

TERMS OF BUSINESS

We are a member of the National Association of Funeral Directors (NAFD) 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 Estimates and Expenses

The estimate 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 the estimate. Whilst 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 give you a best estimate of such charges in 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

We will request a deposit at the time of arranging the funeral. The balance of funeral account is due for payment within thirty days of the date of the invoice unless otherwise agreed in writing. If the invoice is not paid within thirty days we reserve the right to accrue interest on the balance due.

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

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 services. 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 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 a 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 time your termination is received.

7 Standards of Service

The 'NAFD' 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.

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H.W. MASON & SONS

If that does not resolve the problem to your satisfaction then please contact the NAFD, NAFD Resolve is the independent funeral complaints service. It's free, easy to use and covers 4,100 UK funeral homes that are members of the NAFD. It is fully funded by the NAFD, with conciliation and adjudication services provided by qualified professionals. Your funeral director, as a member of the NAFD, is bound by the terms of the NAFD's Code of Practice. This requires them to provide a very high level of service to you and, if a complaint is raised, to abide by the outcome of the NAFD Resolve process. A copy of the NAFD Code of Practice is available from your funeral director, or can be downloaded from the NAFD website.

How to use NAFD Resolve:-

You can make a complaint via our online complaint form on the complaints section of our website: nafd.org.uk.

If you do not have access to the internet, you can request a call back from a member of our complaints team by leaving a voice message on: 0121 711 1636.

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 INTEREST

1. The ultimate owner of our business is H W Mason & Sons Ltd - Directorship Mr D F Mason & Mrs J A M Button Registration No. 6893500
2. H W Mason & Sons Ltd has no connection with any price comparison website.
3. a. There has been no material charitable donation to a third party
b. There has been no charitable donation or gratuity to a third party
c. There has been no form of payment to a third party that does not relate to a cost incurred or a service provided by a third party to H W Mason & Sons Ltd.

CREMATORIUM PRICE INFORMATION

Crematorium	Standard Fee Attended Service	Unattended Direct Cremation	Reduced fee/attended
Crownhill Milton Keynes	£995	£375	£500