



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, registered in England and Wales – Company N0 4684391. Member to The National Society of Allied & Independent Funeral Directors.

Agreement

- Revel Funeral Service will provide the client the services subject to the terms and conditions.
- We are a member of the National Association of Funeral Directors and subscribe to their current Code of Practice, a copy of which is available upon request. We aim to act in a professional manner and provide a courteous, sensitive, and dignified service to you.
- 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.
- If you amend your instructions, we will require your written confirmation of the changes. We may need to make an extra charge in accordance with prices published in our current price list. We will add VAT to our charges where applicable, and at the rate applicable when we prepare the invoice.
- All arrangements made for the service provided will be confirmed in writing to form part of the agreement.
- The client warrants to Revel Funeral Service that he/she has the necessary authority to enter into the agreement.
- Revel Funeral Service shall be entitled to appoint sub-contractors to provide or assist with any part of the service.

Payment

- The client will be requested to pay a 50% deposit of the estimated cost of the funeral fees. 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 three days prior to the funeral taking place. Failure to make this payment may influence the postponing of the funeral.** This payment covers all disbursements cost, these costs will have to be made prior to the funeral taking place.
- 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.
- 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 of the client.
- 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

- **Cremated Remains will be released to 'the client' or 'nominated person' once the outstanding balance has been settled in full within the terms and conditions of our agreement.**
- Revel Funeral Service shall store any cremated remains for a maximum period of 12 months following the date of cremation. After the 12-month period prior prearrangement Revel Funeral Service can continue to hold the cremated remains, there may be storage charges applied.
- 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 Funeral Service discretion.

Termination of Agreement

- If the client serves notice (in writing) 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.
- 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.
- This agreement may also be terminated before the services are carried out by us, Revel Funeral Service if you fail to honour your obligations under these terms.

General Data Protection Regulations

- We (Revel Funeral Service Care) will collect personal information about you, the deceased and any other persons whom you supply details for. To allow us to fulfil the services agreed we will pass your details if required as part of the funeral arrangements to appropriate third parties such as Ministers/Clergy, Crematoriums & Cemetery staff etc.
We treat all information confidentially and in line with UK Data Protection Laws. We will never sell information collected to third parties. On signing the agreement, you are giving consent for us to share your information with the appropriate third parties.
If you would like further information on how we handle your personal information, please request a copy of our privacy policy.

Termination

This agreement may also be terminated before the services are carried out by us (Revel Funeral Service) if you fail to honour your obligations under these terms. or by you communicating to us in writing, terminating your instructions.

If we or you terminate your instructions you may, depending upon the reasons for terminations, you will be asked to pay a reasonable amount based upon the work carried out up to the time your termination is received.

Cooling - Off Period

The Consumer Contracts (Information, Cancellation & Additional Charges) Regulations 2013 may give you the right to terminate this agreement in the cooling off period of 14 calendar days. If you wish the performance of this contract to commence within the cancellation period, you must sign the authority in the form handed to you. In the event that you exercise the right to cancel during the cooling off period, you will be required to pay termination fees as detailed above.

Complaints

- 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 accept 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.
- 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, Pandemic, accident, or disaster.
- 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.

If you are still unhappy with your response you can contact The National Society of Allied & Independent Funerals Directors (SAIF) and quote our membership number 2809 to info@saif.org.uk or in writing to SAIF business centre 3 Bulfields, Sawbridgeworth, Herts, CM21 9DB.