through probate. Written confirmation of available funds must be provided.

All payments must be made in GBP, we will not accept any other currency.

We accept payment by cash, cheque, and bank transfer.