

## STANDARDISED PRICE LIST

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 collecting the deceased (charge of £185): on rare occasions there is a charge for mileage but not after just 15 miles however within this charge we will only attend during normal working hours. See our Price List for further information in respect of our charges for out-of-hours and/or distance working.
- In respect of viewing of the deceased person (charge of £75) and Embalming (charge of £125): the required specification of the former only allows for opening the chapel of rest for a visit; it does not provide for treatment/preparation of the deceased person in consideration of presentation or preservation, nor does it provide for dressing. Embalming is a specific procedure which is not necessarily required and does not in itself facilitate viewing of the deceased person. See our Price List for further information in respect of visiting the chapel of rest to see a deceased person.
- 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.
- For clarity, in respect of 'Unattended Funeral' the charge for the cremation includes the cremation itself but not the cost of medical certificates, if applicable. Please see our Price list for greater options for unattended funerals.
- 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 £2795 (all-inclusive of fees)

A simple arrangement 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

(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 and assisting in the preparation of a Tribute. Our Funeral Officiant will then preside over the funeral ceremony on the day of the funeral, with the assistance of one 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 brassed 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 40 mourners with some 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:**
- Fees to doctors for medical certificates if required (up to £164.00)
  - 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
  - Any higher level of professional services on our part
  - Flexibility to choose the date and timing of the funeral service
  - Sunday or evening funeral ceremony
  - 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.

#### Unattended Cremation package at Harbour View

##### Crematorium: £1800 (all-inclusive of fees)

(This is also known as the 'a 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.
- The cremation itself including fee payable to the Medical Referee.
- Provision of a cremating tray (not a traditional coffin).

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

- Fees to doctors for medical certificates if required (up to £164.00)
- Chapel of Rest visiting
- Any professional services on our part

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

NB: 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.

## **Traditional Cortege package: £2360.00 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)
- If the funeral is to result in a cremation, fees may be payable to doctors for medical certificates (up to £164.00)
- 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):-**

- Our charge for providing our client with greater choice of timing for the funeral rather than it being at our direction and convenience (always subject to availability at relevant funeral venues) £250
- 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): £125
- Coffin bearer(s) – necessary if the coffin is to be carried by us at any stage: £50 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: £225
- Provision of funeral limousine for conveyance of mourners: £195
- Supplemental charge if our hearse, funeral director and chauffeur are required to travel to a funeral that is outside of the local area: £2.45 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: £210
- Supplemental charge to reflect time involved to take the deceased to a church or private address prior to the day of the funeral: £300
- Provision of our in-house Funeral Officiant to work with the deceased's family to compose a funeral service, suggesting suitable material and assisting them to prepare a Tribute. Our Funeral Officiant will then preside over the funeral ceremony on the day of the funeral. From £210 (the following item is applicable and may be in addition.)
- 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 in 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 £60 to £300 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 £220-£300)
- 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.

### **Care of the Deceased including visiting our Chapels of Rest:**

- Care of the deceased at our premises including mortuary facilities and/or chapel of rest is included in our normal charges for up to a total of 10 working days
- Additional days at £25 per day
- Our charge for dressing the deceased in either his/her own clothes or a coffin gown including any cosmetic or preservation treatment (embalming) that our embalmers deem to be necessary in the circumstances: £200 (NB If this service is being selected in conjunction with the Unattended Cremation Package, it will be necessary to upgrade the cremating tray to a coffin (minimum extra of £230). If this service is being selected in addition to the Standardised Price List (CMA) only £125 will be charged as £75 is included in the package.)
- Supplemental charge if we are required to collect the deceased outside of normal working hours: £100
- Supplemental charge if we are required to collect the deceased from outside of the local area: £1.60 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: £200
- New Milton Ceremony Hall: £200
- Harbour Lodge Ceremony Hall, Harbour View: £200
- The Barn Ceremony Hall, Harbour View: £330
- Long Barrow Ceremony Hall, Harbour View: £540
- Purbeck Tea-Room, Harbour View (if used on its own): £540
- Chapels at our other funeral homes, Stone Henge at Harbour View and graveside at Harbour View can all be considered, where appropriate – price on application
- 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

