

J. DILNOT SMITH & SON

• *Established for over seven generations* •

INDEPENDENT FUNERAL DIRECTORS



J. DILNOT SMITH & SON

J. Dilnot Smith & Son Funeral Directors is a family owned and run business with two offices covering a wide area surrounding Deal and Sandwich.

We have been established for over seven generations and have gained an excellent reputation for providing a personal, caring and professional service to our clients.

Our staff have been trained to treat clients with the same sympathy and understanding that they would wish to receive themselves.

When someone dies there are many decisions and arrangements to be made. Unfortunately these often have to be made at a time of personal distress.

We hope the following information will provide help and guidance about what to do from the moment of a person's death.



A LITTLE BIT ABOUT US

Although early family records were destroyed, I can prove 6 generations of Funeral Directors. John Dilnot Smith, my Great-Grandfather, moved to "Belle Vue" Beacon Lane, Woodnesborough in 1900 when the present house was built. The family business was Building Contractors/Wheelwrights and Undertakers. His son Richard came into the business after the 1st World War, and continued until my father, Ernest took control in 1960.

The funeral undertaking side of the business had grown to the point where my father dropped the building side and traded solely as Funeral Directors. I entered into partnership with my father in January 1984.

My wife Sally and I started a programme of development and modernisation which resulted with the opening of a branch office at Walmer in 1991.

In 1988 Sally and I were "on call" 24 hrs a day and 7 days a week, only calling on our casual staff for house removals and funerals. The development of mobile phones enabled us to almost have a normal family life.

I arrange funerals for the same families as did my father, grandfather etc. as well as families to whom I have no connection, but the words of guidance handed on by my father apply at all time:

"Treat all the deceased with the same care and respect that you would give a member of your own family"

We arrange funerals over a large rural area and regularly travel to various parts of the country. Deaths abroad pose no problem these days as arrangements can be made quickly by email and telephone.

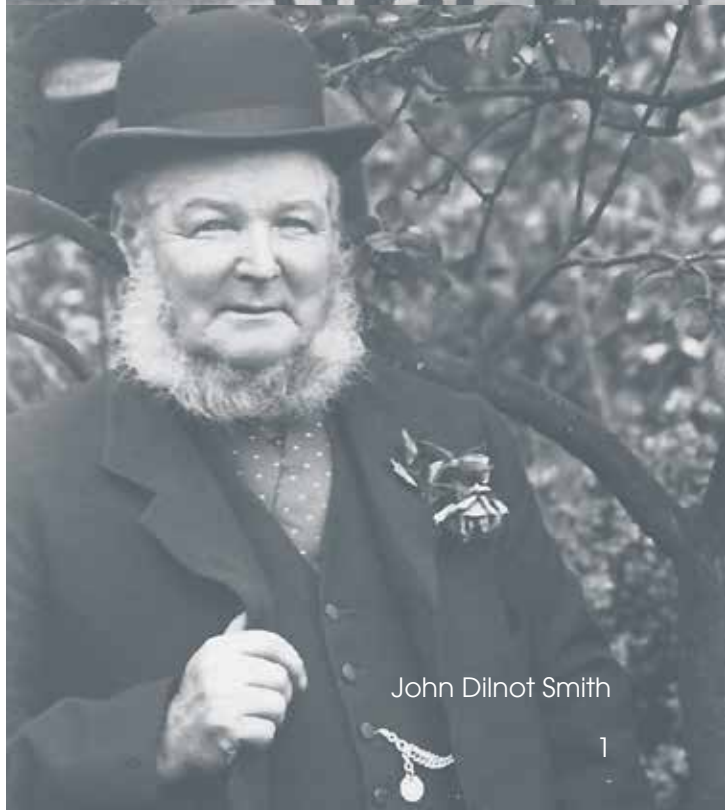
My son Tom joined the family business in 2010, becoming the seventh generation to work for the firm. Today, he oversees its day-to-day operations with the outstanding support of our dedicated staff.

