

15a Old Market Street | Thetford | Norfolk | IP24 2EQ
 Telephone: 01842 761333 (24 hour service) Email:
 thetford@turnerfunerals.co.uk

2A Thetford Road | Brandon | Suffolk | IP27 0BS
 Telephone: 01842 811245
 Email: brandon@turnerfunerals.co.uk



STANDARDISED PRICE LIST

All funeral directors are legally required to publish this 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).

ATTENDED FUNERAL (funeral director's charges only)	£2,400.00
This is a funeral where family and friends have a ceremony, event or service for the deceased person at the same time as they attend their burial or cremation.	
Taking care of all necessary legal and administrative arrangements	£900.00
Collecting and transporting the deceased person from the place of death (normally within 15 miles of the funeral director's premises) into the funeral director's care	£250.00
Care of the deceased person before the funeral in appropriate facilities. The deceased person will be kept at the Thetford branch premises	£350.00
Providing a suitable coffin – this will be made from oak veneer	£375.00
Viewing of the deceased person for family and friends, by appointment with the funeral director (where viewing is requested by the customer)	£75.00
At a date and time you agree with the funeral director, taking the deceased person direct to the agreed cemetery or crematorium (normally within 20 miles of the funeral director's premises) in a hearse or other appropriate vehicle	£450.00

UNATTENDED FUNERAL	
This is a funeral where family and friends may choose to have a ceremony, event or service for the deceased person, but they do not attend the burial or cremation itself.	
Burial (funeral director's charges only)	£995.00
Cremation (funeral director's charges plus the cremation fee)²	£995.00

FEES YOU MUST PAY	
For an Attended or Unattended burial funeral, the burial fee . ¹	£560.00
In this local area, the typical cost of the burial fee for local residents is: For a new grave, you will also need to pay for the plot; for an existing grave with a memorial in place, you may need to pay a removal/replacement fee. In addition, the cemetery may charge a number of other fees.	
For an Attended cremation funeral, the cremation fee . ²	£999.00
In this local area, the typical cost of a cremation for local residents is:	

Please discuss any **specific religious, belief-based and/or cultural requirements** that you have with the funeral director.

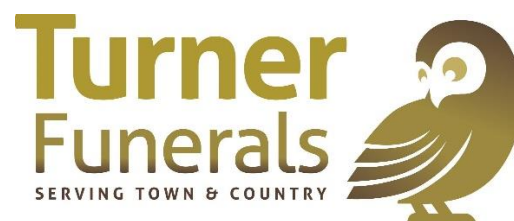
ADDITIONAL FUNERAL DIRECTOR PRODUCTS AND SERVICES	
This funeral director may be able to supply a range of optional, additional products and services, or to arrange (on your behalf) for a third party to supply them. Examples include:	
Additional mileage (price per mile)	£1.00
Additional transfers of the deceased person's body (e.g. to their home, to a place of worship etc.) (price per transfer)	£150.00
Collection and delivery of ashes	£25.00
Embalming	£120.00
Funeral officiant (e.g. celebrant, minister of religion etc.)	£225.00
Services supplied outside of normal office hours	£150.00
The funeral director can give you a full list of what they can supply. They are likely to charge for these additional products and services, so you may choose to take care of some arrangements without their involvement, or you can use a different supplier.	

¹ This fee (which is sometimes called the interment fee) is the charge made for digging and closing a new grave, or for reopening and closing an existing grave.

² In England, Wales and Northern Ireland, you will usually need to pay doctors' fees as well. This is the charge for two doctors to sign the Medical Certificates for Cremation.

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Price List: September 2021

ADDITIONAL OPTIONS PRICE LIST

Professional fees charged for the completion of funeral arrangements which includes the following: Funeral arranger to provide immediate support and make suitable arrangements at our office or family home. Genuine 24 hours support giving piece of mind and guidance when needed. Administration of the funeral arrangements throughout including payment of all necessary amount due to the appropriate agencies and completion of legal documentation due. Receipt and processing of charitable donations including settlement to the charities and a list of donors to family. Mortuary works, chapel of rest facilities (extended availability). On day of funeral, supply of funeral conductor and four bearers. Bereavement Councillor available on request.

