

Terms of Business

Padmore Family Funerals

At Padmore Family Funerals, we understand that arranging a funeral is one of the most difficult times for any family. Our aim is to make the process as clear, supportive and straightforward as possible.

By asking us to arrange a funeral on your behalf, you agree to the terms below.

Our Estimates

We will provide you with a clear written estimate detailing:

- Our professional fees
- Third-party costs (such as crematorium, church, cemetery, minister or non religious celebrant)
- Any additional services or items you choose

Third-party costs are set by the organisations involved and may change. If this happens, we will inform you as soon as possible.

Payment Arrangements

To allow us to confirm all arrangements and third-party services in good time, our payment terms are as follows:

Attended Funerals

- We require **50% of the total estimated cost at the time the funeral arrangements are made.**
- The **remaining balance is due no later than 4 days before the funeral service.**

This ensures that all arrangements can proceed smoothly.

Unattended (Direct) Funerals

For unattended or direct cremation/burial services, **full payment is required before the service takes place.**

We are unable to proceed without cleared funds.

If you have any concerns about meeting these payment timescales, please speak with us as early as possible. We will always approach such conversations with sensitivity and understanding.

Cancellation

If funeral arrangements are cancelled, you will remain responsible for any costs already incurred on your behalf (for example, coffin orders or crematorium fees).

If arrangements are made by phone, online, or away from our premises, you may have cancellation rights under the Consumer Contracts Regulations 2013. If you request that we begin work within the 14-day cancellation period, you may be required to pay for services already provided.

Our Commitment

We will carry out our services with care, dignity and professionalism, in accordance with the Consumer Rights Act 2015.