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Richard Bird Funeral Services

Award Winning Funeral Director



www.richardbirdfuneralservice.com



[richardbirdfuneralservices](https://www.facebook.com/richardbirdfuneralservices)

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

Richard Bird Family Funeral Services operates a pricing policy in compliance with the Code of Practice. 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 plans are completed you will be given a written estimate of all the charges incurred by 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 when submitted.

This is usually 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 (Arrangements made in the client's home only) 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.

General Data Protection Regulation 2018

We will collect personal information about you, the deceased and any other persons whom you supply details for. In order to allow us to fulfil the services agreed we will pass your details to appropriate third parties such as Stonemasonry, florists, clergy/ministers/officiates, cemetery staff etc. We treat all information confidentially and in line with UK Data Protection laws. We will never sell information collected to third parties for marketing purposes.

We will from time to time share online, compliment or thank you messages and cards received from our clients.

Client and deceased names will be blanked out in all cases. If you do not wish for yours to be used, if sent, please let a member of staff aware.

Standards of Service (Complaints Procedure) At all times we, as a company endeavour to act professionally, caring and understandingly at these difficult times during a bereavement. However in the unfortunate instance where you, as our client feel that our standards of service were not completely satisfactory to you or your family's needs, and you would wish to make a complaint to resolve the issue, this must be done in writing/email to Mr Richard Bird at the below address no later than 3 months after the funeral date. **Mr Richard Bird, Richard Bird Funeral Services, 57 Great North Road, Gosforth, Newcastle Upon Tyne, NE3 2DQ or rbirdfd@hotmail.com**