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

- Purchase of the Exclusive Right to Burial in full sized graves (traditional burial): from £800
- Purchase of the Exclusive Right to Burial in cremated remains sized graves: from £275
- Interment / maintenance fee – full size (includes digging the grave): £830
- Interment / maintenance fee – cremated remains casket size (includes digging the grave): £230
- Scattering cremated remains (assuming attendance by mourners and selection of scattering area): £85 (there is no fee for unattended scattering on the standard memorial border following cremation at Harbour View Crematorium.)

Memorials are available via Harbour View as stone tablets and as plaques alongside trees, or on benches and fences – all prices available upon request

### **Miscellaneous:**

Prepaid Funeral Plans – our administration fee which is taken now to reflect the work involved setting up the plan and is charged in addition to general funeral charges and disbursements - £175 (the funeral plan provider Ecclesiastical will also charge an administration fee that will be added to the overall cost of the plan – this fee is currently £225)

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): £125 (this fee is doubled in circumstances where we receive the cremated remains but did NOT arrange the cremation.

Our charge for arranging a Memorial Service at any location (this charge is only applicable if we have not previously made arrangements for a funeral service) £365

## Catering: please request copy of our Menu

**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:-

Fees to doctors to write certificates enabling cremation: £82 per doctor (This is not to be confused with the Medical Cause of Death Certificate which is issued for both burial and cremation and for which there is no charge. Additional certification is usually required to enable a cremation and this most often results in a single fee to one doctor (£82); it is possible that certificates from two doctors will be required (£164). Our funeral director will advise once circumstances are understood.

Funeral celebrant or minister to officiate at a funeral service: From £220

## Local Crematoria and similar:

### Harbour View Crematorium:

(all fees for Harbour View are quoted elsewhere on this notice)

### Bournemouth Crematorium:

a) a Crematorium Standard Fee Attended Service (this includes everything that is required for a funeral): £805

b) a Crematorium Unattended Service: £350

c) a Crematorium Reduced Fee Attended Service: £690

NB: Important – ALL of the above do NOT include funeral director's charges  
Funeral Service Chapel at 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): £805

b) a Crematorium Unattended Service: Not available as cremation happens elsewhere

c) a Crematorium Reduced Fee Attended Service: £690

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): £842

b) a Crematorium Unattended Service: £557

c) a Crematorium Reduced Fee Attended Service: N/A

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): £900

b) a Crematorium Unattended Service: £590

c) a Crematorium Reduced Fee Attended Service: £750 (for Committal ceremony only)

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): £975

b) a Crematorium Unattended Service: £350

c) a Crematorium Reduced Fee Attended Service: £585 (for an early morning ceremony)

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.