"Many funerals are sad and can be quiet farewells, some are tragic and heart rending (even for supposedly hardened professionals), but occasionally we are able to arrange a funeral which is a glorious celebration of a persons life. I meet many bereaved at their lowest ebb and to some can be a reminder of their loss, but I am always grateful to the friendship extended by these families.

Ian Dilnot Smith

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John Dilnot Smith

WHAT TO DO WHEN SOMEONE DIES

When someone dies there are many decisions and arrangements to be made. Unfortunately these often have to be made at a time of personal distress. What needs to happen first will depend on the circumstances of the death and where death has occurred. This will also affect the type of documentation that you will need.

We hope the following information will provide help and guidance about what to do from the moment a person dies.

- **At home or in a Care home (expected)**

If the death is expected call the deceased's GP Surgery or 111 if outside of surgery hours. Once the death is certified call your nominated Funeral Director.

- **At home or in a Care home (unexpected)**

If the death is unexpected call 999 and request an ambulance and the police. They will arrange for the coroner's assistance once the death has been certified.

- **In hospital or a Hospice**

The bereavement team will guide you through the next steps.

You can contact us at any time to instruct us as your funeral director. We will be able to explain the next steps and liaise with the other parties involved.

- **What do you do when someone dies at home?**

When someone dies at home and the death is expected, you will need to call the deceased's GP Surgery who, if satisfied with the cause of death, will contact the Medical Examiner with a proposed cause of death.

The Medical Examiner will discuss the deceased person's medical history with the GP and may wish to see patient records to confirm and agree

a cause of death before both the GP and the Medical Examiner sign the Medical Cause of Death Certificate. The Medical Examiner will also discuss the case with the Next of Kin (NOK) or Executor to ensure that they are satisfied that the cause is acceptable to them, to discuss any concerns they may have and to advise them when the Medical Cause of Death certificate has been delivered to the Registry Office.

If the death occurs outside of the surgery's hours then you should call 111 for the on-call doctor or district nurse. They will then attend and confirm the death. They will not be able to issue the Medical Certificate of Cause of Death as this will be completed by the deceased's own GP. They will however provide you with a Funeral director's confirmation of death transfer document which you should pass over to our staff when they arrive.

The GP and Medical Examiner will then arrange to complete the Medical Cause of Death Certificate as above.

- **What do you do when someone dies at home unexpectedly?**

If someone dies at home unexpectedly you will need to contact the emergency services on 999 and request an ambulance and the police.





The paramedics will carry out resuscitation or will confirm the death. The police will arrange for the deceased to be moved to a mortuary by a funeral director acting for the coroner. The coroner may order a post mortem examination to determine the cause of death and then issue the documents allowing the death to be registered.

Our staff are on call at all times, day or night, to help you through this process and can be contacted on 01304 380914 or 01304 812300

- **What happens when someone dies in a Care Home?**

Care home staff will liaise on your behalf in the event of the death occurring in the care home. If it is an expected death and the death has been certified then they will contact your funeral director of choice. If the death is unexpected they will contact the emergency services.

If the doctor is unsure about the actual cause of death even if it was clearly from natural causes, or if the deceased died suddenly, or the death is unnatural, they will contact the coroner.

The coroner will arrange for the deceased to be moved to a mortuary by a funeral director acting for the coroner.

The coroner may order a post mortem examination to determine the cause of death and then issue the documents allowing the death to be registered.

- **What happens when someone dies in a Hospice or Hospital?**

If the deceased has died in hospital or hospice and you are the named next of kin, the nursing staff will inform you.

Most hospitals have bereavement staff who coordinate the issue of documentation and will explain the procedures to you.

In other places this may be done by the ward

staff. In some cases the hospital staff will have to refer the death to the coroner. This means they will not be able to issue the Medical Certificate and the coroner's office will give you further information about when you can register the death.

Once the relevant certificates have been issued our staff will be able to remove the deceased to our chapel of rest.

If the person who has died had registered for organ or tissue donation and they are eligible, the transplant coordinator at the hospital will talk to you regarding the arrangements.

- **What happens when someone dies overseas?**

If the death occurs overseas, the registration process in that country must be followed in order to obtain a death certificate.

