



FARRELL - McCARTAN

FUNERAL SERVICES

TERMS OF BUSINESS

Farrell-McCartan Funeral Services is an independent family run business.

Requirement for payment prior to the funeral

- Your Funeral Director will always advise you of the amount required in advance of the funeral by providing you with a written estimate of costs for the funeral.
- Once the estimate is signed we respectfully request that the funeral is paid in **FULL 48** hours prior to the funeral.
- 100% of the total Funeral Director's Charges plus
- 100% of the total costs for Other Products & Services plus 100% of the total costs for Disbursements (third party fees)

Please consult the Standardised Price List, Additional Options Price List and our Pricing Information Booklet for a full list of all Funeral Director's Charges and Other Products & Services available.

We do understand that paying for a funeral represents a significant expense. Please speak to us at the earliest opportunity about any concerns you may have about payment for our services.

PAYMENT OPTIONS

Cash, Cheque, Debit or Credit Card or Bank Transfer.

Data Protection

Any information given freely to us by you or our clients will be respected with the highest level of confidentiality especially any personal data, such information will be held safely and processed for the purpose of carrying out our services. In most cases to fulfil our obligation we may need to pass on your data to third parties, who are performing part of the funeral services for you. I.E ministers, cemetery, crematorium, as they may contact you directly. Under the act you have the right to know what data we hold on you and can apply for this information by writing to us.

Cancellation

There is a 14 day cooling off period should you wish to cancel our services. However if you have already given instructions and paid the estimate and we have incurred charges these payments will be deducted before a refund is given.

Conduct

Our company standards of practice are that we provide a high quality of service to you. If at any time you have any questions or concerns about the service we are providing to you, please raise them in the first instance with the funeral director arranging the funeral.

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