

Terms & Conditions

'The Client' The next of kin or executor of the deceased who is taking responsible for the funeral arrangement and payment. Revel funeral service will take instructions from the client only.

'The Company' Revel Funeral Service, trading name of A&M Promotions UK Ltd registered in England and Wales – Company N0 4684391. Member to The National Society of Allied & Independent Funeral Directors.

Agreement

1. Revel Funeral service will provide the client the services subject to the terms and conditions.
2. Revel Funeral service will provide the client with an estimate prior to the commencement of the services, that may be subject to revision in the event of the third-party costs vary or the client varies the services. Revel Funeral Service reserves the right to revise the estimate upwards or downwards and will notify the client of any such revisions.
3. All arrangements made for the service provided will be confirmed in writing to form part of the agreement.
4. The client warrants to Revel Funeral Service that he/she has the necessary authority to enter into the agreement.
5. Revel Funeral service shall be entitled to appoint sub-contractors to provide or assist with any part of the service.

Payment

1. The client will be requested to pay a deposit, such as the third-party costs incurred in connection with the service prior to the funeral taking place, such proportion shall be advised to the client by Revel Funeral service. The amount will be payable irrespective of any claim to the DWP for contribution towards the costs of the service provided.
This payment is required within 48 hours after making the arrangements.
2. Revel Funeral Service shall submit an itemised invoice to the client which shall be settled in full without any set off or deduction within 14 days from the date of invoice. If the payment is not made, then Revel Funeral Service shall be entitled to charge interest on the outstanding amount at the rate of 2%. such interest shall accrue daily until the outstanding amount is paid.
3. If all full payment amount is not made by the due date, then all and any collection costs and charges subsequently incurred by us or our suppliers will be additionally recoverable in full from the client.
4. If the client requests to transfer the responsibility for payment of the invoice to another family member or any other person whilst Revel Funeral Service reserves the rights to agree a transfer in principle should the account remain unpaid for the period of 14 days from the invoice date, then Revel Funeral Service reserves the right to proceed against both or either the client or the transferee for recovery of the full amount.

Cremated Remains

1. Revel Funeral Service shall retain any cremated remains for a period of 12 months following the date of cremation. Should the cremated remains not be collected or any other arrangement made within this time period then Revel Funeral Service will contact the client via letter and return the cremated remains to the client at his/ her last known address or dispose of them at the Revel's discretion.

Termination of Agreement

1. If the client serves notice on Revel Funeral service that he/ she wish to terminate the agreement before the service commence the deposit or third-party costs will be returned to the client with the deduction of an additional charge for the services already provided to the client or for the deceased.
2. Revel Funeral service reserves the right to charge the client for services already provided to the client or the deceased. This charge can be deducted from the deposit paid or a separate itemised invoice can be provided.

Complaints

1. If the client with any aspect of the service provided by Revel Funeral Service should write a letter for the attention of the Funeral Director outlining the reason of dissatisfaction. Revel Funeral service will then investigate the complaint and respond in writing detailing the outcome of the investigation. If the client is not willing to except the explanation or offer of settlement by the company then the client may refer the complaint to the approved, independent regulatory body recognised within the industry. Any settlement to be made to the client by Revel Funeral Service shall not exceed the total of the sums due from the client under the agreement and shall exclude any third-party costs incurred by Revel Funeral Service.
2. The Revel Funeral Service shall not be liable to the client or be deemed to be in breach of the agreement by reason of any failure or any delay in performing or a failure to perform any of the Revel Funeral Service obligations under the agreement if the delay or failure was due to any cause beyond the company's reasonable control including but not limited to war, industrial disputes, civil commotion, fire, computer failure, accident or disaster.
3. In the event the client has given instructions to Revel Funeral Service as part of the agreement to produce any customised items including but not limited to any printed material or any other form of commemoration for the deceased the client shall be liable for any additional cost that may be incurred by the Revel Funeral Service that the client alters their instructions or has been found to have given inaccurate instructions to Revel Funeral Service.