You can arrange to have the funeral overseas if you wish. However, if you would prefer to return the deceased back to the UK please contact us and we will be able to advise you on the practicalities.

This will include obtaining necessary documents from:

- The Registrar of Deaths and sometimes the Coroner in the UK
- The documents needed from the country of death
- The British Embassy or High Commission

If covered by an insurance policy the repatriation will be arranged directly by the insurance company

If the repatriation is your responsibility then please check with us regarding the costs involved before confirming arrangements as all repatriation specialists require prior payment.

REGISTRATION OF DEATH

A death should be registered as soon as possible, by law within five days from the issuing of the Medical Cause of Death Certificate to the Registrar.

To do this you need to firstly establish if the deceased's doctor, or the doctor who was last in attendance, can sign the Medical Certificate of the Cause of Death. They will send a proposed cause of death to the Medical Examiner who will discuss further with the GP and the Next of Kin / Executor.

Once both the GP and Medical Examiner have signed the Medical Cause of Death Certificate the Medical Examiner will inform the Next of Kin / Executor that the Certificate has been sent to Registry Office and they may now book their appointment to register.

When you know that the certificate has been sent to the Registrars, you will need to telephone the registrars call centre to make an appointment to register the death.

They can be contacted on **03000 415151** or by using their website: <https://secure.kent.zipporah.co.uk/CeremonyPlanner>

If it is more convenient deaths can now also be registered at: Broadstairs, Cranbrook, Dartford, Faversham, Folkestone, Gravesend, Herne Bay, Hythe, Lydd, Maidstone, Margate, New Romney, Pembury, Sevenoaks, Sheerness, Sittingbourne, Swanley, Tenterden, Tonbridge, or Tunbridge Wells.

- **Who can register a death?**

- a relative of the deceased
- a person who was present at the death
- an administrator from the hospital where the person died
- a person arranging the funeral with the funeral director

- **What do I need to bring?**

- the medical certificate of cause of death issued by the doctor. If there has been a post mortem, the coroner will send this directly to the registrar
- birth and marriage or civil partnership certificates if these are available
- disabled parking 'Blue Badge' and concessionary bus pass if applicable
- a method of payment for copies of the death certificate – cash, credit or debit card, cheque.

Deaths can be registered at the following locations which operate on an appointment only basis.

ASHFORD
Ashford Gateway,
Church Road,
TN23 1AS

CANTERBURY
Canterbury Library,
The Beaney,
18 High St,
CT1 2RA

DEAL
The Library,
Broad Street,
CT14 6ER

DOVER
Dover Discovery Ctr,
Market Square,
CT16 1PH

RAMSGATE
The Library,
Guildford Lawn,
CT11 9AY





Any copies of death certificates will be charged at a rate of £12.50 per document. The accuracy of the registration can be improved by bringing some extra identification documents with you. This might be a passport or driving licence.

After the registration entry is complete, the registrar will give you:

- a certificate for burial or cremation (form 9) a green form to give to the funeral director. Please request for the Registrars to email us the form directly. If the death has been referred to the coroner and the funeral is a cremation, the equivalent form will be sent by the coroner to your funeral director
- a certificate of registration of death (BD8 form) a white form to be completed and sent by you, with any benefit or pension details to the Department of Work and Pensions.

• **Deaths reported to the Coroner**

If the deceased's doctor is unable to issue a death certificate the death is referred to the Coroner for investigation. A Coroner's officer should now inform you of what will happen. In most cases a post-mortem examination will need

to be carried out and in some cases an inquest will be opened afterwards.

Funeral arrangements should not be finalised until the Coroner gives permission, although when a date for the post-mortem has been fixed a provisional funeral booking can usually be made.

• **Registration of a Coroner's case**

To register a coroner's death (non-inquest) you should wait for the coroner to inform you that you can make an appointment with the registrars. If the funeral is a cremation then the Coroner sends a cremation certificate directly to the crematorium allowing the funeral to take place. You should however register the death as soon as possible.

