

Terms of Business

We are a member of the National Society of Allied and Independent Funeral Directors (SAIF) and subscribe to its current Code of Practice, a copy of which is available on request from the office. We aim to act in a professional manner and provide a courteous, sensitive, and dignified service to you.

We will provide an estimate at the point of arranging the funeral that sets out the services we agree to supply on your confirmation of arrangements. This estimate is an indication of the charges likely to be incurred based on the information and details we know at the date of the estimate. While we make every effort to ensure the accuracy of the estimate, the charges are liable to alteration particularly where third parties change their rates or charges. We may not know the amount of third-party charges in advance of the funeral; however we give you a best estimate of such charges in this estimate. The actual amount of the charges will be given in the more detailed final account sent out approximately one week after the funeral. If you amend your instructions, we may require your written confirmation of the changes. (We will not be silly about this, and we will provide the note for your signature) We may need to make an extra charge in accordance with our published price list.

When making a funeral arrangement we normally request a deposit be paid at that time of £600.00. The final balance is due within 30 days of the final funeral account being received by you. If the terms of payment are not met, we reserve the right to charge interest and the account may be sent to a specialist recovery company where additional costs may be applied. We do however endeavour to rectify late payments with you and ask that you always remain in contact with us to discuss any payment issues so that we can help and advise where financial help can be given.

We respect the confidential nature of the information given to us and, where you provide us with personal data (data) we will ensure that the data is 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. Under the Act you have the right to know what data we are holding on you, and you can, by applying to us in writing, receive copies of that data. It is extremely unlikely that we hold any information about you, other than that which you have previously told us. Our GDPR policy can be found on www.hortonsfuneraldirectors.co.uk or by requesting a copy via post.

The Cancellation of Consumer Contracts made in the Consumer's Home or Place of Work Regulations 2008 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 may be required to pay a reasonable amount for goods and services already supplied.

This agreement may also be terminated before the services are delivered 1: - by us if you fail to honour your obligations under these Terms of Business and 2: - by you communicating to us in writing, terminating your instructions.

If we or you terminate your instructions you may, depending on the reason for termination, be asked to pay a reasonable amount based upon the work carried out up to the time your termination is received.

The National Society of Allied and Independent Funeral Directors' code of practice requires that we provide a high quality of service in all aspects. If you have any questions or concerns about the service we provide to you, please raise them in the first instance with the designated senior person at Hortons Funeral Directors. If that does not resolve the problem to your satisfaction the National Society of Allied and Independent Funeral Directors (SAIF) have a standards committee and dispute resolution service, as an alternative to legal action. You can contact SAIF at SAIF Business Centre, 3 Bullfields, Sawbridgeworth, Herts, CM21 9DB.

All dates and times provided on the estimate cannot be guaranteed until final bookings are made and confirmed in writing to you in your 'Confirmation of Arrangements'. Although we endeavour to provide a prompt and 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 and time specified. Where this is the case, we will contact you in advance and advise you of alternative arrangements.

Your continuing instruction will amount to your continuing acceptance of these Terms of Business.

Complaint's procedure

If the company receives a complaint from a client, the following procedure will be followed:

Complaints should be notified to the company in writing please. If a complaint is received verbally, the complainant will be asked to put this in writing. The person responsible for complaints at Hortons Funeral Directors and Hortons Funeral Services is Rebecca Horton.

After full discussion and investigation into the complaint, a letter of response will be sent. All information regarding the complaint will be handled confidentially and sensitively, informing only those who need to know and strictly following data protection requirements.

Disclosure of Interests

Both Hortons Funeral Directors and Hortons Funeral Services are independent family owned and run businesses and are not owned or overseen by a funeral group. We have no invested interest with any charitable organisations, comparison websites or hospices.

Ultimate Owners: Mark Horton, David Horton & Ann Horton
Hortons Funeral Directors Ltd, 557-563 Spring Bank West, Hull, HU3 6LD (**Head Office**)
Hortons Funeral Services Ltd, The Old Police Box, Newport Road, North Cave, HU15 2NZ
1 Mantholme Offices, Molescroft Grange Farm, Grange Way, Beverley, HU17 9FS (**Registered Office**)