

W.O. & M. Williams, Tan Graig, Rose & Thistle, Llanedwen, Llanfairpwllgwyngyll, Ynys Môn, LL61 6PX

We are an independant family business, and aim to act in a professional manner by providing a dignified and confidential service to you.

1) Estimates and Expenses

Our estimate sets out the services we agree to provide to you. 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. While we make every effort to ensure the accuracy of this estimate, the charges are liable to alteration particularly where third parties change their rates or charges. Unfortunately, these changes may occur without pre-notification; however, we do give you the best estimate of such charges in the written estimate. This may include cremation fees, cemeteries fees, cost of floral tributes, obituaries, Order of Service booklets and any other printed material.

If you amend your instructions we will 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. We will add VAT to our charges, where applicable, and at the rate applicable when we prepared the invoice.

The actual amount of the charges will be detailed and shown in the final account.

2) Payment Arrangements

The funeral account is due for payment within 30 days after the funeral, unless otherwise agreed by us in writing. If you fail to pay us in full within 30 days we may charge you an interest rate, unless a Court orders otherwise. We may recover the cost of taking legal action to make you pay.

3) 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 you do not comply with these Terms. For example, we will charge you 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. We may also 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.

4) Data Protection

Words shown in italics are defined in the Data Protection Act 1998 ("the Act"). We respect the confidential nature and sensitivity of the information given to us and, where you provide us with personal data ("data"), we will ensure that the data will be held securely, in confidence and processed only for the purpose of carrying out our services. In order to provide our services we may need to pass such data to third parties who are performing some of the services for you, who may need to contact you directly. Under the Act you have the right to know what data we hold on you and you can, by applying to us in writing, receive copies of that data.

5) Cooling-Off Period

The Consumer Contracts (Information, Cancellation & Additional Charges) Regulations 2013 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 this contract during the cooling-off period, you will be required to pay a reasonable amount for goods and services already supplied. Please be aware that some funerals are completed within 14 days, and therefore your right to termination is not applicable.

6) 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.

7) Standards of Service

If you have any queries or concerns about the service we provide to you, please raise them in the first instance with our staff.. All dates and times provided on the estimate cannot be guaranteed until final bookings are made and confirmed with us and any other third parties. Although we aim to provide an efficient service for you, there may be instances where, because of circumstances beyond our control, we are unable to fulfil our obligations to you on the date or time specified. Where this is the case we will attempt to contact you in advance and advise you of an alternative.

8) Agreement

Your continuing instructions will reflect to your continuing acceptance of these Terms of Business. Nothing in these Terms restricts or limits our liability for death or personal injury. This agreement is subject to British Law.