

# J. DILNOT SMITH & SON

• *Established for over seven generations* •

INDEPENDENT FUNERAL DIRECTORS

## TERMS OF BUSINESS

### Professional Services

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:

- i. agree the arrangements made
- ii. 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)
- iii. confirm that you have read and understood our Terms and Conditions.
- iv. 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.

## CREMATORIA PRICES

The information below gives the prices charged by crematoria for an adult (18+ years) funeral within a 30 minute cortege journey of this funeral home.

Crematorium	Standard Fee Attended Service	Unattended Service	Reduced Fee Attended Service
Barham	£975.00	£350.00	£700.00 (9.20 am)
Hawkinge	£999.00	£499.00	£750.00 (9.30 am)
Charing	£975.00	£350.00	£700.00 (9.00 & 9.30 am)
Thanet	£899.20	£435.00	£675.20 (9.00 & 9.30 am)

## DISCLOSURE OF INTEREST

J Dilnot Smith & Son Ltd is solely owned by Ian P. Dilnot-Smith and Sally A. Dilnot-Smith

- We have 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 a service by the third party on behalf of or to J Dilnot Smith Ltd.