# MANDATORY INFORMATION

## Terms and Conditions

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 our Chapel of Rest, provision of hearse, funeral director and embalming of deceased if required.

Payment of account

Merefield & Henstridge Ltd 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, Cemetery or Cremation fees and such like.
When the funeral arrangements 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 is 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 of the account when submitted. If wished, the account may be forwarded to your solicitor.
We reserve the right to add interest on all outstanding accounts at 2.5% per month on accounts that remain unpaid after 60 days and any legal 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.

## General Data Protection Regulation

We will collect personal information about you, the deceased and any other persons whom you supply details for. We will only pass your details to appropriate third parties, such as clergy, cemetery officers etc. to allow us to fulfil the services agreed. We will not sell your data to third parties. We may contact you after the funeral to discuss wishes for cremated remains or other memorial events organized by us. Your basic personal data (name, address, telephone number (s) and e-mail address (es) that you supply us is recorded on our arrangement forms when you instruct us. We will keep this indefinitely because it is useful to refer to if/when you contact us to arrange another funeral or memorial. We store this in paper format that can only be accessed by our staff.

Under GDPR rules you have the following rights:

- The right to request a copy of your personal data we hold:
- The right to request that we update any data if it is found to be inaccurate or out of date;
- The right to request that your data is deleted when no longer necessary for us to hold such data;
- The right to request that the data be transmitted to another data controller;
- The right (where there is dispute in relation to the accuracy or processing of your data) to request a restriction be put on further processing of your data
- The right to lodge a complaint with the ICO

## Disclosure of Information
## The ultimate owner of Merefield & Henstridge Ltd is Ian D Merefield

We have no connection with any price comparison website.
We have not made any material charitable donation, gratuity or payment to a third party