



Butterfly Funeral Services

Disclosure of Interests

Ownership

Butterfly Funeral Services Ltd trades as a limited company,
Companies House Number 12773495 Registered in England & Wales
The Director of the Butterfly Funeral Services Ltd is Mr Shane Mousley

Donations, Contributions and Gratuities There is no business or material financial interest in a price comparison website. There has been no charitable contribution or payment of gratuity to a third party. There has been no material form of payment to a third party that does not relate to a cost incurred or a service provided by the third party on behalf of or to Butterfly Funeral Services Ltd.

Terms & Conditions of Business

1. Acceptance.

- 1.1 By signing the funeral arrangement estimate form in the presence of our representatives you agree to abide by these Terms & Conditions and instruct us to carry out the funeral arrangements detailed by yourself. Throughout these terms and conditions, the "Company" is Butterfly Funeral Services Ltd. We acknowledge that the Company's obligations and responsibilities should be clearly defined in writing to our clients, who should also be aware of the level of protection offered to them and of their obligations to the Company.
- 1.2 Any changes to these arrangements must be notified to us as soon as possible.
- 1.3 Any changes to personal data particularly concerning the deceased must be notified to us in writing.

2. Cancellation.

- 2.1 Under the Consumer Contract (Information Cancellation and Additional Charges) Regulations 2013 any Client signing a contract with the Company in their home or their place of work, a right to cancel within a period of 14 days (day one being the day the contract is signed). If the Client wishes to cancel this contract, the cancellation must be received in writing within the 14-day cancellation period. Please note that an invoice will be sent to you or your appointed representative for any disbursements already paid.

3. Deposit, Price, and Payment Terms.

- 3.1 After the arrangement the Company will give you a copy of an itemised cost of the disbursements and our services which have been agreed to supply. Upon receipt of this, it is the Client's responsibility to advise the Company if any of the instructions do not reflect their wishes. Lack of communication will be assumed as acceptance of both the instruction and the associated approximate costs. Every effort will be made to provide an accurate estimate for the cost of the services to be provided. If any of the details are altered by you, after this form is signed, then you accept the necessary reductions or additions applied to the costs. The Company requires a deposit payment in advance of the funeral date for cost of the disbursements and part of our services. This payment must be received 3 working days prior to the date of the service. If a client fails to make the payment before the required deadline, they will be in breach of the contract to provide those service or goods and the Company may not provide them. Any new arrangement to provide those services or goods will only be made when full payment for them is received (including any cancellation or penalty fees incurred because of the delay in payment). A dated invoice will be sent to you, or your appointed representative, as soon as possible following the funeral or service provision.
- 3.2 Payment must be made, in full, within 30 days of the account date.
- 3.3 If you become aware that there will be a delay in settling our account, written notice or phone call should be received at our office within the 30-day payment period explaining the situation in full and confirming to us the earliest possible settlement date.
- 3.4 Where an account remains unpaid after 45 days, we reserve the right to charge interest at 2% per calendar month on the total outstanding amount. If, at its absolute discretion, The Company, deems it necessary, the account will be passed on to a Solicitor, Collection agency or Court and add all associated charges and fees to the outstanding balance for settlement by the Client.

4 Merchants Common - East Goscote - Leicestershire - LE7 3XR

0116 269 8120

www.butterflyfuneralservices.com



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4. Service.

4.1 We confirm that wherever possible all arrangements will be carried out to your instruction.

4.2 We always confirm that we will endeavour to provide the best possible service to you in accordance with our own professionalism. We will do our utmost to resolve any problems that might arise. We hope you will understand, however, that in certain circumstances problems may arise that are beyond our control. The Company may not be aware of individual family circumstance and as these are disclosed it may transpire that certain requests cannot be met. In these circumstances the Company will assist in making alternative arrangements but does not accept any liability for additional costs or losses that may arise because of it.

4.3 We confirm as required by law under the Data Protection Act that all personal information supplied to us as confidential and will use our best endeavours to ensure that our subcontractors also treat all personal information supplied to us as confidential. For example, Ministers, Doctors, Coroners Officers etc.

5. Clothing & Personal Effects. All valuables or keepsakes with the deceased person at the time of collection are recorded and dealt with in accordance with instruction of the Client. When jewellery or any other keepsake item is provided to us for placement into the coffin they will be left with or on the deceased person during visits to the chapel of rest, if you would like any items and or jewellery back in your possession a signature will be required with all listed personal effects at the point of receipt. Prohibited and hazardous items where cremation is selected, items will be returned to the client this includes and is not restrict to any items with batteries inc. watches and mobile phones, glass, explosives, and aerosols/accelerants.

5.1 Size of the deceased-person. At the time the funeral is arranged is it usual for the Company to be unaware of the size (height or weight) of a deceased person. Prices and information or products or services is done so on the assumption that a person is no larger than certain reasonable limits. Once known the company takes account of the size of the deceased person as there are limitations on every product and service in relation to size (weight and or dimensions). The company's preferred method of movement during a funeral is to shoulder carry a coffin, but under current Manual Handling Regulations a risk assessment is carried out prior to each movement. If this assessment indicates there may be an avoidable risk which is unacceptable, the Company will deploy the use of either a wheeled bier or additional staff or both. Where size exceeds any of the limits of the Company or third parties involved, the Company may at its absolute discretion make any changes deemed necessary and any additional cost involved in these changes will be shown on the Company's final invoice.

6. Complaints. If you wish to make a Complaint a copy of our written Complaints Procedure is available on request. Our Director Shane Mousley is a member of British Institute of Funeral Directors where Shane has received a licence to practice as a professionally qualified Funeral Director. Butterfly Funeral Services adhere to British Institute of Funeral Directors Code of Ethics: *'A Fellow and a Member will treat each human body with respect., A Fellow and a Member will pledge a fully confidential relationship to individuals they are required to serve. A Fellow and a Member shall not solicit funeral orders nor employ any person to do so on their behalf, nor shall they offer or give any reward for any recommendations. A Fellow and a Member shall not conduct themselves at any time in a manner likely to prejudice their professional status as a Funeral Director or the reputation of the profession.'*

The Company acts in a professional manner and provides a courteous, sensitive, and dignified service to you. We acknowledge that some of the subject matters may not be considered acceptable to all clients, however it may be necessary to hold that discussion with the best interests of either the deceased person or client at heart. If the Client has a complaint or concern about the service provided, please contact the Company in writing addressed to 'Danielle Mousley' Butterfly Funeral services, 4 Merchants Common, East Goscote, Leicestershire, LE7 3XR Tel: 0116 2698120 in the first instance.

7. Retention of Title. Goods such as Headstones and Ornaments purchased on your behalf shall remain the property of The Company (Butterfly Funeral Services Ltd) until payment is received in full.

8. Variation. No addition to or variation of these conditions will bind us unless it is specifically agreed in writing and signed by the manager of the company. Definitions. "We" and "Us" refers to Butterfly Funeral Services Ltd 4 Merchants Common, East Goscote, Leicestershire, LE7 3XR "You" and "Yourself" refers to person instructing us to carry out the funerals. "Appointed representative" refers to an Executor, Solicitor, Bank, Building Society, Probate Administrator, or other person handling the affairs of the deceased.

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