



## Terms Of Business

Eternal Pages Funeral Director's is a company which is incorporated in England and Wales with our company number being 13203233.

"You" being the client is engaging in our Services and "Services" referred to as the funeral arrangement.

We are souly instructed by you the client which if after in agreement with the quote supplied by us you go ahead and request the service will amount to your automatic acceptance of these terms in which case you acknowledge that you have fully read and understood and agree to these terms.

### Payment arrangement and agreement:

Once we have supplied you with a quote on the services that you require from us if you wish to go ahead and then book those services payment options are as follows:

On day you book a funeral with our self you are then bound to pay immediately in full all third party disbursements this is (Crematorium/Cemetery fees, Organist, Flowers, Minister). The remaining balance outstanding needs to be paid in full prior to the funeral taking place this needs to be 3 working days before the funeral is take place failure to do so we hold the right to cancel your funeral booked with us.

We accept cash, card (remote card) BACS and Cheque please be aware the funeral will not be confirmed until the cheque has cleared in to our bank. All cheques and BACS all need to be cleared before the funeral is to take place.

### BACS

### Dwp payment:

If you are a family that is going to do payments through the DWP (Department for working pensions) as there is not guarantee you are to be accepted all third-party fees are to be paied in full at the time of booking.

If we at Eternal Pages Funeral Directors do not receive written confirmation that you have been accepted or how much you will receive from the DWP full payment will still be required 3 working days before the funeral takes place.

### Adding or Cancelling Services:

When adding services if the service is third party then again at the moment of booking this service payment will need to be made immediately.

If you wish to cancel any services which unless the cancelation was in the first 3 days of booking the funeral then full payment for those third party services will still be required.

If you were to part use our services for example have us come along to a house to collect your loved one then you was to cancel a couple of days later or even 3 days later full charge will still be required of the services you used of ours.