

Terms & Conditions:

TERMS OF BUSINESS

We are members of the National Association of Funeral Directors and subscribe to its 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.

Estimates and Expenses

The estimate we prepare sets out the services we agree to supply. This estimate is an indication of the charges likely to be incurred on the basis of the information and details we know at the date of the estimate. Whilst we make every effort to ensure the accuracy of the estimate, the charges are liable to alteration particularly where third parties change their rates or charges.

We may not know the amount of third party charges in advance of the funeral; however, we give you a best estimate of such charges in the written estimate. The actual amount of the charges will be detailed and shown in the final account.

If you amend your instructions we may 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.

Payment Arrangements

A deposit of payment of known disbursements is required two working days before the funeral, unless agreed otherwise during the arrangements. Non payment of the deposit will delay the funeral.

The funeral account is due for payment within thirty days of receipt of our account, unless otherwise agreed by us in writing. We reserve the right to charge interest at a rate of 4% above the Bank of England base rate from time to time.

Indemnity

You are to indemnify us in full and hold us harmless from all expenses and liabilities we may incur (directly or indirectly including financing costs and including legal costs on a full indemnity basis) following any breach by you of any of your obligations under these Terms.

This means that you are liable to us for losses we incur because, for example, we incur an administration fee where we receive a cheque from you which is subsequently not honoured or if we write to remind you that an account is overdue. If we instruct debt collection agents we may also recover from you the fees we incur. Further details regarding these fees are available on request. We may claim those losses from you at any time and, if we have to take legal action, we will ask the Court to make you pay our legal costs.

GDPR

Words shown in italics are defined in the Data Protection Act 1998 ("the Act").

We respect the confidential nature of the information given to us and, where you provide us with personal data, we will ensure that the data will be held securely, in confidence and processed for the purpose of carrying out our services. In order to provide our services, we may need to pass such data to third parties and those third parties, who are performing some of the services for you, may contact you directly. You have the right to know what data we hold, you can do so by applying to us in writing and paying a fee, receive copies of that data.

Right to cancel:

Cooling-Off Period

The Cancellation of Consumer Contracts made in the Consumer's Home of Place of Work etc Regulations 2008 may give you the right to terminate this agreement in the cooling-off period of fourteen days. If you wish the performance of the agreement to which this right applies to commence before the end of the cooling-off period, you must sign the authority in the form which will be handed to you. In the event that you exercise the right to cancel the contract during the cooling-off period, you will be required to pay a reasonable amount for goods and services already supplied.

Termination

This agreement may also be terminated before the services are delivered: (1) by us if you fail to honour your obligations under these Terms and (2) by you communicating to us in writing, terminating your instructions.

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

Conduct and Complaints

J. Lawrence & Sons (Undertakers) Ltd. staff are required to meet our client's needs and to deliver our services with the utmost care and diligence.

We are members of the National Association of Funeral Directors and abide by the appropriate NAFD Code of Practice, requiring that we provide a high quality of service on all occasions.

If you have reason to believe that we have fallen short of these standards, in the first instance we would ask you to contact either John Lawrence or Chris Lawrence (Directors) on [023 8055 4801](tel:02380554801) or via email at jlawrenceundertakers@btconnect.com, alternatively send a letter c/o 17, St. Denys Road, Portswood, Southampton. SO17 2GN.

In addition, at any time, you have the right to complain to the National Association of Funeral Directors (NAFD). The NAFD offers a free and independent Dispute Resolution Service which can be viewed at: www.nafd.org.uk/resolve.

NAFD Resolve is the independent funeral complaints service. It's free, easy to use and covers 4,100 UK funeral homes that are members of the National Association of Funeral Directors.

It is fully funded by the NAFD, with conciliation and adjudication services provided by qualified professionals from the Centre for Effective Dispute Resolution (CEDR).

CEDR is an independent non-profit organisation and a registered charity with a vision that better conflicts result in better outcomes leading to a better world. Their mission is to provide society with skills and solutions for effective dialogue and to bring about sustainable change.

As a member of the NAFD, we are bound by the terms of the NAFD's Code of Practice. This requires us to provide a very high level of service to you and, if a complaint is raised, to abide by the outcome of the NAFD Resolve process.

A copy of the NAFD Code of Practice is available from us, or can be downloaded from the NAFD website.

You can make a complaint via their online complaint form on the complaints section of their website: nafd.org.uk. If you do not have access to the internet, you can request a call back from a member of their complaints team by leaving a voice message on: 0121 711 1636.

You will receive notification that they have received your complaint within three working days.

If you do decide to make a formal complaint, we encourage you to speak to us first and to allow us the opportunity to work with you to resolve the matter. We aim to resolve all complaints as quickly as possible.

DISCLOSURE OF INTERESTS:

J. Lawrence & Sons (Undertakers) Ltd. is wholly owned by Christopher Lallow Lawrence and John Lallow Lawrence.

We have no interests in price comparison websites. We have made no donations or gratuities to any third party connected to the funeral industry.

ADDITIONAL PRICE LIST:

Our full range of services and prices can be found in our online brochure at: <https://lawrenceandsons.arranger.com/portal/5eed333a-eae4-40b0-bbe8-44e4dc56b937>

CREMATORIUM PRICES:

Southampton Crematorium:

Direct cremation fee. £400.00

Reduced Chapel time fee. £680.00
(30 mins, 9am, 9-30am & 4pm)

Standard Adult fee. £999.00
(45 mins, 10am to 3-15pm)

Wessex Vale Crematorium:

Direct cremation fee. £545.00

Reduced Chapel time fee. £750.00
(30 mins, 9am & 9-30am)

Standard Adult fee. £1,150.00
(1 hr, from 10am, Mon-Wed)

Standard Adult fee. £1,250.00
(1 hr, from 10am, Thur & Fri)

Test Valley Crematorium:

Direct cremation fee. £545.00

Reduced Chapel time fee. £750.00
(30 mins, 9am & 9-30am)

Standard Adult fee. £1,150.00
(1 hr, from 10am, Mon-Wed)

Standard Adult fee. £1,250.00
(1 hr, from 10am, Thur & Fri)