

Terms and Conditions

The Alan Greenwood and Sons Funeral Agreement provides the funeral service set out as you have chosen at the time of payment and a confirmation signature, in as long as you pay in accordance with the details set out in the Agreement Definitions in these terms and conditions: "Additional my wishes form" means the form, which we send with your Application for the Funeral Agreement, which allows you to notify us of any alternative or additional Special Requests. "Agreement" means the written agreement between us made up of the Application, the Funeral agreement Schedule and Funeral Agreement Document.

Key Features Summary and these Terms and Conditions. "Application" means the application form relating to the funeral agreement that you have completed and either returned by post, submitted online or completed over the telephone. "Covered Areas" means mainland Great Britain, as applicable in the circumstances. Funeral Agreement Document" means the document setting out the details of the services which are provided under the Funeral Agreement, which we will send to you once we have received your application for the Agreement. In the Funeral Agreement Schedule, representative(s) after the Agreement holder's death, as defined by the Administration of Estates Act 1925. "Agreement" means the Agreement planning you have chosen, to which the Application relates, and which provides the funeral services set out in the Funeral Agreement, as governed by the Agreement (and the arrangements covered as instructions shall be as detailed in the latest available version of the relevant Agreement description document in circulation as at the date of the Agreement). "Agreement holder" means the person named in the Funeral Agreement Schedule whose funeral is covered by the Agreement;

"Special Requests" means any personal wishes as to how you would like the Agreement holder's funeral performed, which have been notified to us in your application, additional Special Requests Form, by email, in writing or over the telephone, you qualify for this Agreement. Unless you are otherwise advised in writing by Alan Greenwood and Sons Ltd.

What The Agreement Covers Subject to these terms and conditions, details of the services provided under the Agreement are set out in the Agreement document. Once you have fully paid the amounts set out in the Agreement, we will cover our funeral director charges as set out in this and upon the death of the Agreement holder, where they choose or have chosen a cremation funeral, subject to the following: (a) we reserve the right to select the crematorium used, which will usually be a crematorium close to and normally used by our nearest funeral home; (b) the cremation fee does not include any additional charges made by the crematorium, for example, any cost payable to the crematorium for use of an organist; and, 2) the officiant fee, equal to the amount paid for a standard funeral service at the crematorium or cemetery as listed in the Church of England table of parochial fees. In the unusual event that the minister or officiant charges more than this amount, then you or the Personal Representative(s) will be responsible for paying that additional amount to Alan Greenwood and Sons Ltd.

If you choose or have chosen a service involving burial, we will arrange certain services which are provided by third parties; for example, the provision of a burial plot, digging a new plot or opening an existing grave, cemetery fees, fees for an officiant. The cost of these services varies widely throughout the area and therefore the Agreement does not guarantee to cover these costs. The Agreement contains a payment by the Agreement holder towards these third-party burial costs. The current rate is variable and not guaranteed, and which will rise in line with inflation. We will advise the Personal Representative(s) of the burial cost at the time when the Agreement is redeemed, and the amount paid towards the burial cost at the time of purchasing the Agreement. If the contribution towards third party burial costs does not cover the costs in full, the Personal Representative(s) will be required to pay the additional sum at the time of arranging the funeral. What the Agreement will not cover, the Agreement includes the services described in the Agreement form, the cost for other goods or services not included or paid for in the Agreement, for example any memorialisation, floral tributes, indeed anything not printed and agreed at the time of purchase of the Agreement. If any third-party payment at the time of purchasing the Agreement does not cover the then current rate for those goods or services, you or the Personal Representative(s) will need to pay the difference between the value of the Agreement Purchasers payment and the actual cost at the time of the funeral.

Any fees payable to doctors or a coroner for the issue of death or cremation medical certificates, or coroner's certificates will not be included in your Agreement and if they are charged for, they will need to be paid for at the time of the funeral if not agreed, printed and paid for. Extra Charges. We may charge reasonable extra amounts for the following requirements: any doctor or coroner, asked to pay on your behalf. The removal and disposal of mechanisms such as pacemakers if these are removed by a third party, such as hospital, hospice etc (which will and must be removed before a cremation). Conducting the funeral on a weekend, at an unusual hour or public holiday. A religious or other service where the venue charges for use of that venue, heating, an organist choir etc. If the crematorium charges any extra for live streaming or recording, any choir or organist. Any adjustments to prices that reflect the additional cost to us of any change in regulations, laws, regulation or regulations or commonly accepted practice, and effect the conduct of the funeral.

We will not repatriate nor transport. The Agreement does not cover the costs of any repatriation. If we need to transport the Agreement holder from any distance to the place of service or to our funeral home this must be paid for in the Agreement either at the time of need or paid at the time of arrangement, if we need to incur transport, tolls or air charges to crematorium or burial, we will charge you the additional costs. Special Requests; You may ask for Special Requests for the Agreement holder's funeral, but if these incur additional costs they will fall outside the Agreement and will not be covered. Once you have notified us of any Special Requests. We will send you confirmation confirming these. Special Requests will be used as a guide for the Personal Representative(s) and Alan Greenwood and Sons Ltd. We will not guarantee that your contributions will cover the cost of all of the special requests. The Personal Representative(s) will be advised of the value of this at the time of arranging the funeral. Payment as the purchaser of the Agreement, the rights and benefits set out in this Agreement accumulate to you and you are responsible for making payments to us in accordance with this Agreement. If you have named a different person as the Agreement holder on the Application, the rights and benefits set out in the Agreement will nevertheless accumulate to you and not to the Agreement holder. Care of your payment and all payments that you make are held in the Alan Greenwood Client Account, which is separate to any other Alan Greenwood business. Any payment to us, to carry out the funeral service can only be made from this account on receipt of a certified copy of a death certificate when the service is arranged.

The terms set out in these terms and conditions take precedence over the others. English law shall apply to this Agreement. If anything in this agreement is invalid or unenforceable, then this Agreement will be interpreted as if that part were modified or deleted to make it valid and enforceable, and the rest shall remain in force. If we fail to exercise or delay in enforcing our rights, such failure or delay will not restrict our rights to do so, and a waiver of any such rights or of any breach of any term will not be deemed to be a waiver of any other right or any later breach. You may propose a change to the Agreement, but no change will take effect unless it is agreed in writing by us. If you wish to change the details of Agreement, then this will take effect through a new Agreement. The Agreement is personal to you and may not be transferred, rights under the contract rights of third parties act 1999 to enforce any term of this Agreement. This does not affect any other rights these people may have.

These Terms and Conditions apply to Alan Greenwood and Sons Ltd Funeral Agreement entered into from 10/03/2021. How to make a complaint; We make every effort to excel in the service we provide, however, if you feel we have not met your expectations, please contact our Human Resources Administrator or Manager, who will acknowledge your complaint within 2 working days and will do their utmost to ensure any complaint is dealt with as quickly and efficiently as possible. Our Human Resources Administrator or Manager can be contacted as follows: Alan Greenwood and Sons Ltd, 119 London Road Kingston upon Thames Surrey KT2 6NH. Telephone 02085463960 Email, h.r@alangureenwoodfunerals.com

I have read the terms and conditions and agree.

Print Name:

Date:

Signed: