

An outline of Services

Professional Charges

Arranging and conducting the Funeral

Before the Funeral

Availability of professional staff, 24 hours a day, to fulfil your requirements by telephone, at your home or in our offices, advising you and taking your instructions in respect of funeral arrangements liaising with and making payments to external parties on your behalf e.g. clergy, doctors, crematoria or burial authorities: providing advice, and guidance on registration of death: preparation, collection and distributions of all documentation necessary to allow the funeral to proceed legally.

On the day of the Funeral

Providing a funeral director and all the necessary personnel to carry out the funeral in accordance with your instructions and the provision of ongoing assistance thereafter. An additional charge will be made should we consider more than four bearers are required.

Caring for the deceased person

Provision of a suitable vehicle and the equipment necessary to bring the deceased to our premises; preparing the deceased as appropriate and dressing in own clothes or a gown as required; laying to rest in a coffin or casket; providing the facilities to care for the deceased until the funeral, including, if desired, viewing by appointment.

We aim to offer a complete service to help you through this difficult time. We are available at all times to answer any questions you may have, and to offer whatever assistance you may require.

Our Terms and Conditions & GDPR

These terms and conditions apply to the funeral arrangements you have requested from us:

1. Responsibility for payment - in signing this document you are accepting responsibility for full payment as detailed in the final account as well as authorising Clarkson's Independent Funeral Directors Ltd to proceed with the funeral arrangements. Your continuing instructions will amount to your continuing acceptance of these Terms of Business.
2. Cooling-off period - The Cancellation of Consumer Contracts made in the Consumer's home or Place of Work etc Regulations 2008 may give you the right to terminate this agreement in the cooling-off period of seven days. If you do terminate this contract within the period you required to pay for goods and services already supplied.
3. Estimates - the costing for funeral arrangements is an estimate only until the final account. Any additional service will be charged accordingly. External payments made on your behalf will be estimated on the Confirmation of Funeral Arrangements and should these vary from the estimate provided, they will be itemised on your final account. As these are services not provided by us, we do not accept responsibility or liability for them.
4. Data Protection - We respect the confidential nature of the information given to us and, where you provide us with personal data we will ensure the information will be held securely, in confidence and processed for the purpose of carrying out our services. In order to provide our services some information may be passed on to third parties and they may contact you directly, however we will endeavour to speak to first where possible. We do not hold any payment information. GDPR protected.
5. 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 please raise them in the first instance with Mrs Sophie May or Mrs Carol Spalding. If that does not resolve the problem, the Funeral Arbitration Scheme provides a lost cost dispute resolution service: 618, Warwick Road, Solihul, West Midlands. B91 1AA. Leaflets are available. We will take responsibility for our own negligent actions, should those occur with evidence of doing so, in selecting or instructing the suppliers.
6. Valuables - we will take all reasonable steps to ensure that jewellery and other valuables received by us are taken care of, but unless due to our own negligence, we do not accept responsibility or liability for any act or omission in relation to these items by someone not employed by us and in particular where these items are displayed for viewing.
7. Payments - the balance of the invoice is required within the date specified. Payments may be made by cash, cheque, card payment or online banking transfer.
8. Interest - if our invoice is not paid within the date specified we may charge interest at a rate of 15% per annum from the date of the invoice due date until payment is received. If the invoice remains outstanding we may transfer your debt to another company for collection and you will be responsible for the cost of taking any legal action, or using a debt service to make you pay the account. This clause is notice to you of this assignment between us and the other company should this action be required.
9. Ashes - we will retain the ashes for a 5 year period whereby if no agreement has been made, or contact is unable to be made between ourselves and the client, the ashes will be privately scattered under the guidance of Clarkson's.