

Ken Patton Funeral Directors Ltd

41-43 Warwick Road, Carlisle CA1 1EE

TERMS & CONDITIONS OF BUSINESS

We aim to act in a professional, sensitive and courteous manner and provide a dignified service to you.

Estimate & Expenses

Once we have collated all the information and details required from you we will issue an estimate which will give an indication of the full cost of the funeral. If the instructions change then the estimate will change.

Payment Arrangements

We may ask for a deposit. If we ask for a deposit the deposit must be received before the date of the funeral otherwise a delay may occur. The funeral account will be issued 7 days after the funeral has taken place and is due for payment 14 days from the date of the invoice. unless otherwise agreed by us.

If you are struggling to pay the funeral account — please notify us immediately.

Indemnity

You are to indemnify us in full and hold us harmless from all expenses and liabilities we may incur (directly or indirectly including finance costs and including legal costs on a full indemnity basis) following any breach by you of your obligation under these terms. This means that you are liable to us for the losses we incur because you do not comply with these terms. For example, we will charge an administration fee where we receive a cheque which is not honoured or instruct a debt collection agency to recover funds.

Data Protection

Words shown in italics are defined in the Data Protection Act 1998. We respect the confidential nature of the information given to us and where you provide us with personal data we will ensure that the data will be held securely, in confidence and processed for the purpose of carrying out our services. In order to carry out our service 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. Under the Act you have the right to know what data we hold on you.

Cooling-Off Period

You have the right to cancel this agreement in the cooling-off period of 14 days. If you wish to cancel you must do so in writing and deliver personally to the funeral director. 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.

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 termination, be asked to pay a reasonable amount based upon the work carried out up to the time your termination is received.

Standards of Service

We provide a high quality service in all aspects. If you have any questions or concerns about the service we provide to you, please raise them with either Ken or Natalie Patton in the first instance.