If the funeral is a burial then you must register the death before the funeral and you will be given a green certificate which you should give to us. If the Coroner opens an inquest into the death then you will not be able to register the death until after the inquest has taken place. The Coroner will issue you an Interim Death Certificate and to us either a cremation certificate or burial order to allow the funeral to take place.



FUNERAL SERVICES

Funerals mark one of the most difficult moments in people's lives, making it essential that they are carried out with professionalism and sensitivity. A well-handled service provides structure, dignity, and respect for the deceased while also offering comfort and reassurance to grieving family and friends.

Together, professionalism and compassion help funerals serve their purpose as both a farewell and a step toward healing.

- **Direct Funerals**

A direct cremation is an affordable alternative to a traditional funeral service.

This would be a simple and respectful unattended service at a crematorium of our choice. This includes:

- The arrangement interview at one of our offices to prepare and attend to all essential documentation.
- The removal and care of the deceased during office hours, within a 30 mile radius.
- The provision of a hearse only, funeral director and staff direct to the nearest crematorium or cemetery. Crematorium fee included.
- The provision of a wood effect coffin with 4 handles name plate and simple lining.

- **Attended Direct Cremation**

10 minutes in the chapel for up to 8 people. This is exclusive to SAIF members as part of the Diamond Partnership with the Westerleigh Group.

- **Cedar Lodge Direct Cremation**

(at our chapel in Woodnesborough followed by a cremation at a crematorium of our choice)

15 minutes in our chapel for up to 20 people with music, or 20 people with an officiant and music.





• **Basic Funeral**

A simple, respectful service which fulfils our professional membership guidelines and as recommended by the office of fair trading.

This includes:

- The arrangement interview at one of our offices to prepare and attend to all essential documentation.
- The removal and care of the deceased during office hours, within a 30 mile radius.
- The provision of a hearse only, funeral director and staff direct to the nearest crematorium or cemetery
- The provision of a wood effect coffin with 4 handles name plate and simple lining

*Please note that no additional services can be added to the Basic Funeral (e.g. Limousine) and the Basic Funeral cannot be used with insurance based plans.



• **Green and Eco funerals**

A funeral can be a reflection and celebration of a life as well as an acknowledgment of a loss. We believe in helping and supporting families in choosing a funeral that reflects the life of the person who has died.

In life, many people are concerned about the environment and in death we are still able to continue these sentiments with a Green or Eco funeral.

This can be either a burial in a local churchyard or cemetery, a natural burial ground, a woodland burial ground or a cremation with the cremated remains scattered at an appropriate site.

In line with the environmental approach coffins must be of biodegradable materials such as untreated wood, cardboard, willow, seagrass ,bamboo and wool. Shrouds and clothing should also be of natural materials along with flowers that can be sourced locally and if possible, all vehicle movements kept to a minimum.

CHOOSING A COFFIN

Choosing the right coffin for a loved one is an important part of the grieving and farewell process, as it reflects both respect for the person who has passed and care for those left behind. A thoughtfully chosen coffin can honour the individual's personality, beliefs, and wishes—whether that means selecting a particular material, style, or level of simplicity. Beyond these factors, making this choice can provide a sense of closure and comfort, helping family and friends feel that they have given their loved one a dignified and meaningful final tribute.

The Simple Coffin



A simple Elm effect coffin, lined, four nickel effect handles, name plate, wreath holders and ornaments.

The Traditional Coffin



A polished veneered Oak coffin, lined, six brass effect handles, name plate, wreath holders and ornaments.

The Brinkley Coffin



A Sapele or Oak veneered coffin with panelled sides and raised lid, lined, six nickel or brass effect handles, name plate, wreath holders and ornaments.

Solid Wooden Coffins



A solid Utile or Oak coffin, lined, six nickel or brass effect handles, name plate, wreath holders and ornaments.

Solid English Caskets



A solid Utile or Oak casket, lined, nickel or brass effect bar handles, name plate, wreath holders and ornaments.

Veneer English Caskets



A veneered Utile or Oak casket, lined, nickel or brass effect bar handles, name plate, wreath holders and ornaments.



The Pandanus Coffin



Available in round or traditional, lined with waterproof cotton liners.