	<i>from</i> £1,625.00
Supply of oak veneer Coffin and fittings (including dressing in own clothes or choice of shroud)	<i>from</i> £499.00
Supply of Solid Oak Coffin with raised Lid and fittings (including dressing in own clothes or choice of shroud)	<i>from</i> £1,195.00
Hearse, 1 Limousine to funeral	<i>from</i> £725.00
Hearse only to funeral (including a bearer car)	<i>from</i> £450.00
Limousines	<i>from</i> £200.00
Conveyance of Deceased from local area to Private Chapel of Rest (up to 30 miles)	<i>from</i> £250.00
Coffin reception in to Church/House before funeral	<i>from</i> £150.00
Supply of Oak Casket & Certificate for Cremated Remains	<i>from</i> £50.00
Preparation of Full Size Grave (where the local council/church does not provide these services)	<i>from</i> £380.00
Prepare site for interment of Cremated Remains	<i>from</i> £75.00
Attend and arrange interment of Cremated Remains	<i>from</i> £120.00
Oak Grave Marker with name plate	*£60.00
Traditional Funeral Service at [Crematorium] (including celebrant fee, cremation fee, doctors fee)	<i>from</i> £3,500.00
Direct Cremation Package	£1,495.00
Simplified Cremation Package (service at Crematorium)	<i>from</i> £2,950.00
Simplified Burial-Graveside service Package	<i>from</i> £2,950.00
Pre-paid plan	<i>from</i> £3,300.00

Priced quoted are correct at the time of printing, we reserve the right to make changes without notice.

* plus VAT

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CREMATORIUM PRICE INFORMATION

BRECKLAND CREMATORIUM LIMITED

www.brecklandcrematorium.co.uk

Attended Service Monday to Friday (30 minute service)	£840.00
Attended Service Early Service (limited to 20 minutes in chapel – 9.15am service only)	£650.00
Unattended Direct Cremation (out of hours) – for committal before 9am only	£450.00
Unattended Direct Cremation – following a service elsewhere	£650.00

WEST SUFFOLK CEMETERY & CREMATORIUM

www.westsuffolkcrematorium.co.uk

Attended Service (40 minute service)	£999.00
Attended Service Early Service (8.30, 9.00 & 9.30am)	£790.00
Unattended Direct Cremation fee	£500.00

Both Crematorium offer additional services which can be accessed via their respective websites.

DISCLOSURE OF INTERESTS

1. The ownership of Thetford & District Funeral Directors Limited t/a Turner Funerals is Lydia Turner.
2. There is no business or material financial interest in a price comparison website.
3.
 - a. There has been no material charitable donation to a third party
 - b. There has been no charitable contribution or payment of gratuity to a third party
 - c. There has no material form of payment to a third party that does not relate to a cost incurred or a service provided by the third party on behalf of or to Thetford/Turner

TERMS OF BUSINESS

We are members of the Society of Allied & Independent Funeral Directors ('SAIF') and subscribe to its current Code of Practice, a copy of which is available upon request. We aim to act in a professional manner and provide a courteous, sensitive and dignified service to you.

1. Estimates and Expenses

The estimate overleaf sets out the services we agree to supply. This estimate is an indication of charges likely to be incurred on the basis of the information and details we know at the date of the estimate. While we make every effort to ensure the accuracy of the estimate, the charges are liable to alteration particularly where third parties change their rates or charges. We may not know the amount of third party charges in advance of the funeral, however, we give you a best estimate of such charges in the written estimate. The actual amount of the charges will be detailed and shown in the final account.

If you amend your instructions, we will require your written confirmation of the changes. We may need to make an extra charge in accordance with prices in our current price list.

2. Payment Arrangements

A £1,500 deposit is due at the time of the funeral arrangement.

The funeral account balance is due for payment within twenty-eight days of our account, unless otherwise agreed by us in writing.

