

# STANDARDISED PRICE LIST

(Effective from July 2026.)

All funeral directors are legally required to publish the Standardised Price List for a standardised set of products and services. This is to help you think through your options and make choices, and to let you compare prices between different funeral directors (because prices can vary).

The following notes are important to take into account when reading the Standardised Price List (as described by the CMA):

- In respect of 'taking the deceased person directly to the agreed cemetery or crematorium...' (charge of £1): The Order prevents us from making a nil charge for any part on the Standardised Price List however by this specification we would not otherwise make a charge for this provision as it is a minor consideration at this level. Clients that would like a traditional funeral cortege of hearse and/or supporting vehicles (instead of 'other appropriate vehicle') and/or coffin bearers should see our Price List for further information. NB it should be noted that funeral services held in one of our own 'in-house' Ceremony Halls do not necessarily require funeral vehicles/cortege as the deceased person is often placed in to the Ceremony Hall prior to the arrival of any mourners.
- Similarly, in regard to 'Care of the deceased' and 'Viewing of the deceased': Care of the deceased is a necessary part of our service and does not, in itself, incur an additional charge however viewing of the deceased requires various matters to be addressed prior to the visit of the bereaved family. This is described more fully, along with options, in the section 'Chapel visiting' later in this document.
- In respect of every item listed under 'Additional Funeral Director (supplied) Products and Services' we recommend reading our Price List for more information and clarification of provision.

## PRICE LIST Example packages of services and ad hoc items:

**Standard Package including simple arrangements with the funeral service in any of the Ceremony Halls in our funeral homes or Harbour Lodge at Harbour View followed later by cremation at Harbour View Crematorium – £3633 (all-inclusive of fees) (£3693 if selecting Harbour Lodge for the funeral service)**

(This is also known as the 'Crematorium Standard Fee Attended Service' by CMA description.)

NB: this package can be adapted to a funeral with burial however the variation of fees at burial authorities and the likely need of funeral vehicles etc mean that the price quoted above will be different.

The following package provides for bereaved families to host a funeral in one of our Ceremony Halls taking full advantage of its setting and without feeling any sense of rushing due to a crematorium 'conveyor-belt', while making sensible savings that do not demean the funeral service. The 'Standard Package' assumes that we will decide upon the day and time of the funeral.

- Funeral service held in one of our Ceremony Halls with all supporting rooms and facilities, including the AV equipment. (At Harbour View, at our discretion and for our own convenience, we may use another of our on-site ceremony halls but will not charge the higher fee in such circumstances.)
- Our in-house Funeral Officiant will work with the deceased's family to compose a funeral service, suggesting suitable material for reading. Our Funeral Officiant will then preside over the funeral ceremony on the day of the funeral, with the assistance of our usher/AV technician.
- All funeral home services necessary for such a funeral including collection and care of the deceased and provision of a simple coffin (most likely oak foil finish with brass plastic handles and fittings)
- Cremation at Harbour View including fee to the Medical Referee.
- We have a minimum of 90 minutes separation between funerals, which permits a far more relaxed funeral service. (This time includes the time to gather as well as the duration of the funeral ceremony. Over running the agreed allotted time may incur an additional charge.)
- Attendance of up to 30 mourners with limited car parking provision
- Timing of the funeral will be between Monday and Saturday at a time we propose (likely to be early AM).
- Simple biodegradable urn (cardboard) for the cremated remains

### Some items that are not included:

- Any work by us outside of normal working hours
- Refreshments options for hosting a wake on site (available at additional cost).
- Any form of traditional funeral cortege or transport for the mourners (the deceased, in his/her coffin is placed in the ceremony hall prior to any mourners arriving.)
- Chapel of Rest visiting prior to the day of the funeral or dressing/treatment of the deceased
- Any higher level of professional services on our part
- Flexibility to choose the date and timing of the funeral service
- AV: the use of the equipment is included in the package however our time spent preparing the provision and/or the charges made by our media provider are not.

### Direct Cremation (unattended) package at Harbour View Crematorium: £1695 (all-inclusive of fees).

(This is also known as the 'Crematorium Unattended Service' by CMA description)

The unattended cremation, sometimes referred to as 'direct cremation', is a service provided when there is to be no service at the crematorium or mourners in attendance. In keeping with this all arrangements are at the simplest possible level. The cremated remains will be available afterwards for burial or scattering, subject to the client's instructions.

- Collection of the deceased from a local address and taking to Harbour View for cremation at the earliest opportunity (during normal working hours).
- The cremation itself including fee payable to the Medical Referee.
- Provision of a cremation shell (not a traditional coffin).

It is not possible to give an accurate date/time of when the cremation will happen (see immediately below).

Other services may be chosen to add to the Direct Cremation. As an example, clients may select chapel visiting from the Additional Services price list to establish an opportunity 'to say goodbye' that can be booked at a specific date/time, immediately before cremation.

NB: At our discretion, a charge of £23 per day will be applied if the deceased remains in our mortuary care for more than 5 days, for any reason beyond our control (e.g. non-payment of deposit).

