

Camborne
Treswithian, Camborne,
Cornwall TR14 7NW

Hayle
Office 1, Old Gas Works, Penpol Terrace,
Hayle, Cornwall TR27 4BH

Telephone
(24 hrs) 01209 612025

Email
info@davidhendyfunerals.co.uk

Online
www.davidhendyfunerals.co.uk



David Hendy Funeral Service Terms and Conditions

We are David Hendy Funeral Services, Registered Company No. 04776539. Our trading address is Treswithian, Camborne, Cornwall, TR14 7NW & Office 1, Old Gas Works, Penpol Terrace, Hayle, Cornwall, TR27 4BH.

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 upon request.

Professional services

These include all arrangements in connection with the funeral, assistance and advice in matters relating to the funeral, attendance and services of staff, attending to all documentation, care of the deceased and use of the Chapel of Rest, provision of hearse and funeral director.

Dates and Times

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 fulfill our obligations to you on the date or time specified. Where this is the case, we will attempt to contact you in advance and advise you of alternative arrangements.

Estimates and Expenses

Our estimate is an indication of the charges likely to be incurred on the basis of the information and details we are aware of at the date of the estimate. Whilst we make every effort to ensure the accuracy of the estimate, the charges may alter 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.

If you amend your instructions, we will require your written confirmation of changes; however we reserve the right to act on verbal instructions for changes in the absence of your written confirmation. We may need to make an additional charge in accordance with prices published in our current price list.

Payment of account

David Hendy Funeral Services operate a pricing policy in compliance with the Code of Practice of the National Association of Funeral Directors.

Our price list provides clients with a full and detailed explanation of our charges as required by the Code.

In addition to our charges, disbursements must be paid to Doctors, Ministers of Religion, Celebrants, Cremation or Cemetery fees etc.

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When the funeral arrangements are completed, you will be given a written estimate of all the charges incurred by the service you have requested.

By accepting our Terms & Conditions, you consent that you accept the charges and will be liable for payment of the account when submitted. This is usually 2 weeks after the funeral and it is expected for payment to be made within 30 days.

If you fail to pay us in full on the due date, we reserve the right to add interest on all outstanding accounts;

1. at a rate of 4% above our bank's base rate;
2. calculated (on a daily basis) from the date of our account until payment;
3. compounded on the first day of each month; and
4. before and after any judgement (unless a Court orders otherwise).

You also accept that if no payment or contact has been made within 90 days of the funeral, the account will be forwarded to a third party recovery company and additional recovery/legal costs will be incurred. If wished, the account may be forwarded to a solicitor or bank.

Indemnity

You are to indemnify us in full and hold 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.

This means that you are liable to us for losses we incur because you do not comply with these terms, for example we will charge you an administration fee where we receive a cheque from you which is subsequently not honoured or if we write to remind you that an account is overdue. If we instruct debt collection agents we may also recover the fees we incur from you. Further details regarding these fees are available on request. We may claim those losses from you at any time and if we have to take legal action we will ask the court to make you pay our legal costs.

Right to cancel

You have the right to cancel the contract if you wish. This right can be exercised by sending or taking a cancellation notice to the funeral director at any time, within the period of 14 days starting on the day of the arrangements. The right to cancel, can be lost during the cancellation period, if the service is provided in full before the 14 days elapses.

Where applicable, payment may be required to be made in respect of any services carried out or disbursements paid, once the performance of the contract has begun and prior to the cancellation notice being received.

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**DAVID HENDY
& SONS**

Third Generation Independent
Family Owned Funeral Directors

How we may use your personal information

We will use your personal information in the following way.

We will have to pass your details to third parties, i.e. minister, crematoria/cemeteries etc (anyone who will be involved in the funeral).

To supply the goods and/or services to you.

To process your payment for the funeral and/or goods for you.

Complaints

Should you have any complaints relating to the funeral or other services provided by David Hendy Funeral Services, please write to us at the address above and we will do our utmost to resolve any dispute.