

**ACW FUNERALS LTD T/A WILLIAMS & CO – TERMS OF BUSINESS**

Professional Services

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

Payment of Account

Williams & Co operate a pricing policy in compliance with the Code of Practice of the National Society of Allied and Independent 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, Cemetery or Cremation fees and such like.

When the funeral plans are completed, you will be given a written estimate of all charges incurred by the service you have requested. Where the total estimate account is deemed excessive you may be asked to make an interim payment.

We ask for this estimate to be signed as consent that you accept the charges and will be liable for payment for the account when submitted. This is usually 14 days after the funeral. If wished, the account may be forwarded to a solicitor.

We reserve the right to add interest on all outstanding accounts at 2% per month on accounts that remain unpaid after 16 days and any legal and court costs incurred due to non-payment.

If, because of your circumstances, you must make a claim for assistance from the Department for Work and Pensions, please note that the stringent rules apply as to the amount of help available. Please talk to us for guidance, in confidence.

Right to Cancel (Arrangements made in the client’s home only)

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 as any time within the period of 14 days, starting on the day of the arrangement. 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.

If you wish to cancel the contract you must tell the person named below in writing, within 14 days. You may copy this form if you wish but you do not have to.

I have read and understand these Terms and Conditions

Signed ..... Print ..... Date .....

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**(Complete below and return to funeral director - ONLY IF YOU WISH TO CANCEL THE CONTRACT)**

Send To: Williams & Co  
2 Tydfil Road  
Bedwas  
Caerphilly  
CF83 8EF

Email: info@williamsandcofunerals.co.uk

I/We (delete as appropriate) hereby give notice that I/we (delete as appropriate) wish to cancel my/our (delete as appropriate) contract, reference .....

Signed ..... Print ..... Date .....

Address .....

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