### **Traditional Cortege package: £3170 excluding disbursements**

The following package provides similarly to the Standard Package but for occasions when the funeral service is being held away from one of our own locations such as a church, crematorium (that is not Harbour View) or cemetery (that is not Harbour View) and as a consequence requires facilities such as a traditional hearse and bearers. This package may also be selected by clients that would like a funeral at one of our locations but with the tradition of a funeral cortege, perhaps leaving from the family home.

- Funeral service held at a local crematorium, cemetery or similar location with hearse, up to four coffin bearers and supervising funeral director in attendance.
- All funeral home services necessary for such a funeral including collection and care of the deceased and provision of a simple coffin (most likely oak foil finish with brasses plastic handles and fittings)
- Typical time allowance of 30 or 45 minutes separation between funerals, but dependent upon location selected
- Capacity for mourners and car parking depends upon location
- Timing of the funeral will be between Monday and Friday at a time we propose (likely to be early AM).

#### **Some items that are not included:**

- Fees payable to cremation or burial authority (charges vary greatly - see separate notes on this matter)
- Fee payable to a minister or celebrant to officiate at the funeral service
- If the funeral service is to be held in a church prior to attending a separate location for committal and burial/cremation, we make an additional charge to reflect the additional time involved
- Chapel of Rest visiting prior to the day of the funeral
- Any higher level of professional services on our part
- Flexibility to choose the date and timing of the funeral service
- Saturday, Sunday or evening funeral ceremony
- AV provision

### **Additional Services Price List (ad hoc services and products that can be added to any package of services)**

#### **The funeral ceremony (preparation, personnel and services):**

- Flexibility when selecting the date and time for the funeral, subject to availability (rather than the selection being to our convenience): £270
- A Funeral Director (necessary if there is a funeral cortege or any requirement to carry the coffin; also necessary with larger congregations and/or complicated arrangements): £140
- Coffin bearer(s) – necessary if the coffin is to be carried by us at any stage: £60 each (NB: the drivers of our funeral vehicles also act as coffin bearers, when required, and therefore the number of bearers necessary is only in addition to the number of drivers.)
- Provision of our hearse: £290
- Provision of funeral limousine for conveyance of mourners: £290 (NB: an additional charge from £100 will be applied should the limousine be required to wait while mourners have refreshments or similar.)
- Supplemental charge if our hearse, funeral director and chauffeur are required to travel to a funeral that is outside of the local area: £2.60 per mile plus any overtime payment that may be necessary for out-of-hours working
- Supplemental charge to reflect time involved if the funeral takes place in a church (or similar) prior to attending a second location for burial/cremation: £235
- Supplemental charge if the hearse, funeral director and bearers are required to take the deceased to a church or private address prior to the day of the funeral but at a time that is convenient to us or if the events of the funeral are otherwise split over two or more days: £330
- Services of our Funeral Celebrant/Officiant to prepare and deliver a funeral ceremony in one of our own Ceremony Halls. The content of the ceremony will be created in discussion with the deceased's family: £295
- Our charge for assisting in the preparation of the content of the funeral service either directly with the client or with an outside funeral celebrant/minister and including 1) assisting the family organising AV requirements including music, photographic tributes, video input and live web broadcast, and/or 2) preparation of printed Order of Service, and/or 3) taking responsibility to prepare a Tribute to the deceased by meeting and researching with the family and delivering the Tribute during the funeral ceremony – from £95 to £400 depending upon circumstances, level of responsibility and time required.
- Third-party ministers and secular celebrants to lead a funeral service – their fees are added to our charges as charged by them (as a direct disbursement) (typical fee of £250-£375)
- Charges by Obitus AV (or any similar AV sub-contractor) are in addition as a direct disbursement.
- Charges made by a printing company in relation to Order of Service (or similar documents) are in addition as a direct disbursement.

### **Chapel visiting (viewing of the deceased person) and general care of the deceased:**

- Care of the deceased at our premises including mortuary facilities and chapel of rest is included in our Basic Fee up to a total of 21 days
- Additional days at £23 per day
- Our charge for dressing the deceased in either his/her own clothes or a coffin gown (this charge includes any cosmetic or preservation treatment (embalming) that our embalmers deem to be necessary in the circumstances) and includes use of a private chapel of rest: £180
- Supplemental charge if we are required to collect the deceased outside of normal working hours: £145
- Supplemental charge if we are required to collect the deceased from outside of the local area: £1.80 per mile plus any overtime payment that may be necessary for out-of-hours working

#### **Use of our Ceremony Halls:**

The following includes ancillary/support rooms where applicable and equipment available to provide AV options. The provision assumes a minimum of 90 minutes separation between any other funeral services. The provision also assumes to be part of an overall package of funeral services provided by us and is not available as a stand-alone service.

