

*Duncan Robinson*  
FUNERAL SERVICES



TERMS OF  
BUSINESS

APRIL 2021

Duncan Robinson Funeral Services is a member of the National Association of funeral Directors and subscribe to its current Code of Practice, a copy of which is available on request. We aim to act in a professional manner and provide a courteous, sensitive and dignified service to you.

## 1. ESTIMATES, EXPENSES AND PAYMENT TERMS

The estimate sets out the services we agree to supply. This estimate is an indication of the charges likely to be incurred on the basis of the information and details we know at the date 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 the 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 published in our current price list.

Payment terms are 28 days from the date of invoice. Cheques payable to Duncan Robinson Funeral Services or by bank transfer, details available on request. We reserve the right to charge interest on any amount outstanding 3 months after the funeral date. Interest charged monthly or part of at 4% over base rate.

## 2. DATA PROTECTION

Words shown in *italics* are defined in the Data Protection Act 2018 (“the Act”)

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.

## 3. STANDARDS OF SERVICE

The National Association of Funeral Directors’ Code of Practice requires that we provide a high quality of 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. If that does not resolve the problem to your satisfaction the National Association of Funeral Directors through the NAFD Resolve service provides a low cost dispute resolution service, as an alternative to legal action. You can contact the NAFD Resolve service at 618 Warwick Road, Solihull, West Midlands B91 1AA. The resolution service, and how it can be accessed, is explained in the leaflet entitled “NAFD Resolve” made available to you and on display on our premises. The NAFD Resolve service provides independent conciliation and arbitration through CEDR, an independent non-profit organisation and registered charity.

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 contact details provided, and advise you of alternative arrangements.

*Duncan Robinson*  
FUNERAL SERVICES

UNIT 2, KING'S MILL LANE  
SETTLE  
NORTH YORKSHIRE BD24 9BS

**TELEPHONE:** 01729 825 444

**EMAIL:** ENQUIRIES@DUNCANROBINSONFUNERALSERVICES.CO.UK

---

DUNCAN ROBINSON FUNERAL SERVICES IS A MEMBER OF THE  
NATIONAL ASSOCIATION OF FUNERAL DIRECTORS

