

## Standardised Price List & Terms of Business Guide

Please use this guide to help you understand the service we offer in our Standardised Price List. We would suggest asking these questions whenever you are comparing cost and services.

What is the service you have outlined in your Standardised Price List?

*We do not offer "packages". These are our usual core professional fees.*

Do the fees you have outlined in your Standardised Price List change if I choose something different, such as a different coffin?

*No, these are our core professional fees and you only pay for an additional item or service cost. Our professional fees always remain the same.*

Is everything you charge outlined in the fee of £1999?

*There may be additional charges in exceptional circumstances, (for example extra milage outside of our 15 mile radius) as outlined in our Additional Options Price List.*

Which crematorium is the displayed prices based on?

*Torquay Crematorium.*

Can I choose a different coffin?

*Yes. If you choose a different coffin we simply replace the price of the Simplicity Range Coffin (as displayed in our Standardised Price list) with the price of your chosen coffin.*

What deposit do I need to pay and when?

*We do not charge any deposit. The full invoice is produced in the week after the funeral.*

Can I choose the date and time of the funeral service?

*Yes. You can choose a date and time that suits you and your family, subject to ours and the venues availability.*

Will the coffin be carried by your professional bearers?

*Yes. We always provide a full team of professional bearers and will always carry the coffin when it is safe to do so.*

Can I choose to add any additional product or service such as printed stationery or floral tributes without the professional fees increasing?

*Yes, our core professional fees do not change no matter what you add. You will only pay the cost of that additional product.*

Can we choose a family car or a special route without the professional fees increasing?

*Yes, our core professional fees do not change no matter what you add. You will only pay the cost of that additional service.*

Can we choose a church service or separate service venue?

*Yes, our core professional fees do not change no matter what you add. You will only pay the cost of that additional service.*