- Christchurch Ceremony Hall: £210
- New Milton Ceremony Hall: £210
- Harbour Lodge Ceremony Hall, Harbour View: £270
- The Barn Ceremony Hall, Harbour View: £480
- Oak Tea-Room, Harbour View: £480
- Trokes Coppice Ceremony Hall, Harbour View: £590
- Castle View Tea-Room, Harbour View: £590 (50% supplement if both east and west sides are booked)
- Long Barrow Ceremony Hall, Harbour View: £690
- Purbeck Tea-Room, Harbour View (if used on its own): £690
- Stone Henge at Harbour View and graveside at Harbour View can all be considered, where appropriate – price on application as it is necessary to book a ceremony hall alongside (no AV options at either)
- Extended time beyond 90 minutes separation – by negotiation
- Use of any of the above for a wake (refreshments) before or after the service: 50% of the above fee, in addition (Charges for use of our facilities when providing refreshments will be subject to VAT).
- Any one of our private chapels of rest in which mourners may sit with the coffined deceased for a funeral ceremony immediately prior to cremation or burial (limited or no AV options): £190

#### **Harbour View Woodland Burial Ground – Charges relating to burial**

- Purchase of the exclusive right to burial in full sized graves (traditional burial): from £1065
- Purchase of the exclusive right to burial in cremated remains sized graves: from £295
- Interment / maintenance fee – full size (includes digging the grave): £1140
- Interment / maintenance fee – cremated remains casket size (includes digging the grave): £270

Memorials are available via Harbour View as stone tablets and as plaques on trees, benches and fences

- Portland stone tablet from £345 + VAT
- Prioory stone tablet from £395 + VAT
- Slate tablet from £540 + VAT
- Inscription to memorial stone tablets, from £2.85 per character + VAT
- Memorial Plaque positions – from £6 per month (plus the cost of the plaque)

#### **Harbour View Cremation**

Our fee for the cremation in itself is £550 and in addition a fee of £18 is paid to the Medical Referee to authorise the cremation. Cremation is available only as part of a package of our services.

## Miscellaneous:

Our services arranging an interment of cremated remains at a local churchyard or cemetery (other than at Harbour View where this fee is not charged): £140 (this fee is doubled in circumstances where we receive the cremated remains but did NOT arrange the cremation.

Our services arranging a Memorial Service when not linked directly to a funeral package: £555

## Catering: please request copy of our Menus

**Funerals of children and young adults below the age of 21 years: generally discounted/free-of-charge but subject to third-party disbursements where applicable and out-of-pocket costs.**

## Guide to prices for third-party services and outside locations:

### Local Crematoria and similar:

#### Halo Ceremony Hall Gravel Hill, Poole

(also known as Poole Crematorium however by definition, this is no longer a crematorium as cremation does not take place there. All coffins are transported by BCP from Gravel Hill to Bournemouth Crematorium for cremation after the funeral service):

- a) a Crematorium Standard Fee Attended Service (this includes everything that is required for a funeral): £831
- b) a Crematorium Unattended Service: £385
- c) a Crematorium Reduced Fee Attended Service: N/A

NB: Important – ALL of the above do NOT include funeral director's charges

#### Bournemouth Crematorium:

- a) a Crematorium Standard Fee Attended Service (this includes everything that is required for a funeral): £831
- b) a Crematorium Unattended Service: £385
- c) a Crematorium Reduced Fee Attended Service: N/A

NB: Important – ALL of the above do NOT include funeral director's charges

#### Weymouth Crematorium:

- a) a Crematorium Standard Fee Attended Service (this includes everything that is required for a funeral): £1049
- b) a Crematorium Unattended Service: £600
- c) a Crematorium Reduced Fee Attended Service: £799

NB: Important – ALL of the above do NOT include funeral director's charges

#### New Forest Crematorium:

- a) a Crematorium Standard Fee Attended Service (this includes everything that is required for a funeral): £1275
- b) a Crematorium Unattended Service: £585
- c) a Crematorium Reduced Fee Attended Service: £875

NB: Important – ALL of the above do NOT include funeral director's charges

#### Yeovil Crematorium:

- a) a Crematorium Standard Fee Attended Service (this includes everything that is required for a funeral): £1142
- b) a Crematorium Unattended Service: £450
- c) a Crematorium Reduced Fee Attended Service: £495

NB: Important – ALL of the above do NOT include funeral director's charges

#### Salisbury Crematorium:

- a) a Crematorium Standard Fee Attended Service (this includes everything that is required for a funeral): £1175
- b) a Crematorium Unattended Service: £295
- c) a Crematorium Reduced Fee Attended Service: £710

NB: Important – ALL of the above do NOT include funeral director's charges

#### Test Valley Crematorium, Romsey:

- a) a Crematorium Standard Fee Attended Service (this includes everything that is required for a funeral): £1275
- b) a Crematorium Unattended Service: £575
- c) a Crematorium Reduced Fee Attended Service: £875

NB: Important – ALL of the above do NOT include funeral director's charges

## Burial costs:

Charges at Harbour View Woodland Burial Ground are listed here.

