

Terms and Conditions

Acceptance of the Estimate.

By signing the Estimate, the signatory (the client) accepts personal liability for paying the Company's charges in full, regardless of any entitlement the client may have to payment from a third party. By signing this form, you are confirming that you have the authority to arrange the funeral of the deceased.

Final Charges.

Martels Funeral Services Ltd final account for its services and the disbursements may vary from the estimate once we have received the invoices for press insertions, or any changes made to the original arrangements (i.e. extra copies of the death certificate, change of cars etc.) any additions will be shown on the final invoice/statement.

Advanced Payment of Charges.

Martels Funeral Services Ltd may, in some circumstances, require payment for some of the services in advance of the funeral.

Payment of Charges.

Martels Funeral Services Ltd will forward its final invoice/statement to a third party when so instructed by you, the client. You are however personally responsible to ensure that full payment is made.

Payment Terms

The final statement is sent normally two to three weeks after the funeral has taken place, and is due for payment within thirty days, subject to probate etc. Overdue accounts may be subject to a 2% surcharge.

Data Protection

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.

We are a member 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.