

# TERMS OF BUSINESS

Peter Evans Funeral Directors are a member of The Society of Allied & Independent Funeral Directors (SAIF) and subscribe to its current Code of Practice, a copy of which is available upon request. We aim to act in a professional manner and provide a courteous, sensitive, and dignified service to you.

For the purpose of these terms:

“you” or “your” means the person engaging the services; and “services” means funeral arrangement, support and advice services provided by us.

Your continuing instructions in terms of services will amount to your continuing acceptance of these terms and conditions (the “Terms”), and you acknowledge you have read, understood and agree to be bound by these Terms.

## **Estimates and Expenses**

Following our meeting to discuss the funeral arrangements, we will provide you with an itemised written estimate. This estimate is an indication of the charges likely to be incurred for the services, on the basis of the information and details provided by you at the date of the estimate. While we make every effort to ensure the accuracy of the estimate, the charges are liable to alteration particularly where third parties are involved and may change their rates or charges which is out of our control.

On occasion we may also charge you additional fees. For example, if we instruct debt collection agents, we may recover from you the fees we incur. Further details regarding these fees are available on request.

## **Payment Arrangements**

We will usually issue you with a final account 7 days after the funeral has taken place, payment of an invoice is due within 30 days of date of our invoice.

We DO NOT require any deposit to be paid before the funeral takes place.

## **Data Protection**

Words shown in *italics* are defined in the Data Protection Act 2018 (the “Act”).

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 only for the purpose of carrying out the services.

In order to provide the services, we may need to pass such data to third parties who are performing some of the services for you, who may contact you directly.

## **Standards of Service**

The Society of Allied & Independent Funeral Directors (SAIF) Code of Practice requires that 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 in the first instance with our designated senior person. If that does not resolve the problem to your satisfaction SAIF provides a dispute resolution service, as an alternative to legal action.

You can contact SAIF by completing their complaints form which is available by contacting them on 0345 230 6777 or email to [standards@saif.org.uk](mailto:standards@saif.org.uk).