Other locations for burial are many and vary greatly in their price structure, facilities, availability to the public at large and regulations on use – please ask us for details.

## Placing newspaper notices:

Placing notices in local or national newspapers (our charge which is in addition to the disbursement cost from the newspaper) – per notice £15

## Coffins and caskets:

Cremation shell (generally for use with a 'Direct' cremation):	£100
Grade B (subject to availability. The discount is relative to the base price of any coffin, i.e. 50% off the retail cost of the coffin available, not 50% off the cost of the cheapest coffin):	-50%
Handling charge for supplied coffin:	£190
Veneered wood coffins of above average size (over 6'2" x 22" but not bariatric) require a ply-wood base rather than chipboard and consequently incur an additional cost of £60. Bariatric coffins (coffins with a width greater than 26" or otherwise oversized and requiring special order for bespoke fit) are POA	£65
Basic unpolished simulated Oak coffin with brassed plastic furniture and sidesheets (normal size and strength):	£345
Veneered Oak coffin with brassed plastic furniture and shroud (normal size and strength):	£395
Veneered Elm coffin with panelled sides, brassed plastic furniture and shroud (normal size and strength):	£520
Polished veneered Mahogany coffin with panelled sides and tiered cover, brassed plastic furniture and gown set (normal size and strength):	£580
Wax polished, veneered Oak coffin with panelled sides and tiered cover, brassed plastic furniture and gown set (normal size and strength):	£580
Polished Mahogany timber coffin with butt ends, fitted with brassed metal furniture, Brass nameplate and best quality linings and gown set (normal size and strength):	£1110
Polished Mahogany timber coffin with carved panelled sides and tiered cover, fitted with Brass nameplate, brassed metal furniture and best quality linings and gown set (normal size and strength):	£1270
Wax polished, Oak timber coffin with carved panelled sides and tiered cover, fitted with Brass nameplate, brassed metal furniture and best quality linings and gown set (normal size and strength):	£1455
Willow/Wicker, fully lined with wooden nameplate (constructed by Musgrove in Somerset from their own locally grown materials). Any from the ranges of: Southlake, Polden, Wickmoor, Quantock, Sedgemoor, Mendip	£1050
Cardboard and screen printed coffins, wood and metal caskets are all available but are priced upon application and are all subject to charge of 100% retail margin:	POA
Timber casket (Oak or Mahogany) for cremated remains with engraved nameplate:	£120
Double sized timber casket (Oak or Mahogany) for cremated remains with engraved nameplate:	£160
Cardboard casket decorated with coloured leaves for cremated remains:	£17.50 to £60

# TERMS AND CONDITIONS

As with any business, we have our Terms and Conditions; this sets out the legal basis of our relationship and along with our Code of Practice are there to protect everyone concerned. These arrangements can only be changed if authorised in writing by a Director of the Company.

## Terms and Conditions May 2025

### 1. Defined terms and basis of the contract

#### 1.1 In these conditions:

**Cancellation Notice:** means a formal notice served within the 14-day cooling-off period, as outlined in these Terms and Conditions, with the intention to discontinue any work associated with the agreed contract.

**Ceremony Date:** the specified date on which the ceremony itself is to occur.

**Charges:** means the estimated contract price with Tapper shall from time to time levy the client.

**Client:** means any person engaging Tapper on the terms in this Contract and includes, unless the context otherwise indicates, that person's principals, agents, employees and sub-contractors, attorneys, executors and personal representatives.

**Collection Point:** means the place notified to Tapper as the place from which the Deceased is to be collected.

**Contract:** means the contract between the Client and Tapper.

**Deceased:** means the body of the deceased.

**Delivery Date:** the specified date on which the Deceased is to be transported.

**Deposit:** means 50% of the overall estimated costs as set out in the Estimate.

**Destination:** means the place to which the Client has requested Tapper to carry the Deceased to include (for the avoidance of doubt) any church, mortuary, crematorium, hospital, burial ground or other place where the Deceased is to be handed over or buried.

**Director:** means a member of the board of directors of Tapper & Son (Poole) Limited as may from time to time be appointed by the shareholders of Tapper & Son (Poole) Limited.

**Estimate:** refers to the written itemised approximation of costs provided by Tapper to the client. The Estimate includes an assessment of the anticipated expenses, charges, and fees associated with the goods, services, or work to be provided under the contract. The Estimate is subject to adjustment and may be revised based on subsequent information, changes to the scope of work, or any other relevant factors agreed upon by the parties.

**Final Account:** refers to the comprehensive invoice encompassing all fees and disbursements accrued in the provision of services to you.

**In Transit:** means the time beginning with collection of the Deceased from the Collection Point and ending with delivery of the Deceased at the Destination.

**Tapper:** means Tapper & Son (Poole) Limited (registered number 814967) whose registered office is at 32/34 Parkstone Road, Poole, Dorset BH15 2PG, trading as Tapper Funeral Service, Alan Rice & Tapper Funeral Service, Colin Hayley & Tapper Funeral Service, Harbour View Woodland Burial Ground, Barrow Bros & Tapper Funeral Service, Woods Funeral Services and Living Stones Memorials.

