

Directors:
David Townsend,
Ann Townsend**FUNERAL DIRECTORS**
INCORPORATING BACKHOUSE OF HUNTINGORE
Tel: (01423) 871110 / 359190hctownsend@aol.com
www.hctownsend.co.uk

Terms of Business for H C Townsend & Son Ltd

1. Estimates and Expenses

The 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 estimate. While we make every effort to ensure the accuracy of the estimate, the charges are liable to alteration particularly where third parties change their rates or charges.

2. Payment Arrangements

We require NO deposit to be paid. The final account is sent to you at least one week after the funeral. Invoices must be paid when funds are available.

3. Data Protection

Words shown in italics are defined in the General Data Protection Regulations 2018 ("the Regulations"). 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 only. 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. We will not pass your details to third parties for marketing purposes whatsoever. Under the Regulations you have the right to know what data we hold on you and you can receive copies of that data.

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 fourteen days. If you wish the performance of the agreement to which this right applies to commence before the funeral takes place you must notify us immediately. In the event that you exercise the right to cancel this contract during the cooling-off period, you will be required to pay a reasonable amount for goods and services already supplied.

5. Termination

This agreement may also be terminated before the services are delivered: (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 we or you terminate your instructions you may, depending upon the reasons for terminations, be asked to pay a reasonable amount based upon the work carried out up to the time your termination is received.

6. Conduct

If you have any questions or concerns about the service we provide to you, then please raise them in the first instance with Mrs Ann Townsend, Company Director.

7. Agreement

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

Business owned and run by David Townsend and Mrs Ann Townsend

DIRECT CREMATION At Stonefall £ 1396
(Including Doctors fees) (Before 9am Mon – Fri)

STANDARD CREMATION WITH SERVICE at Stonefall £ 2648
Includes all charges as on standardised price list, also includes Minister or Celebrant, Flowers, 4 Bearers, 50 Service sheets
(Mon – Fri time to agree with family)

Please see Standardised price List and Optional Extras Price list for more details.

We DO NOT have any interest in any Price Comparison Websites (PCW)

We DO NOT have any Declaration of Interests