The Banana Coffin



Available in round or traditional, lined with waterproof cotton liners.

The Bamboo Coffin



Available in round or traditional, lined with waterproof cotton liners.

English Willow Coffin



Buff & Natural / Buff & Green / Buff & Brown
Available in round or traditional, lined with waterproof cotton liners.

The Banana Casket



Cerise or Ebony
Lined with waterproof cotton liners.

Cardboard Coffins



Manila, White, Woodgrain Effect
100% Natural and Biodegradable



The Swaledale Woolen Coffin



Available in Natural, Limestone or Russet

Somerset Willow Coffin



Available in Weatherbeaten Gold Willow, Buff Willow or White Willow

Somerset Willow Traditional Coffin



Available in Weatherbeaten Gold Willow, Buff Willow or White Willow

Colourful Coffins



Various designs available, all coffins can be personalised and are available in traditional wood or cardboard.

CASKETS

Solid Utile Casket



Solid Oak Casket



URNS, KEEPSAKES AND SCATTER TUBES



FUNERAL VEHICLES

We have a modern fleet of Mercedes motor vehicles coach-built by Coleman Milne.



Limousine

The Limousines can each provide seating for up to six mourners.



Large deck Hearse

The Hearse has a large deck that carries the coffin and has a enough room to display floral tributes which can be viewed through the large rear and side windows.



Austin 1930 Hearse

The 1930 black vintage Austin hearse, which has a lovely ornate roof for flower tributes.



Land Rover Hearse

The Land Rover Defender Hearse is a very fitting tribute for any person looking to add an individual touch to that final journey.



Horse Drawn Hearse

The Horse Drawn Hearse is available in black or white with either two or four horses.



White VW Hearse

A VW 'type 26' Bay coach built hearse. Family members can follow in matching stretched VW Beetles if they wish.



Motorcycle Hearse

Choose from either a classic or Cafe Racer Triumph, a Suzuki Hayabusa or a silver Harley Davidson. It is possible for a relative to ride pillion.



Vintage Lorry Hearse

A beautiful red and blue 1950 Leyland Beaver with a special plinth on the back for the coffin and flower tributes.



Woodie Estate

A beautiful 1950 Lea Francis Woodie Estate. (Subject to Availability)

LOCAL CREMATORIA

Barham Crematorium

Barham Crematorium is a beautiful place of beauty and peace set within acres of manicured parkland with majestic views across the Elham Valley.

Built in the finest tradition, the Chapel is surrounded by beautiful gardens with rose beds, wide expanses of lawns and woodland.

This serene, natural parkland setting provides a place for peaceful contemplation all year round with the glorious displays from spring bulbs, to the summer fragrance of the rose gardens, this is a place of excellence, tranquillity and tradition.

Canterbury Road (A260), Barham, Nr Canterbury, Kent. CT4 6QU

Tel: 01227 831351

Email: barham@westerleighgroup.co.uk



Hawkinge Crematorium

Hawkinge Crematorium opened in 1956 on the site of an existing cemetery. The cemetery at Hawkinge Crematorium is still used for burial services today.

The crematorium is situated on the site of an old airfield used by Spitfire and Hurricane pilots during the Battle of Britain, and two of the gardens of remembrance are named after these planes. The film Battle of Britain was largely filmed at Hawkinge and the nearby Jackdaw public house.

The dedicated and caring staff treat every family with dignity and respect. At the service we will be there to help you every step of the way.

Aerodrome Road, Folkestone, Kent CT18 7AG

Tel: 01303 892215

Email: hawkinge.crematorium@thecmg.co.uk



Faversham Crematorium

In 2023 Memoria Faversham & Mid Kent Memorial Park & Crematorium opened. It offers cremation facilities and a Garden of Remembrance for cremated remains in a beautifully-landscaped setting, with manicured gardens and restful country views. Their aim is to provide immaculately clean and tidy facilities in tranquil and beautiful surroundings attended by people who are sincerely dedicated to our mission, and who take great pride in their work as a result.

