

Ultimate Owner

Mrs. Inez Belsey (Née Palmer)

Disclosure of Interests

We, H. R. Palmer Limited, have no connection with any other Firm/Business/Company or Charity.

We have no business or financial interest in a price comparison website which compares Funeral Directors Services and/or Crematorium Services and their respective prices.

We do not give gratuities or incentives to any parties connected with the Funeral industry.

H. R. Palmer

Business Terms and Conditions

Professional Services

All arrangements in connection with the funeral, assistance and advice in all matters relating to the funeral, attending to all documentation, attendance of funeral director and four pall bearers. We can provide additional pall bearers, if necessary, at an extra cost. Family may wish to provide their own pallbearers, if this is safe to do so, we will assist you throughout but cannot take any responsibility if the family bearers injure themselves. Care of the deceased and use of the Chapel of Rest. Provision of Motor Hearse and Limousines, if wished.

Payment of Account

H. R. Palmer 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 of Religion, Civil Celebrants, Cemeteries or Crematoria.

When we make the funeral arrangements you will be given an estimate of all charges incurred, to provide the service you have requested.

We ask for you to sign this to form a contract:-

1. Agree the arrangements made.
2. Agree consent that you accept the charges and that **you** are liable for payment of the account when submitted (which may include additional costs incurred as a result of any changes to the initial instruction).
3. Confirm that you have read and understood our Terms and Conditions.
4. Confirm that you have read and understood our Privacy Policy.

We will ask for a deposit to cover Disbursements (usually around 35% of the Estimate). Where the total estimate account for services requested by you is deemed excessive, you may be asked to pay a larger deposit.

The account is usually sent 7-10 days after the funeral. If wished, the account may be forwarded to your solicitor or bank.

We give **4** weeks from the date of the Account for it to be settled.

If, when you receive our invoice, you need more time because of waiting for insurance, Probate etc please let us know. If, however, we do not hear from you after **4** weeks and we have had no response to our telephone calls and letters, we will start legal proceedings, the costs of which will be added to the outstanding account.

The customer shall be liable to pay all costs, fees, disbursements and charges including legal fees and costs reasonably incurred by us in the recovery of any unpaid invoice.

If you intend 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.

The example below show what we feel, to be an easier to understand costing of a typical Funeral at Thanet Crematorium.

Our Hearse Only Attended Cremation

For the Bearers and Driver's and Undertaker's attendances.

Making all arrangements with the Thanet Crematorium for the Cremation; obtaining statutory forms; preparing and attending to all essential documentation; making and receiving all necessary telephone calls and arranging for the attendance of the Celebrant (for a Religious Service we would arrange for a Vicar, see below) for the Cremation Ceremony at Thanet Crematorium; provision of Chapel of Rest and paying all disbursements on your behalf.	£ 970.00
Removal of the deceased from within the Thanet Area (Monday to Friday, 9 a.m. to 5 p.m. Excluding National Bank Holidays) to our Private Chapel of Rest.	£ 175.00
Providing facilities, preparation and care of the deceased – to be dressed in a satin gown or own clothes, if wished.	£ 400.00
Supplying a polished Oak Veneer Coffin with brass fittings, name plate, closing screws, wreath holders; interior lined with domette, silk and satin accessories, pillow and trimmings.	£ 300.00
For the Motor Hearse	£ 400.00
	£2245.00

DISBURSEMENTS

Thanet District Council:

Cremation Fee between 10 a.m. & 4 p.m. (which includes cremation of the deceased, Medical Referee, Environmental Surcharge & Wesley Music System)	£ 978.50
Celebrants Fee	£ 180.00
	<u>£1158.50</u>
	<u>Total £3403.50</u>

Medical Certificate required by the Cremation Authorities (currently, only one Doctor) £ 82.00

If the Coroner is involved this fee will not need to be paid

If you wish to have a religious Service, the Minister's fee is £225.00

If you wish to have a Limousine, then add £210.00

We shall provide you with all the relevant details and fees, as sometimes there are other variables which may have to be paid depending on the circumstances surrounding the death.

Or you may wish for other services of your own personal choice.

The example below show what we feel, to be an easier to understand costing of a typical Funeral at Thanet Crematorium

Our Reduced fee, Hearse Only Attended Cremation

For the Bearers and Driver's and Undertaker's attendances.

Making all arrangements with the Thanet Crematorium for the Cremation; obtaining statutory forms; preparing and attending to all essential documentation; making and receiving all necessary telephone calls and arranging for the attendance of the Celebrant (for a Religious Service we would arrange for a Vicar, see below) for the Cremation Ceremony at Thanet Crematorium; provision of Chapel of Rest and paying all disbursements on your behalf.	£ 970.00
Removal of the deceased from within the Thanet Area (Monday to Friday, 9 a.m. to 5 p.m. Excluding National Bank Holidays) to our Private Chapel of Rest.	£ 175.00
Providing facilities, preparation and care of the deceased – to be dressed in a satin gown or own clothes, if wished.	£ 400.00
Supplying a polished Oak Veneer Coffin with brass fittings, name plate, closing screws, wreath holders; interior lined with domette, silk and satin accessories, pillow and trimmings.	£ 300.00
For the Motor Hearse	£ 400.00
	£2245.00

DISBURSEMENTS

Thanet District Council:	
Cremation Fee between 10 a.m. & 4 p.m. (which includes cremation of the deceased, Medical Referee, Environmental Surcharge & Wesley Music System)	£ 733.50
Celebrants Fee	£ 180.00
	£ 913.50
	<u>Total £3158.50</u>

Medical Certificate required by the Cremation Authorities (currently, only one Doctor)	£ 82.00
If the Coroner is involved this fee will not need to be paid	
If you wish to have a religious Service, the Minister's fee is	£225.00
If you wish to have a Limousine, then add	£210.00

We shall provide you with all the relevant details and fees, as sometimes there are other variables which may have to be paid depending on the circumstances surrounding the death.
Or you may wish for other services of your own personal choice.

The example below show what we feel, to be an easier to understand costing of a typical Funeral at Thanet Crematorium

Direct/Basic, Non Attendance Cremation
at a day & time of our choosing

To the supply of a Motor Hearse, Funeral Director, driver and bearers; making all arrangements with Thanet Crematorium for the Cremation of the deceased; obtaining statutory forms; preparing and attending to all essential documentation; making and receiving all necessary telephone calls; providing a polished Oak Veneer Coffin with brassed fittings & name plate, pillow and trimmings, use of cooling facilities and care of the deceased and paying all disbursements on your behalf.

(Viewing not included)

£ 900.00

Removal of the deceased from within the Thanet Area

(Monday to Friday, 9 a.m. to 5 p.m.) Excluding National Bank Holidays

£ 175.00 **£1075.00**

DISBURSEMENTS

Thanet District Council:

Cremation fee (9.30 a.m.) (which includes cremation of the deceased,

Medical Referee, Environmental Surcharge & Wesley Music System)

£ 733.50 £ 733.50

Total £1808.50

If Medical Certificate required (Crem 4) Add £82.00 for Doctors fee

If the Coroner is involved the Doctors services will not be required

If you do wish to view, this will incur a fee of £250.00 for additional preparation, care and use of our Chapel.

(Viewing by arrangement within normal working hours)

We shall provide you with all the relevant details and fees, as sometimes there are other variables which may have to be paid depending on the circumstances surrounding the death.