**Urgent Timescale:** means a situation where there is a critical need for the services to be performed promptly, typically due to factors such as imminent events, emergencies, time constraints, or specific client requirements.

1.2 The Contract shall be entered into between Tapper and the Client by the Client requesting, whether verbally or in writing (electronic or paper based), that Tapper perform the activities of funeral undertakers in relation to the Deceased. No verbal variation of the terms of this Contract shall be effective. By entering into the contract, the Client agrees that these conditions apply to the exclusion of and in the place of any terms proposed or put forward by the Client and shall only be capable of variation by a written amendment to them, signed by a Director of Tapper. No verbal warranties, representations, agreements or assurances will bind Tapper, other than where provided for in this Contract or by law.

1.3 Subject to the terms of this Contract and in consideration of the payment of Tapper's Charges and of any other monies which may become due under this Contract Tapper shall perform the activities of funeral undertakers in relation to the Deceased which shall include carrying the Deceased from the Collection Point to the Destination and using its reasonable endeavours to deliver the Deceased to the Destination at the time requested by the Client. Tapper shall use all reasonable skill and care when performing its obligations under the Contract.

1.4 In these conditions except where the context otherwise required, the singular shall include the plural and vice versa; any reference to a gender shall include all the other genders; words denoting persons including bodies corporate and unincorporated associations and partnerships and vice versa.

### 2. Control of Procedure

2.1 Tapper shall have absolute discretion as to the means, route and procedure to be followed in the handling and carriage of the Deceased while in transit.

### 3. Estimate

3.1 Tapper will furnish the Client with a written confirmation of the instructions and the Estimate as soon as possible after initial contact.

3.2 To formalise the contractual agreement, the Client is required to provide acceptance of the Estimate using the online method of acceptance detailed in the letter accompanying the Estimate.

3.3 In situations where the exact amount of disbursements cannot be determined before the ceremony date, Tapper will provide an estimated value of such disbursements on the Estimate. The final amount of these disbursements will be itemised in the Final Account.

3.4 Should you make any amendments to the instructions, Tapper will make reasonable efforts to inform you of any potential changes to the Estimate as a result.

### 4. Tapper's Charges

4.1 Tapper's Charges are in respect of its services as funeral undertakers only and the Client acknowledges that all other necessary arrangements with third parties (such as with Ministers, Cemeteries, Crematoria and Newspapers) will be made by Tapper acting exclusively as agent for the Client. The Client acknowledges that they shall be responsible for any third party charges. Tapper undertakes to disburse third party charges on behalf of the Client and will recover this disbursement from the Client. All disbursements made by Tapper on behalf of the Client will be shown on Tapper's invoice at the third party's normal rate.

4.2 Tapper's Charges are payable by the Client without any right of set off within 30 (thirty) days after receipt of Tapper's invoice.

4.3 Tapper is entitled to charge interest at the rate of 2% above the base rate of Lloyds Bank plc from time to time on any sums due to Tapper which remain unpaid at the expiry of 30 days from the date on which they became due and continuing both after and before any judgement.

4.4 In addition to the above, Tapper may pass on to the client the cost of any third party charges or fees (such as but not limited to Court and solicitor's fees) that it has incurred in the collection of a debt.

4.5 Tapper requires the payment of the Deposit in cleared funds at least one business day prior to the scheduled Ceremony Date or Delivery Date.

4.6 By issuing instructions to Tapper, you assume sole responsibility for the full payment of all fees and disbursements incurred to Tapper, without any set off or deduction.

4.7 Tapper retains the right to utilise funds held on account to offset any outstanding debts or amounts owed.

4.8 The Client remains liable to Tapper until payment of the Final Account is received by us in cleared funds.

### 5. Indemnity

5.1 The Client indemnifies Tapper in full and holds Tapper harmless from all expenses and liabilities they may incur (directly or indirectly including financing costs, and including legal costs on a full indemnity basis) following any breach by the Client of any of their obligations under these conditions.

This means that the Client is liable to Tapper for losses Tapper incurs because the Client does not comply with these conditions. For example, Tapper may charge the Client an administration fee where they receive a cheque from the Client which is subsequently not honoured or if Tapper write to remind the Client that an account is overdue. If Tapper instructs debt collection agents they may also recover from the Client the fees they incur. Further details regarding these fees are available on request. Tapper may claim those losses from the Client at any time and, if Tapper have to take legal action, they will ask the Court to make the Client pay their legal costs.

### 6. Cancellation Notice

6.1 While we strive to deliver a prompt and exceptional level of service, there may be circumstances beyond Tapper's control that prevent us from fulfilling our obligations on the specified Ceremony Date or Delivery Date. In such cases:

- We will contact the Client in advance (or in cases of emergency as soon as possible) and propose alternative arrangements.
- If the alternative arrangements fail to meet the Client's satisfaction and Tapper are unable to offer any other suitable arrangements, Tapper will reimburse the Client within thirty days of the ceremony date for any advance payment, deposit, or pre-payment made, excluding disbursements and fees incurred.
- These terms and conditions serve as a supplement to the Estimate, further clarifying the rights and obligations of both parties.