Staple Street, Goodnestone, Faversham, ME13 9LY

Tel: 01795 608650

Email: memoria@kentmemorial.co.uk



Thanet Crematorium

Based in Margate, Thanet Crematorium is managed by Thanet District Council.

The crematorium has one service chapel. Each service is booked for 30 minutes and is not limited to a particular religion, even offering non-religious services for those who wish to organise one.

If you book a service here then you will be given the option to play your music through the bespoke music system to give a modern effect. However, if you like the idea of having a more traditional service, then you can request for an organist to play.

Manston Rd, Margate CT9 4LY

Tel: 01843 577333



Herne Bay Crematorium

Our chapel building, set within peaceful memorial gardens, has been sympathetically designed to blend in with the surrounding landscape with the use of stone and natural materials. Using the latest technology and modern facilities, we offer you an exceptional location for funeral services and memorialisation.

Our beautiful memorial gardens have been landscaped with trees and lawns, offering a place of peace and tranquillity.

Bullockstone Rd, Herne Bay, Kent CT6 7NF

Tel: 01227 201 961

Email: hernebay@westerleighgroup.co.uk



What typically happens at the crematorium on the day of the funeral?

The mourners will normally gather in the waiting room a few minutes before their appointed time at the crematorium. The funeral director will arrive with the hearse and principal mourners. The crematorium chapel attendant will accept the coffin by checking the name plate to ensure correct identity and the body will be transferred from the hearse to a trolley. When the principal mourners are ready to proceed the coffin will be conveyed into the chapel by the funeral director or by family bearers. The coffin will be placed on the catafalque and the mourners will be directed to their seats by the funeral director and the funeral service will proceed.

Do I have to have the curtains closed after committal of the body?

During the service the body will be committed. Most crematoria will offer the family the choice of closing the curtains or keeping them open. This will be decided when the funeral arrangements are made so that the funeral director, minister or celebrant and crematoria staff are aware.

What happens when I leave the crematorium chapel?

At the end of the service the mourners will exit the chapel and will be directed to the flower bay. There they may inspect any floral tributes that the deceased may have.

What is a Garden of Remembrance?

The Garden of Remembrance (also known as a Memorial Garden) consists of special areas set aside for the purpose of burial or scattering of cremated remains. This area is usually adjacent to the crematorium building and is in constant use for this purpose. It may not be possible to mark or identify the exact location of individual cremated remains.

FUNERAL PLANS FROM GOLDEN CHARTER

People often don't like to talk about what they want for their funeral, but a Golden Charter funeral plan can help make things much easier for everyone. When the time comes, just one phone call to us is all that's needed to activate your plan.

We then take care of everything, all carried out according to your wishes as expressed in your funeral plan, helping to relieve your family of the stress and financial worry they may otherwise have had to face.

• What is a Funeral Plan?

A funeral plan is an easy way to arrange the funeral you want in advance.

A plan allows you to specify your wishes and pay for the funeral director's services included in your plan.

As customers often tell us, that can bring peace of mind to you and your family. A plan from Golden Charter also includes an allowance towards third party costs.

These are essential, non-funeral director services such as the cremation or burial fees, plus the minister or officiant's fee to perform the service.

At J Dilnot Smith & Son, we work in partnership with Golden Charter to provide you with a simple way to plan ahead. As one of the UK's largest funeral plan providers, Golden Charter has helped over one million people to plan ahead, so we're completely confident in offering their plans to you.

When the time comes, just one phone call to your funeral director is all that's needed to activate your plan and get arrangements under way. Your wishes will be taken care of and carried out according to your plan, helping to relieve your family of the stress and worry they may otherwise have to face. With less than half of people putting enough aside to cover the cost of a funeral⁴, taking steps now is a simple, thoughtful way to plan ahead that can save your family worry and expense, and help make things easier at a difficult time.

A smart way to plan ahead

The opportunity to pre-pay your funeral director services and fix their costs at today's prices is one of the key benefits of planning ahead with a funeral plan.

Plus, there's the comfort of knowing that however much the cost of these services increase in the future, once your plan is paid for⁵ there will be nothing more to pay for them – guaranteed.

