**TERMS OF BUSINESS**

Payment Blyth Family Funerals Ltd operates a pricing policy in compliance with the Code of Practice of the National Society of Allied and Independent Funeral Directors.

 Our standardised price list provides clients with a detailed breakdown of our charges as required by the Competition and Markets Authority (CMA).

**Payment Terms**

Normally 7 days from invoice date however, this can be further discussed with individual families and varying circumstances. The arrangement form requires signature of the person responsible for payment and whom agrees to price quoted either verbally during initial meeting or by followed up quote.

**Indemnity**

 You are to indemnify us in full and hold us without all expenses and liabilities we may incur – directly or indirectly including legal costs on a full indemnity basis following any breach by you of your obligations under these terms of business.

**Data Protection**

Personal data will be held securely, in confidence and processed for the purpose of conducting our services. Such data may be passed to relevant third parties, who may be performing such services on your behalf, who may require to take contact with you. Under the General Data Protection Regulation May 2018 you have the right to request what information we have held and to apply in writing to receive copies of such data.

**Standards of Service**

If you have any concerns about the service we provide, in the first instance raise with either Stephen or Nicola Brown. If either Stephen or Nicola are unable to resolve your concerns then you will be requested to put your concerns in writing, a written response from Stephen or Nicola Brown will follow. If you are still dissatisfied with the response, then Stephen or Nicola will refer you to the Chairman of the Society’s Standards Committee for further investigation.

**Agreement**

Your continuing instructions will amount to your continuing acceptance of our Terms of Business. Disclosure of Interests the CMA Order legally requires us to disclose any donations or contributions which amount to £250 or more over a 12-month period, that are paid to third parties directly connected to our funeral services which do not directly relate to a cost incurred of a part of our service provided. None whatsoever

Registered Office: Blyth Family Funerals Ltd.1 Browns Building, Maddison Street, Blyth, NE24 1EY, Director Stephen Brown. Reg. Company number 14550428