



DISCLOSURE OF INTERESTS

Allcock Family Funeral Services is a totally independent funeral directors wholly owned and managed as a partnership by the Allcock Family.

The full address of Allcock Family Funeral Services is Falcon House, 96a City Road, Norwich, NR1 2HD.

**We have no involvement or interest in any online comparison website.
You will always receive the best service and price by contacting us directly.**

We make no gratuity payments to any party and make no material donations to any charity.

TERMS AND CONDITIONS

Professional Services

These include all arrangements in connection with the funeral, assistance and advice in matters relating to the funeral, attendance and services of staff, attending to all documentation, care of the deceased and use of the Chapel of Rest, provision of motor hearse, funeral director and embalming of deceased if required.

Payment of account

Allcock Family Funeral Services 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, Minister of Religion, Cemetery or Cremation fees and such like.

When the funeral arrangements are completed you will be given a written estimate of all the charges incurred for the service you have requested. Where the total estimated account is deemed excessive you may be asked to make an interim payment.

We ask for this estimate to be signed as consent that you accept the charges and will be liable for payment of the account within 30 days from the date of the invoice. This is usually issued 7-10 days after the funeral. If wished, the account may be forwarded to your solicitor.

We reserve the right to add interest on all outstanding accounts at 4% above base rate per month on accounts that remain unpaid after 90 days and any legal and court costs incurred due to non-payment.

If, because of your circumstances, you have 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.

Right to cancel

You have the right to cancel the contract if you wish. This right can be exercised by sending or taking a cancellation notice to the funeral director at any time within the period of 7 days starting on the day of the arrangement.

Where applicable, payment may be required to be made in respect of any services carried out or disbursements paid, once the performance of the contract has begun and prior to the cancellation notice being received.

Although we do not ask for a deposit in advance, however, we retain the right to do so where deemed appropriate.