• No waiting, no worrying

An added worry could be that funeral costs need to be paid straight away, leaving your family to pick up the bill. They may not have immediate access to your savings and, as it can take some time to wind up an estate, they could have a long wait until other assets become available.

Nobody wants their family to face money worries. With a funeral plan in place, you can be sure the cost of the funeral director's services will be taken care of, so your family can focus on taking care of each other.



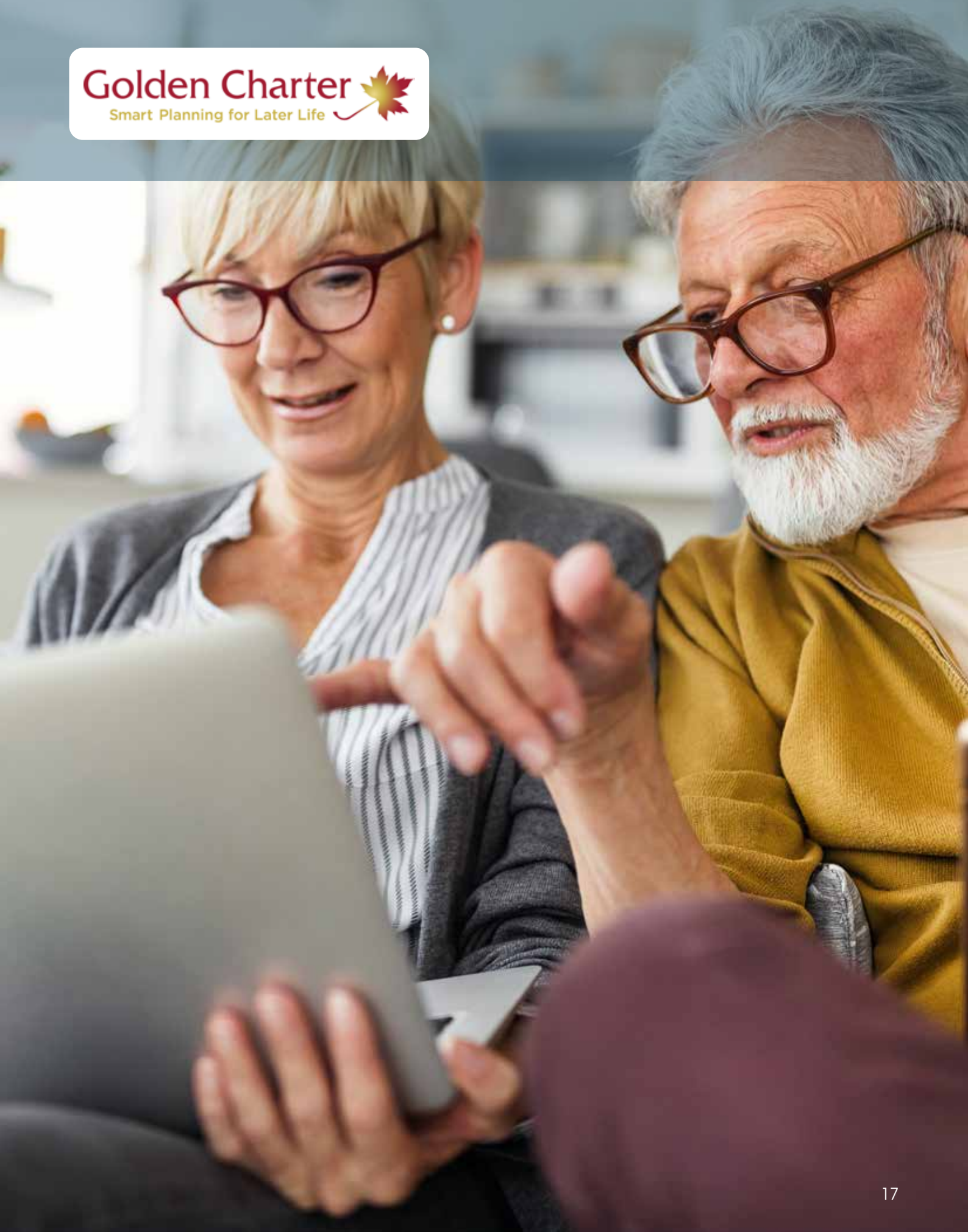
• What about Over 50s policies?