## **7. Cooling off period**

- 7.1 The Client acknowledges and agrees that a cooling off period of 14 days shall apply to any contract or agreement entered into with Tapper for funeral services.
- 7.2 To exercise the right to cancel within the cooling off period, the client must provide a written cancellation notice to Tapper. The notice should clearly state the intent to cancel and include the client's name, contact information, and details of the contract or agreement being cancelled.
- 7.3 The written cancellation notice should be delivered to Tapper's address specified in the contract or agreement or sent via certified mail or email to the designated contact person, as provided by Tapper.
- 7.4 Upon receipt of the cancellation notice within the cooling off period, Tapper shall promptly confirm the cancellation in writing to the client, acknowledging the cancellation and confirming that no further obligations or charges shall apply.
- 7.5 If any payments have been made by the client to Tapper prior to the cancellation, Tapper shall refund the full amount within 14 days of receiving the cancellation notice. The refund shall be processed using the same payment method used by the client for the original transaction, unless otherwise agreed upon by both parties.
- 7.6 If the Client chooses to request the immediate commencement of services, the Client retains the right to cancel; however, the Client will be responsible for compensating Tapper for the value of the services rendered until the cancellation point.
- 7.7 If the services are fully provided within the 14-day period with your agreement, your right to cancel shall be forfeited.
- 7.8 The cooling off period is not applicable to services delivered under an Urgent Timescale.
- 7.9 In the event of any dispute or disagreement regarding the cancellation or application of the cooling off period, both parties agree to make reasonable efforts to resolve the matter amicably through negotiation and, if necessary, seek mediation or other alternative dispute resolution methods before pursuing legal action.

## **8. Termination of Contract**

- 8.1 This agreement may be terminated before the services are delivered: (1) by Tapper if the Client fails to honour their obligations under these Terms and (2) by the Client communicating to Tapper in writing, terminating their instructions.
- 8.2 If Tapper or the Client terminate instructions, the Client may be asked to pay a reasonable amount based upon the work carried out up to the time their termination is received.

## **9. VAT**

- 9.1 All fees, charges, and disbursements will be subject to VAT in compliance with VAT regulations, or they may be exempt from VAT as per the applicable provisions. If VAT is chargeable, Tapper will provide a VAT invoice.

## **10. Limitation of Liability**

- 10.1 The Deceased together with any jewellery or personal effects forming part of the Deceased's estate shall be carried at the Client's sole risk in all respects, subject to clause 10.6.
- 10.2 Subject to clause 5.1 and the limits on its liability in clauses 10.3, 10.4 and 10.6, Tapper shall only be liable to the Client where it causes by its negligence or wilful misconduct delay in the delivery of the Deceased to the Destination.
- 10.3 Tapper shall not be liable to the Client or be deemed to be in breach of the Contract for any reason if the breach of Contract was due to any cause beyond Tapper's reasonable control. The following events shall be regarded as examples of causes beyond Tapper's reasonable control but shall not act to limit the general nature of this clause: - Act of God, explosion, flood, tempest, fire, accident, civil disturbance, Acts, restrictions, regulations, bye-laws, prohibitions or measure of any kind on the part of any governmental, parliamentary or local authority, difficulties in obtaining labour, fuel, motor vehicle breakdown for whatever reason.
- 10.4 Tapper shall in no circumstances be liable to the Client for any loss, claim or liability of whatever nature caused by the acts or omissions of any third party.
- 10.5 Subject as expressly provided in this Contract and except where the supply of the service is to a person dealing as a consumer (within the meaning of the Unfair Contract terms Act 1977), all warranties, conditions, representations, or other terms implied by statute or common law are excluded to the fullest extent permitted by law.
- 10.6 The maximum aggregate liability of Tapper to the Client, for any sentimental or direct loss arising out of one or a series of linked events or omissions; and more specifically the loss theft or destruction of any of the jewellery or personal effects forming part of the Deceased's estate shall be limited to the value of Tapper's Charges.

## **11. Client's Warranties and Indemnities**

- 11.1 The Client warrants the accuracy of all descriptions, addresses and other particulars furnished to Tapper and the Client undertakes to indemnify Tapper against all losses, damages and expenses arising from any inaccuracy or omission even if such inaccuracy or omission is not due to any negligence on the part of the Client.
- 11.2 The Client undertakes to indemnify Tapper against the claims of any third party which may arise out of the loss damage or distribution of any of the jewellery or personal effects forming part of the Deceased's estate.

