

10, Priestsic Road
Sutton in Ashfield
NG17 4EB
01623 557313

50, Station Road
Kirkby in Ashfield
NG17 7AS
01623 397700

A. Wass

FUNERAL DIRECTORS Ltd.

Independent Family Funeral Directors - Est. 1903

204, Chesterfield Road South
Mansfield
NG19 7EJ
01623 397720

Director: Paul Brown Co. Registration No: 7099497

TERMS OF BUSINESS

We are a member of the National Association of Funeral Directors 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.

1. Estimate and Expenses

The estimate overleaf sets out the services we agree to supply. This 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 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. If you amend your instructions, we will require your written confirmation of the changes. We may need to make an extra charge in accordance with prices published in our current price list. We will add VAT to our charges where applicable and at the rate applicable when we prepare the invoice.

2. Payment Arrangements

The Company requires payment for the estimated cost of disbursements within 48 hours of arrangement and the remaining total of estimated costs of the funeral in advance of the date of the funeral, unless otherwise agreed by us in writing. We accept payment by Cheque, Card, Bank Transfer or Cash.

If you fail to pay us in full by the due date we may charge you interest.

- at a rate of 4% above our banks' base rate from time to time in force.
- calculated (on a daily basis) from the date of our account until payment.
- compounded on the first day of each month, and
- before and after any judgement (unless a court orders otherwise).

We may recover (under clause 3) the cost of taking legal action to make you pay.

3. Indemnity

You are to indemnify us in full and hold us harmless from all expenses and liabilities we may incur (directly or indirectly including financing costs and including legal costs on a full indemnity basis) following any breach by you of any of your obligations under these Terms. This means that you are liable to us for losses we incur because you do not comply with these Terms, for example, we will charge you an administration fee where we receive a cheque from you, which is subsequently not honoured, or if we write to remind you that an account is overdue. If we instruct debt collection agents we may also recover the fees we incur from you. Further details regarding these fees are available on request. We may claim those losses from you at any time and, if we have to take legal action, we will ask the Court to make you pay our legal costs.

4. Data Protection

Words shown in *italics* are defined in the Data Protection Act 1998 ("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* for the purpose of carrying out our service. In order to provide our services 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 and you can, by applying to us in writing and paying a fee, receive copies of that data.

5. Cooling-Off Period

The Consumer Contracts (Information, Cancellation & 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 reasonable amount for goods and services already supplied.

6. 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 you're your termination is received.

7. Standards of Service

The National Association of Funeral Directors' Code of Practice requires that we provide a high quality service in all aspects. If, however, 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 the National Association of Funeral Directors through the NAFD Resolve provides a low cost dispute resolution service, as an alternative to legal action. You can contact NAFD Resolve at 618 Warwick Road, Solihull, West Midlands B91 1AA. The NAFD Resolve, and how it can be accessed, is explained in the leaflet entitled "Your Right to Put It Right" made available to you and on display on our premises. The NAFD Resolve provides independent conciliation and arbitration through CEDR, a wholly owned subsidiary of the Chartered Institute of Arbitrators. All dates and times provided on the estimate cannot be guaranteed until final bookings are made and confirmed. Although we endeavour to provide a prompt and efficient service for you, there may be instances where, because of circumstances beyond our control, we are unable to fulfil our obligations to you on the date or time specified. Where this is the case we will attempt to contact you in advance, using the details overleaf, and advise you of alternative arrangements.

8. Agreement

Your continuing instructions will amount to your continuing acceptance of these Terms of Business. Your instructions will not create any right enforceable by virtue of the Contracts (Rights of Third Parties Act 1999) by any person not identified as our client.

If any of these terms are unenforceable as drafted -

- it will not affect the enforceability of any other of these Terms, and
- if it would be enforceable if amended, it will be treated as so amended

Nothing in these Terms restricts or limits our liability for death or personal injury. This agreement is subject to English Law. If you decide to commence legal action, you may do so, in any appropriate UK Court.

DISCLOSURE OF INTERESTS

A Wass Funeral Directors Ltd, 10 Priestsic Road, Sutton in Ashfield, Notts, NG17 4EB Company Reg. No 7099497
A Wass Funeral Directors Ltd is owned and managed by director, Mr Paul Brown.

There is no business or material financial interest in a price comparison website. There has been no material charitable donation to a third party. There has been no charitable contribution or payment of gratuity to a third party. There has been no material form of payment to a third party that does not relate to a cost incurred or service provided by the third party on behalf of or to A Wass Funeral Directors Ltd.

LOCAL CREMATORIUM FEES

Mansfield Crematorium

Attended service standard fee: 10.00am onwards (40 minute service time)	£1050.00
Unattended service	£482.00
During off-peak time on a weekday Attended service reduced fee 8.45am, 8.30am, 9.15am & 9.30am (30 minute service time)	£865.00