## Coffins and caskets:

Cremation tray (generally for use with a 'Direct' cremation; this is not a coffin):	£65.00
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:	£142.50
Bariatric coffins: coffins with a width greater than 26" or otherwise oversized and requiring special order for bespoke fit:	POA
Basic unpolished simulated Oak coffin with brassed plastic furniture and sidesheets (normal size and strength):	£295.00
Basic unpolished simulated Oak coffin with brassed plastic furniture and sidesheets (larger size and with greater strength):	£355.00
Veneered Oak coffin with brassed plastic furniture and shroud (normal size and strength):	£350.00
Veneered Oak coffin with brassed plastic furniture and shroud (larger size and with greater strength):	£400.00
Veneered Elm coffin with panelled sides, brassed plastic furniture and shroud (normal size and strength):	£445.00
Veneered Elm coffin with panelled sides, brassed plastic furniture and shroud (larger size and with greater strength):	£495.00
Polished veneered Mahogany coffin with panelled sides and tiered cover, brassed plastic furniture and gown set (normal size and strength):	£480.00
Polished veneered Mahogany coffin with panelled sides and tiered cover, brassed plastic furniture and gown set (larger size and with greater strength):	£505.00
Wax polished, veneered Oak coffin with panelled sides and tiered cover, brassed plastic furniture and gown set (normal size and strength):	£490.00
Wax polished, veneered Oak coffin with panelled sides and tiered cover, brassed plastic furniture and gown set (larger size and with greater strength):	£510.00
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):	£1110.00
Polished Mahogany timber coffin with butt ends, fitted with brassed metal furniture, Brass nameplate and best quality linings and gown set (larger size and with greater strength):	£1155.00
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):	£1270.00
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 (larger size and with greater strength):	£1320.00
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):	£1455.00
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 (larger size and with greater strength):	£1455.00
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	£820.00
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:	
Timber casket (Oak or Mahogany) for cremated remains with engraved nameplate:	£110.00
Double sized timber casket (Oak or Mahogany) for cremated remains with engraved nameplate:	£140.00
Cardboard casket decorated with coloured leaves for cremated remains:	£55.00

# 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.

**The Terms and Conditions are as follows:-**

STANDARD TERMS AND CONDITIONS OF CONTRACT

**1. Interpretation and basis of the contract**

1.1 In these conditions:

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

**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.

**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.

**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.

**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.

**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 and Barrow Bros & Tapper Funeral Service.

1.2 This 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. 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 gender include all 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. Tapper's Charges**

3.1 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 he 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.

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

3.3 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.

3.4 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. Limitation of Liability**

4.1 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 4.6.

4.2 Subject to the limits on its liability in clauses 4.3, 4.4 and 4.6, 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.

4.3 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, failure of utility supply (e.g. electricity, gas, water, telephone/fibre comms, etc), difficulties in obtaining labour, fuel, motor vehicle breakdown for whatever reason.

4.4 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.

4.5 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.

4.6 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.

**5. Client's Warranties and Indemnities**

5.1 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.

5.2 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.

**6. Collection of Ashes**

6.1 The Client undertakes to arrange for the collection of the ashes of the Deceased within 60 days following cremation of the Deceased.

6.2 In the event that the ashes have not been collected within the time referred to in Clause 6.1 then the Client authorises Tapper to dispose of the ashes without any further notice to the Client.

6.3 The Client undertakes to indemnify Tapper against the claims of any third party which may arise out of the disposal of the ashes as contemplated in Clause 6.2.

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

7.1 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.

**8. Complaints, Governing Law and Jurisdiction**

8.1 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.

8.2 Any proceedings arising out of or in connection with this agreement may be brought in any court of competent jurisdiction in Poole, Dorset.

8.3 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.

8.4 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 at the Company's Registered Office, 32-34 Parkstone Road, Poole BH15 2PG. Any complaint should be made as promptly as is reasonably possible to do in the circumstances to enable the Directors to consider all matters.

8.5 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.

8.6 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 8.2).

**9. Severability**

9.1 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

**10 Harbour View**

10.1 Additional Terms and Conditions apply in relation to the burial ground and crematorium at Harbour View and all matters related to them. These are available via the Company's web site or upon request and should be read in conjunction with this document when applicable.

## 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

Peter Crutcher

## 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.\*

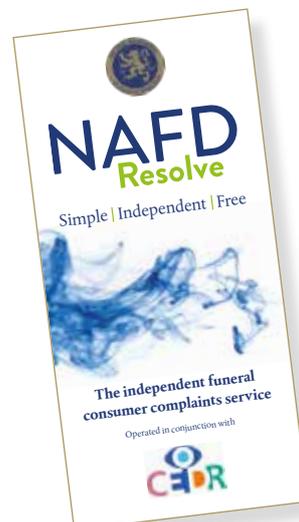
The complaint must be made within 12 months.\*

\* 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