## **12. Collection of Ashes**

- 12.1 The client undertakes to arrange for collection of the cremated remains/ashes of the Deceased within 60 days following cremation of the Deceased unless formal instructions have been agreed for burial/scattering or other disposition.
- 12.2 In the event that the ashes have not been collected within the time referred to in Clause 12.1 and where no other agreements have been reached with regard to the ashes then the Client authorises Tapper to dispose of the ashes without any further notice to the Client.
- 12.3 The Client undertakes to indemnify Tapper against any claims of any third party which may arise out of the disposal of the ashes as contemplated in Clause 12.2 resulting from Tapper distributing the same on the Client's instructions.

## **13. Insolvency of the deceased's Estate and Payment of Charges**

- 13.1 In the event of the insolvency of the Deceased's estate the Client undertakes to bind himself in his personal capacity as co-principal debtor in respect of any debt arising from this contract which may be due and owing by the Deceased's estate to Tapper.

## **14. Complaints, Governing Law and Jurisdiction**

- 14.1 The Contract shall be governed by the laws of England in every particular including formation and interpretation and shall be deemed to have been made in England.
- 14.2 Any proceedings arising out of or in connection with this agreement may be brought in any court of competent jurisdiction in England.
- 14.3 The submission of the parties to such jurisdiction shall not limit the right of Tapper to commence any proceedings arising out of the contract in any other jurisdiction it may consider appropriate.
- 14.4 A complaint against the Company for whatever reason or purpose and against any individual associated with the Company must be made in writing to the Directors, c/o the Registered Office in Parkstone Road, Poole. Any complaint should be made as promptly as is reasonably possible to do in the circumstances to enable the Directors to consider all matters.
- 14.5 The Company is a member of the National Association of Funeral Directors (NAFD). If a complaint is not resolved to the satisfaction of a Client, the Client may refer the complaint to the NAFD. In such circumstances, the Company will work with the Client and the NAFD in one attempt to resolve a complaint however the Company may, in its entire discretion, not accept the competency and/or the decision/findings of the NAFD to deal with such matters.
- 14.6 In any matter, the Company reserves the right to refuse jurisdiction by NAFD and require the Client to seek recourse through a court (subject to 14.2).

## **15. Severability**

- 15.1 Notwithstanding that any provision contained in these conditions may prove to be illegal or unenforceable, the remaining provisions of this Agreement shall continue in full force and effect.

## DATA PROTECTION POLICY

Tapper & Son (Poole) Ltd, trading as Tapper Funeral Service (and several variations of this name) and as Harbour View, (the Company) is a limited Company registered in England as number 819647 at 32-34 Parkstone Road, Poole, Dorset BH15 2PG.

This is the Company's Data Protection Policy which is in pursuance of the General Data Protection Regulation under EU law from 25th May 2018. The Policy can be found on the Company's web site and copy of it may be printed from there.

The Company has many trading locations however any correspondence in relation to this matter should only be directed by post only to the registered office above. The Company's representative dealing with any enquiries in respect of this policy is Steven Tapper. Due to the low scale level of data processing, the Directors of the Company do not believe it is necessary to employ a qualified Data Protection Officer. Any enquiry must include the enquirer's email address and telephone number should a response be requested. No other liaison will be entered into or accepted as being on behalf of the Company.

In the proper conduct of its business the Company collects data and this is held both electronically and on paper. The Company's computer systems, including its back-up facilities, are deemed to be very secure and are maintained by a specialist contractor. Paper records are retained in appropriate cabinets in locked offices.

In the unlikely event of a breach of the Company's security for the data that is likely to result in a risk to the rights and freedoms of individuals, the Company will notify the appropriate authorities and individuals without undue delay.

The Company does not share, sell, lend (or similar) the data it gathers with any third-party other than when it is required to do so by law or when it is necessary to do so in pursuance of its client's instructions. E.g. It is necessary to provide a crematorium or a minister celebrant with data about a deceased person and his/her family in the arrangement of a funeral. In such circumstances data is being provided with the direct or implied instruction of the Company's client.

The Company deems data collected by it in the proper pursuance of its work to be its own intellectual property and as such will retain the data without limit in time. The Company has many responsibilities in law that require retention of data, sometimes indefinitely, e.g. Obligations to keep a Burial Register and a Register of Cremations.

The Company acknowledges its responsibility to keep this data securely and not to make it available to third-parties (notwithstanding the above).

The Company will not use the data gathered to make unnecessary contact with its own clients. It is usually the case that soon after a funeral has concluded the contact between client and Company draws towards a close. There often remains proper need to continue contact with the client for instance (but not limited to) accounting for in-memorial donations, liaison in respect of cremated remains, advice in respect of post-funeral bereavement support, memorials etc.

The Company will not use the data to contact clients (or other third-parties) with marketing, unrelated matters, attempts to sell products that are not associated to the original Contract.

## COMPANY DETAILS

Tapper Funeral Service, Harbour View, Living Stones along with a number of variations to these words in particular with additional names, are trading names of Tapper & Son (Poole) Ltd.

Tapper & Son (Poole) Ltd is a limited Company registered in England number 814967 and is owned entirely by members of the Board of Directors.

