

Terms of Business for Peter Evans Funeral Directors a partnership managed by Alison Booth and Stuart Booth having its registered address at Rosewood, Plashett, Laugharne, Carmarthen, SA33 4TT, (“we”, “us” or “our”).

#### 1. Estimates and Expenses

Once the funeral arrangements have been discussed and decided upon, we will provide you with a confirmation of the arrangements and an estimate of the costs that will be incurred.

The estimate is an indication of the charges likely to be incurred on the basis of the information and details we know 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 change their rates or charges.

We may not know the amount of third-party charges in advance of the funeral, however we will give you a best estimate of such charges on the written estimate. The actual amount of the charges will be detailed and shown in the final account.

#### 2. Payment Arrangements

A final account will be sent 7-10 days after the funeral has taken place, which will be due for payment within 30 days. Overdue accounts may incur interest of 2% per month and we reserve the right to reclaim any legal or court costs we incur due to non-payment.

#### 3. Data Protection

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 our services. In order to provide our services, we may need to pass such data to third parties who are performing some of the services for you. We will not pass your details to third parties for marketing purposes whatsoever.

Under the Regulations you have the right to know what data we hold on you and you can, by applying to us in writing and paying a fee, receive copies of that data.

Our Privacy Policy can be found at [www.pefd.co.uk](http://www.pefd.co.uk)

#### 4. Cooling-Off Period

The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 may give you the right to terminate this agreement in the cooling-off period of fourteen days. If you wish the performance of the agreement to which this right applies to commence before the end of the cooling-off period, you must sign the authority in the form which will be handed to you. In the event that you exercise the right to cancel this contract during the cooling-off period, you will be required to pay for any goods and services already supplied.

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

#### 6. Conduct

We are a member of The National Society of Allied & Independent Funeral Directors “SAIF” a private limited company by guarantee with registered number 02436831, having its registered address at SAIF Business Centre, 3 Bullfields, Sawbridgeworth, Hertfordshire, CM21 9DB, 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.

If however, you have any questions or concerns about the service we provide to you, then please raise them in the first instance with Stuart Booth. If that does not resolve the problem to your satisfaction SAIF provides a dispute resolution service. They can be contacted by completing their complaints form which is available by either visiting the SAIF website, by email to [standards@saif.org.uk](mailto:standards@saif.org.uk) or by phone 0345 230 6777.

#### 7. Agreement

Your continuing instructions will amount to your continuing acceptance of these Terms of Business.