

# Walker's Funeral Service

## Terms of Business

### Our Service

We are an independent, family run, professional funeral directors, owned and run by Mr. Richard Walker. We will gently guide you, help you and advise you every step of the way to give your loved one the funeral service they deserve.

We acknowledge that we have responsibilities and obligations which we would like to define in our Terms of Business.

### Our Company

Walkers Funeral Service prides itself in providing a high-quality service. The experience of the funeral director's sympathetic ear is more valuable because we are dealing with the practicalities of the funeral. Our experience and expertise extends beyond that required on a day to day basis. All our staff are trained to act as professional and confident advisors who will ensure that arrangements are carried out with efficiency and the dignity that this most difficult occasion demands.

### Arranging a Funeral

When arranging a funeral service with us, you will be asked to sign a copy of the Estimate of Costs. A deposit made up of 50% of our estimated charges plus the total costs of the disbursements will be requested, we ask that this amount is paid prior to the day of the funeral taking place. By signing this document, you also agree to abide by our Terms of Business. Copies of these can be found on our website [www.walkersfuneralservice.co.uk](http://www.walkersfuneralservice.co.uk) and in branch at 41 Helena Road, St. Helens WA9 4JH and 29 Bridge Street, Newton le Willows WA12 9BE.

Walker's Funeral Service has no means of recognising who has the legal right to arrange the funeral, therefore we will contract with any person who claims of being the next of kin, an executor of the estate or the person who is acting on the instructions of, or in the absence of those persons.

### Data Protection

We fully understand the confidential nature of the information given to us, we can ensure that the information provided to us will be held securely and in the strictest of confidence. The information provided is only processed for the purpose of carrying out the required service. However, we do need to pass on some information to third parties who we have instructed to perform a service for the client, and they may then need to contact the client directly. By signing the estimate of costs, you are also agreeing to Walker's Funeral service sharing your details to these necessary third parties. The funeral service details will appear on our website under the obituaries section unless instructed otherwise.

### Final Funeral Cost

The final funeral cost may differ slightly from the estimate as it will include any extra additional goods or services ordered after the statement was created. Please note that the estimated price given at the time of making the funeral arrangement is not a quote. The final funeral account will be forwarded to the client one week after the funeral date. The account can be paid for by cash, cheque, by an account transfer or by debit/credit card.

Also note that the client is personally liable for making full payment of all our charges and disbursements and by passing the final invoice to a third party for example the DWP, a bank or a funeral plan provider will not discharge that liability. Our charges include our professional fee, disbursement charges and the coffin or casket. We ask that final funeral accounts are paid within 14 days of the date of the final invoice.

### Overdue Accounts

We reserve the right to charge interest at 8.0 % above our bank's base rate calculated from the date of our final funeral account for any late payments.

If the final funeral account remains unpaid after one calendar month from the date of the final account, we may hand the account to a collection agency or our solicitor. Any costs occurred to us by the debt collecting agency or solicitor will be passed onto the client.