

FUNERAL SERVICES – TERMS AND CONDITIONS OF ENGAGEMENT

These terms and conditions set out the agreement between:

Deborah Mitchell of Deborah Mitchell Independent Funeral Services Ltd (referred to as "the Funeral Director")

and

The family or personal representatives of the deceased (referred to as "the Client") in relation to the provision of funeral services. By confirming your instruction to proceed with the funeral arrangements, you agree to be bound by these terms and conditions.

1. PAYMENT TERMS

- For direct cremation/private family service: A deposit of 50% of the total agreed fee is required to confirm and secure all arrangements. The outstanding balance must be paid in full no later than 48 hours prior to the confirmed date of the funeral service.
- For all other funeral services: A fixed deposit of £1,500 is required to confirm and secure all arrangements. The outstanding balance must be paid in full no later than 48 hours prior to the confirmed date of the funeral service.
Exceptions will be made for insurance claims and when claiming help from the Department for Work and Pensions. In the event of any shortfall, it is your responsibility to pay any outstanding amount.
- All payments may be made by cash, bank transfer, or card payment as agreed. No arrangements will be confirmed or reserved until the required deposit has been cleared and received by the Funeral Director.

2. FUNERAL DATE AND PAYMENT

The date and time arranged for the funeral are confirmed on the understanding that all payments due in accordance with clause 1 above are received by the required deadlines. In the event that any agreed payment is not made by the due date and time, the Funeral Director reserves the right to postpone or reschedule the funeral date and time until full outstanding payment has been received and cleared. The Funeral Director will not be liable for any costs, expenses, or losses incurred as a result of any such change to the funeral arrangements caused by late or non-payment.

3. GENERAL PROVISIONS

- All services will be carried out in accordance with the instructions provided by the Client, subject to legal requirements and availability of third-party services such as crematoria or cemeteries.

- If the Client wishes to cancel or amend arrangements, written notice is required and any payments already made will be dealt with in accordance with applicable law and any additional terms provided at the time of booking.
- These terms constitute the entire agreement between the parties and supersede any prior discussions or understandings.