The Registered Office of Tapper & Son (Poole) Ltd is 32/34 Parkstone Road, Poole, Dorset BH15 2PG

The Company is registered in UK for VAT purposes as 619802725

The Directors of Tapper & Son (Poole) Ltd are:

Christopher Tapper, MBIE

Steven Tapper, MSc

Paul Tapper

Alan Rice

## OUR TERMS FOR PAYMENT

We require 50% of the anticipated final invoice value to be paid to us in cleared funds prior to provision of the requested services. In some circumstances and/or for some services we may require full payment in cleared funds, in advance.

We reserve all rights of ownership until final settlement has been received, in particular, but not limited to, for memorial stones and Exclusive Rights of Burial in graves. We reserve the right to charge our client for reasonable third-party costs when pursuing an unpaid invoice that has been outstanding for more than three months along with interest at 2% above bank base rate on the amount outstanding.

## The independent funeral consumer complaints service

Operated in conjunction with CEDR

### Not satisfied with the service provided by your funeral director?

NAFD Resolve is the independent funeral complaints service. It's free, easy to use and covers 4,100 UK funeral homes that are members of the National Association of Funeral Directors.

It is fully funded by the NAFD, with conciliation and adjudication services provided by qualified professionals from the Centre for Effective Dispute Resolution (CEDR).

CEDR is an independent non-profit organisation and a registered charity with a vision that better conflicts result in better outcomes leading to a better world. Their mission is to provide society with skills and solutions for effective dialogue and to bring about sustainable change.

Your funeral director, as a member of the NAFD, is bound by the terms of the NAFD's Code of Practice. This requires them to provide a very high level of service to you and, if a complaint is raised, to abide by the outcome of the NAFD Resolve process.

A copy of the NAFD Code of Practice is available from your funeral director, or can be downloaded from the NAFD website.

### How to use NAFD Resolve

You can make a complaint via our online complaint form on the complaints section of our website: [nafd.org.uk](http://nafd.org.uk).

If you do not have access to the internet, you can request a call back from a member of our complaints team by leaving a voice message on: 0121 711 1636.

You will receive notification that we have received your complaint within three working days.

### NAFD Resolve has three stages:

#### Stage 1 - Discussion

The NAFD will contact the member firm and encourage them to work with you to seek a resolution. The vast majority of complaints are resolved at Stage 1.

#### Stage 2 - Conciliation

If, after 28 days from the date that the NAFD was notified, the matter remains unresolved, an independent and qualified conciliator will be appointed to assist the parties reach a resolution.

#### What is Conciliation?

Conciliation is an informal process for resolving disputes through assisted negotiations. A trained professional conciliator will work with the customer and the funeral director to assist them in finding a resolution. The customer and funeral director remain in control of what the resolution could be but the conciliator may suggest a possible resolution to consider in the event that they are unable to reach one for themselves. Any resolution reached through conciliation would become binding upon both as a contractual agreement once signed.

#### Stage 3 - Adjudication

If conciliation does not resolve the matter, an independent adjudicator is appointed to settle the matter for good.

#### What is Adjudication?

Adjudication is a process by which an adjudicator, who is usually legally qualified, weighs up the documents and evidence provided by the customer and the funeral director in order to reach a decision. The adjudicator will consider the law relevant to the subject matter of the dispute at hand. The adjudicator's decision is binding upon both parties if the customer chooses to accept it. If the customer chooses not to accept the decision, it will have no binding effect on either party. The decision of the adjudicator marks the end of the NAFD Resolve process. If you choose not to accept the decision of the adjudicator you are free to seek independent legal advice on next steps.

### Am I eligible to use NAFD Resolve?

The NAFD Resolve service is only available to the customers of NAFD member funeral directors.

To complain through NAFD Resolve, the funeral director you used must have been a member of the National Association of Funeral Directors at the time the service you have concerns about were provided. They must also have provided you with either a funeral, or goods and/or services costing in excess of £1,000.00.\*

The complaint must be made within 12 months.\*

\* Please see the full NAFD Resolve terms and conditions (available at [nafd.org.uk/resolve](http://nafd.org.uk/resolve)) for further details.

### Simple | Independent | Free

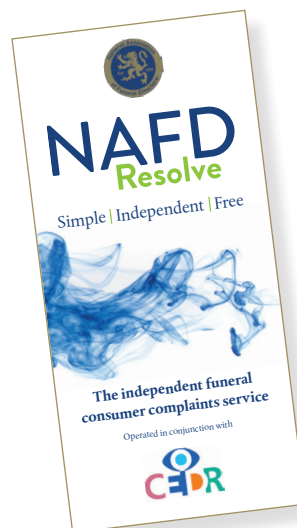
If you have any questions about NAFD Resolve, please contact us on:

NAFD Resolve, 618 Warwick Road, Solihull, West Midlands B91 1AA

Telephone: 0121 711 1636

Email: [resolve@nafd.org.uk](mailto:resolve@nafd.org.uk)

[www.nafd.org.uk/resolve](http://www.nafd.org.uk/resolve)



Please ask for a leaflet if required