Over 50s insurance policies usually pay out a lump sum on death which can be used towards a funeral. But in most cases, as the lump sum is fixed at the outset of the plan, any future increase in funeral prices could mean the payment won't cover the cost of the funeral.

A Golden Charter funeral plan will pay for the funeral director's services covered by your plan at the time they are required, no matter what happens to prices in the future.

Choose the plan that's right for you

We have three plans to choose from, so whether you'd like a traditional cremation or burial service, or a no-fuss direct cremation, you can pick the one that best suits your needs.



TERMS OF BUSINESS

These include all arrangements in connection with the funeral, assistance and advice in matters relating to the funeral, attendance and services of staff, attending to all documentation, care of the deceased and use of the Chapel of Rest, provision of motor hearse, limousines, funeral director and embalming of deceased if required. We provide four pall bearers and can provide an additional two if necessary at extra cost.

If a family wish to provide their own pall bearers, we are able to provide assistance throughout but take no responsibility, these bearers must take responsibility for themselves regarding injury etc.

Payment of Account

J Dilnot Smith & Son operates a pricing policy in compliance with the Code of Practice of the National Society of Allied and Independent Funeral Directors. Our Price list provides clients with a full and detailed explanation of our charges as required by the Code. In addition to our charges, disbursements must be paid to Doctors, Ministers of Religion, Civil Celebrants, Cemetery or Cremation fees and such like.

When making the funeral arrangements you will be given a verbal estimate of all the charges incurred by the service you have requested. We ask for you to sign our arrangement form to :

- agree the arrangements made
- agree consent that you accept the charges and will be liable for payment of the account when submitted (which may include additional costs incurred as a result of any changes to the initial instruction)
- confirm that you have read and understood our Terms and Conditions.
- confirm that you have read and understood our privacy Policy

When the funeral plans are complete you will be given a written confirmation and estimate of all the charges incurred by the service you have requested. Where the total estimate account is deemed excessive you may be asked to make an interim payment. The account is usually 7-10 days after the funeral. If wished, the account may be forwarded to your solicitor or bank.

The account includes an administration fee which is deducted if full payment is received before the specified date. We also reserve the right to add interest on all outstanding accounts at 2% per month on accounts that remain unpaid after 60 days and any legal and court costs incurred due to non-payment.

The customer shall be liable to pay all costs, fees, disbursements, and charges including legal fees and costs reasonable incurred by us in the recovery of any unpaid invoices regardless of the value of the claim.

If you intend 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.

The Consumer Contracts Regulations Right to Cancel (Arrangements made in clients home only)

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 the arrangement. The right to cancel can be lost during the cancellation period if the service is provided in full before the 14 day's elapses.

Where applicable, payment may be required to be made in respect of any 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 persons named below, in writing, within 14 days. You may copy this form if you wish but you do not have to.

J. DILNOT SMITH & SON

GET IN TOUCH WITH US



J. Dilnot Smith & Son - Sandwich
Cedar Lodge, Beacon Lane
Woodnesborough,
Sandwich, Kent. CT13 0PD

Tel: 01304 812300
Email: enquiries@jdilnotsmith.co.uk



J. Dilnot Smith & Son - Deal
184 Gladstone Road,
Walmer,
Deal, Kent. CT14 7EL

Tel: 01304 380914
Email: enquiries@jdilnotsmith.co.uk

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• *Established for over seven generations* •

INDEPENDENT FUNERAL DIRECTORS

Offices & Chapels at Deal and Sandwich:

184 Gladstone Road, Walmer, Deal, Kent CT14 7EL • Tel: 01304 380914

Cedar Lodge, Beacon Lane, Woodnesborough, Sandwich, Kent CT13 0PD • Tel: 01304 812300

Email: enquiries@jdilnotsmith.co.uk

www.jdilnotsmith.co.uk



Proprietor: J. Dilnot Smith Ltd
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