

Direct Cremation - Terms and Conditions of Service

Kevin Matthews Funeral Service LTD is committed to providing dignity and care for your loved one.

By signing our Agreement and Estimate for Direct Cremation (please note this is not an invoice), you will be agreeing to the following terms and conditions set out below:

Direct Cremation Service

Conveyance of your loved one to our premises (within a 15-mile radius, during normal office hours). Care of your loved one until the direct cremation. Supply of a standard size Simple coffin. Provision of a gown. A fresh single stem rose. One visit to our Chapel of Rest (where required). Conveyance of the coffin by private ambulance to the crematorium. Provision of staff to place the coffin upon the catafalque at the crematorium (where required). Collection of cremated remains from crematorium, returning to our premises, (where required), and creation of an online tribute page.

Parties & Sharing Data

In these Terms and Conditions, the terms 'our,' 'we,' 'us' means Kevin Matthews Funeral Service Ltd at 1-5 Balmoral Road, Northampton, NN2 6LA. Company Registration No 7095620. The terms 'you,' 'your' means the client or the company requesting our services.

Your contact details will be shared with third-party organisations required for the arrangements of the Funeral, Interment of Cremated Remains, and any memorial products or sign-posted services before, during or after the funeral arrangements. Third-parties may include Crematoriums, Churches, Cemeteries, Officiants, Hospitals, Doctors, Coroners, Stonemasons, Memorial Suppliers, Transportation Services, Death Notification Services, Charities, Sign-posted services, Online Tribute Platform Providers etc.

Right to Cancel the Contract

(Arrangements outside of the premises of Kevin Matthews Funeral Service LTD):

The Consumer Contract Regulations 2013 gives a client signing a contract with a company the right to cancel within a period of 14 days from the signed agreement (estimate), you can cancel by email to info@kmfunerals.co.uk or by letter to Kevin Matthews Funeral Service LTD, 1-5 Balmoral Road, Northampton, NN2 6LA. We will only accept a cancellation confirmation from our client (the same person who signed or agreed the estimate) and will always acknowledge receipt of any cancellation notice; this contact will be our confirmation of receipt.

As authority was given to instruct Kevin Matthews Funeral Service LTD to arrange / conduct the funeral, if any costs have been incurred during the 14-day cancellation period for services offered or payments made for disbursements to third parties, these will be passed on to the client. There is no right to cancel if the Funeral has taken place within the 14 days.

Right to Cancel the Contract

(Arrangements conducted at the premises of Kevin Matthews Funeral Service LTD):

You have the right to cancel up to 24 hours following the arrangement meeting with our Funeral Director, by email to info@kmfunerals.co.uk or by letter to Kevin Matthews Funeral Service LTD, 1-5 Balmoral Road, Northampton, NN2 6LA. We will only accept a cancellation confirmation from our client (the same person who signed or agreed the estimate) and will always acknowledge receipt of any cancellation notice; this contact will be our confirmation of receipt.

As authority was given to instruct Kevin Matthews Funeral Service LTD to arrange / conduct the funeral, if any costs have been incurred due to your instructions during this period for services offered or payments made for disbursements to third parties, these will be passed on to the client. There is no right to cancel if the Funeral has taken place.

The person with the authority to arrange the Funeral

Usually, it is the Next of Kin or the Executor who would have the authority to arrange the funeral.

Kevin Matthews Funeral Service LTD cannot independently check if our client has this authority. We will accept the person who provides the necessary legal paperwork as our client.

Payment and Charges:

A. Payment of Charges for Direct Cremation:

Prior to the funeral, a final invoice will be sent to the client for payment. Payment should be made at least 3 working days prior to the funeral date, in full and clear funds, to Kevin Matthews Funeral Service LTD. The liability for the invoice will be with our client. There will be no additional charge if payment is made in full 3 working days prior to the funeral date.

B. Account Details for Payment:

Account Name: Kevin Matthews Funeral Service Ltd

Account No. 17078547

Sort Code: 54-10-44

Ref: (Surname and invoice ref. no. eg. Smith/NOR-123456)

C. The Final Invoice:

This may be different to the Agreement and Estimate for Direct Cremation, as additional services or fees may be added as per our Terms and Conditions. Eg. Coffin size. If payment is being made by a third party e.g. a plan provider, the remainder of the invoice will remain the client's liability. We endeavour that all estimates are correct. However, should any addition errors or changes to third-party fees be made, these will be corrected on the final invoice.

D. Advance Payments:

Kevin Matthews Funeral Service LTD may ask for payment before the funeral takes place, for example with our Direct Funeral option. The account for a Direct Funeral must be paid in full and cleared funds, at least 3 working days prior to the funeral date. Clients needing additional financial support should make the Funeral Director aware at the arrangement.

E. Late Payments:

All accounts should be settled in full at least 3 working days prior to the funeral date. If full and cleared funds are not received, this will lead to cancellation of the funeral service.

F. Personal Items:

All clothing will be held for 30 days following the funeral date – if families have not collected these items within this time, then the items will be passed to a charity or destroyed. We can hold items for longer (depending on size there may be a charge) however we would need to be notified within 30 days of the funeral. All items placed in the coffin, are left in situ on/with the deceased during visits to the Chapel of Rest; Kevin Matthews Funeral Service LTD is not responsible for its safekeeping and does not accept any liability in the event of loss or damage during this period.

G. Jewellery:

Any valuables on display for private viewing are done entirely at the client's risk, Kevin Matthews Funeral Service LTD is not responsible for its safekeeping and does not accept any liability in the event of loss or damage during this period. No insurance is held by the company for removal of items during a chapel visit.

H. Standard Size Coffins:

All estimates will be quoted on a standard size coffin (6'2 x 22" or smaller) unless otherwise stated – larger coffins are available and will incur an additional cost.

I. Disbursements:

These are payments that Kevin Matthews Funeral Service LTD makes on your behalf to third parties. These payments are made following instructions given by our clients at the funeral arrangement and therefore form part of the final account.

J. Mileage:

All estimates are given with the presumption that collection, care and the funeral will be within a 15-mile radius of our Balmoral Road Funeral Home. Cost outside of this radius will be £2 per mile, in each direction.

K. Online Tribute:

We will create an online tribute and will transfer guardianship of this tribute to you. Our platform partner is Much Loved. The online tribute will be published on our website and Much Loved.

Funeral Definition

All prices quoted are for a Direct Cremation Service only. If your loved one's service is not a Direct Cremation, please let the Funeral Director know.

Please note for funerals held outside of our normal working hours Monday to Friday 8.30am – 5.30pm there will be a surcharge of £100.00 for a 'Direct' service.

Cremated Remains

Cremated Remains will be held for 1 year from the date of the funeral without charge. Before this period ends an instruction will be requested from our client.

Cremated Remains held by Kevin Matthews Funeral Service LTD are done so entirely at the client's risk and no insurance is held by the company pertaining to this.