**TERMS AND CONDITIONS**

The account is due by the date on the invoice. If it is still outstanding after 2 months of the invoice date, 3% interest will be added per month to the outstanding amount. ***Professional services*** These include all arrangements in connection with the funeral, assistance and advice in matters relating to the funeral, attendance and service of staff, attending to all documentation, care of the deceased and use of the chapel of rest (chapel visits and storage may at times be at J Edwards Funeral Directors), provision of a motor hearse, funeral director and embalming of deceased if required. ***Payment of account*** East Coast Cremations operates a clear pricing policy, our price list provides clients with a full and detailed explanation of our charges as required. In addition to our charges, disbursements must be paid to the Doctors, Minister of Religion, Cemetery or cremation fees and such like. When the funeral plans are completed, you will be given a written estimate of all the charges incurred by the service you have requested. Where the total estimated account in deemed excessive, you may be asked to make an interim payment. We ask for this estimate to be signed as consent that you accept the charges and will be liable for payment for payment of the account when submitted. This is usually 7-10 days after the funeral. If wished, the account may be forwarded onto your solicitor. We reserve the right to add interest on all outstanding accounts at 3% per month on accounts that remain unpaid after 60 days and any legal cost and court costs incurred due to non-payment. If, because of your circumstances, you have to make a claim for assistance from the Department of Work and Pensions, please note that stringent rules apply as to the amount of help available. Please talk to us, in confidence, for guidance. ***Right to cancel*** You have the right to cancel the contract if you wish. This right can be exercised by sending or taking a cancellation notice to the funeral director at any time within the period of 14 days starting on the day of arrangement. The right to cancel can be lost during the cancellation period if the service is provided in full before the 14 days elapses. Where applicable, payment may be required to be made in respect of the services carried out or disbursements paid, once the performance of the contract has begun and prior to the cancellation notice being received. If you wish to cancel the contract you must tell the person named below, in writing within 14 days. You may copy this form if you wish but you do not have to. ***General Data Protection Regulations*** We will treat your personal information with care and confidentiality in line with the UK Data Protection laws. We will not share your information with 3rd party organisations without your permission.We need your consent to share your personal information with 3rd parties with regards to the above arrangements. Companies such as: Crematorium; Church; Civil Celebrant. For further information please refer to our Privacy Policy.

I have read and understood these terms and conditions.

I give my consent for my personal information to be shared with the 3rd parties listed above.

 Tick Box

Signed ………………………………………..………………………… Name (Block Capitals)…………………………………………………………

Address……………………………………………………………………………………………………………………………………………………………….

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(Complete and return a copy of this form ONLY IF YOU WISH TO CANCEL THE CONTRACT.)

To: **East Coast Cremations**

 **c/o 30 Bradfield Avenue, 01473 354883**

 **Hadleigh,**

 **Suffolk,**

 **IP7 5EX eastcoastcremations@outlook.com**

I/We (delete as appropriate) hereby give notice the I/we (delete as appropriate) wish to cancel my/our (delete as appropriate) contract reference………………………………………(trader to insert reference number, code or other details to enable the contract or offer to be identified)