If you fail to pay us in full on the due date, we may charge you interest:

- At a rate of 4% above our bank's Base Rate from time to time in force;
- Calculated (on a daily basis) from the date of our account until payment;
- Compounded on the first day of each month; and
- Before and after any Judgment (unless a Court orders otherwise)

We may recover (under Clause 3) *the cost of taking legal action to make you pay.*

3. Indemnity

You are to indemnify us in full and hold us harmless from all expenses and liabilities we may incur (directly or indirectly including financing costs and including legal costs on a full indemnity basis) following any breach by you of any of your obligations under these terms. This means that you are liable to us for losses we incur because you do not comply with these Terms. For example, we will charge you an administration fee where we receive a cheque from you which is subsequently not honoured or if we write to remind you that an account is overdue. If we instruct debt collection agents, we may also recover from you the fees we incur. Further details regarding these fees are available on request. We may claim those losses from you at any time and, if we have to take legal action, we will ask the Court to make you pay our legal costs.

4. General Data Protection Act 2018 ("GDPR")

Words shown in italics are defined in the General Data Protection Act 2018.

We respect the confidential nature of the information given to us and, where you provide us with *personal data* ("data"), we will ensure that the data will be held securely, in confidence and *processed* for the purpose of carrying out our services. In order to provide our services, we may need to pass such data to third parties, and those third parties, who are performing some of the services for you, may contact you directly. Under the Act you have the right to know what data we hold on you and you can, by applying to us in writing and paying a fee, receive copies of that data.

The GDPR regulations are dealt with by new written publications. You confirm that you have permission to give consent to use all information you supply, including your relatives and friends, unless you specify.

5. Cooling-Off Period

The Consumer Contracts (Information, Cancellation & Additional Charges) Regulations 2013 may give you the right to terminate this Agreement in the cooling-off period of fourteen days. If you wish the performance of the agreement to which this right applies to commence before the end of the cooling-off period, you must sign the authority in the form which will be handed to you. In the event that you exercise the right to cancel this contract during the cooling-off period you will be required to pay a reasonable amount for goods and services already supplied.

6. Termination

This agreement may also be terminated before services are delivered: (1) by us if you fail to honour your obligations under these Terms and (2) by you communicating to us, in writing, terminating your instructions. If we or you terminate your instructions you may, depending upon the reasons for termination, be asked to pay a reasonable amount based upon the work carried out up to the time your termination is received.

7. Standards of Service

The SAIF Code of Practice requires that we provide a high-quality service in all aspects. If you have any questions or concerns about the service we provide to you, please raise them in the first instance with our designated senior person. Any complaint should be made in writing and sent to Lydia Turner at 15 Old Market Street, Thetford, IP24 2EQ. If that does not resolve the problem to your satisfaction, SAIF provide a dispute resolution service. You can contact either the Chairman of the Society's Standards Committee, for investigation and an amicable resolution, or the Centre for Effective Dispute Resolution (CEDR). All correspondence should be addressed to either the Standards Chairman or the Centre for Effective Dispute Resolution (CEDR), as appropriate, at SAIF Business Centre, 3 Bullfields, Sawbridgeworth, Hertfordshire, CM21 9DB.

All dates and times provided on the estimate cannot be guaranteed until final bookings are made and confirmed. Although we endeavour to provide a prompt and efficient service for you, there may be instances where, because of circumstances beyond our control, we are unable to fulfil our obligations to you on the date or time specified. Where this is the case, we will attempt to contact you in advance, using the details overleaf, and advise you of alternative arrangements.

We cannot be responsible for the performance of all third parties which may include, but not specifically, Crematoria, Councils, Grave Diggers, Ministers, Civil Celebrants, Florists, Printers, Vehicle Hire, Newspapers, Hospitals, Doctors, Coroner, Registrar, International Repatriation Service Provides, etc.

8. Agreement

Your continuing instructions will amount to your continuing acceptance of these Terms of Business. Your instructions will not create any right enforceable by virtue of the Contracts (Rights of Third Parties) Act 1998 by any person not identified as our client.

If any of these terms are enforceable as drafted:-

- It will not affect the enforceability of any other of these Terms and if it would be enforceable, if amended, it will be treated as so amended;
- Nothing in these Terms restricts or limits our liability for death or personal injury;
- This Agreement is subject to English law. If you decide to commence legal action, you may do so, in any appropriate UK court.

9. Ashes

Ashes should be collected within four weeks of the funeral date. We reserve the right to charge a storage fee of £10 per month after this time.