

RUDSTONS of HESSLE LTD

Funeral Directors

Family Business Established 1865



Rudstons of Hesse Funeral Directors was established in 1865, we have over 155 years experience in caring for families in Hesse and surrounding areas.

Our dedicated team have the experience and professionalism to handle every type of funeral arrangement, whether this be a simple funeral service, or something a little different.

This will always be done with kindness, care and professionalism and to the highest standards.

Rudstons of Hesse Funeral Directors is owned and operated by Mr. Mark Rudston and Mrs. Marion Rudston.
Our registered company number is 10068030

What does this mean for you? In short, it ensures that you are looked after by a truly dedicated and committed team of people, who are local to your community. Further, it enables us to provide a much more personalised service to you, drawing on the many years of experience we have, but also, being able to adapt and be flexible with funeral arrangements in the modern world.

Please feel free to contact us at any time on
Telephone: (01482) 649065
The Chevin, Beverley Road, Hesse, East Yorkshire, HU13 9AD
email: rudstonsofhesse@hotmail.co.uk



RUDSTONS of HESSLE LTD

Funeral Directors
Family Business Established 1865

FUNERAL COSTS EXPLAINED

We are always here to help you at your time of need. We will talk everything through with you in full and offer a free consultation with no obligation for both funerals and our funeral plans.

FUNERAL DIRECTOR FEES AND 3rd PARTY CHARGES

Funeral costs are split into 2 parts, Funeral Director fees and 3rd Party fees. These are charges that we pay on your behalf. During the funeral arrangement, we will talk to you about the choices you have and advise you of each of the fees that will be payable for the different options. Your estimate and invoice will be itemised and will show a breakdown of each of the charges that will apply. Our price lists are included within this pack for your information. Examples of Funeral Director fees include; moving your loved one to our chapel of rest, a hearse, your choice of coffin the care of your loved one, our fees for arranging and conducting the funeral and any limousines you choose to use. Examples of 3rd Party fees include Doctor's fees, Cremation fees, Cemetery fees, Minister's fees, Newspaper Notices, Flowers, Organist fees.

PAYMENTS PRIOR TO THE FUNERAL

Prior to the funeral taking place, we will ask for you to pay the third party charges. This will be the amount shown on your estimate. For our simple funeral, we require payment of the full amount shown on the estimate, prior to the funeral taking place.

LIABILITY FOR PAYMENT

Our estimate will be supplied alongside a copy of our terms and conditions. By signing the estimate, you are authorising us to conduct the funeral, accepting our terms and conditions, and confirming that you will be responsible for paying the funeral account.

HELP WITH FUNERAL COSTS

In some instances, the Department for Work and Pensions may provide assistance towards meeting the cost of a funeral, but this depends on a number of factors, including; your relationship to the deceased, whether you are the nearest surviving relative of the deceased and whether you are in receipt of qualifying benefits. You must submit a claim to the D.W.P. for assistance with funeral costs, and if you are successful, the maximum amount they will pay is £1,000 towards Funeral Director's Fees, and the allowable Third Party Fees for burial or cremation. Please note that if your claim to the D.W.P. is unsuccessful, you will still be liable for the full value of the funeral invoice. Please let us know if you will be applying for assistance at the time of making the funeral arrangements.

PASSING THE ACCOUNT TO A THIRD PARTY FOR PAYMENT

It is sometimes the case that a solicitor or insurance company will pay our invoice directly. Please advise us if you are planning to pass the invoice onto a third party for payment.

FUNERAL PLAN REDEMPTION

It is important to check whether the person who has passed away had a funeral plan in place. If there is a plan in place, we will talk you through what will be covered by the plan and where there may be additional fees to pay. We will provide an estimate of any additional costs to you, and you, as our client will be liable for these costs.

SETTLEMENT OF ACCOUNT

We will prepare the final funeral account up to 7 days after the funeral has taken place. We will show the value of the payments made prior to the funeral, and the balance of the account will be due within 14 days of the date of this invoice.

LATE PAYMENT CHARGES

If an invoice remains outstanding after 56 days, we reserve the right to charge interest at a rate of 8% per annum. Should we refer an invoice to a debt recovery agency, you, as our client will be responsible for these costs.

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)

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.	£2325.00
Taking care of all necessary legal and administrative arrangements	£950.00
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	£180.00
Care of the deceased person before the funeral in appropriate facilities. The deceased person will be kept at the funeral director's branch premises	£170.00
Providing a suitable coffin - this will be made from light oak veneered wood	£545.00
Viewing of the deceased person for family and friends, by appointment with the funeral director (where viewing is requested by the customer)	£1.00
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	£480.00

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)	£1300.00
Cremation (funeral director's charges plus the cremation fee)	£1900.00

FEES YOU MUST PAY

For an Attended or Unattended burial funeral, the burial fee . ¹	£995.00-£1088.00
In this local area, the typical cost of the burial fee for local residents is:	£1088.00
For an Attended cremation funeral, the cremation fee . ²	£799.00 - £1016.00
In this local area, the typical cost of a cremation for local residents is:	£1016.00

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	£1.00
Embalming	£130.00
Funeral officiant (e.g. celebrant, minister of religion etc.)	Prices on request
Services supplied outside of normal office hours	Prices on request

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.

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.

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.

ADDITIONAL OPTIONS PRICE LIST

OUR LIMOUSINES

Seating 6 Passengers our Limousines are maintained to the highest standard £165.00

HORSE DRAWN HEARSE

2 Horses £850.00 4 Horses £1500.00

Please note, and additional fee is charged for White horses.

Other types of Non-traditional hearses are available. Please ask for options and prices.

OUR COFFINS

		Stanhope - Mahogany Veneered	£545.00
Guisborough - Light Oak Veneered	£545.00	Kinross - Medium Oak Veneered	£645.00
Solid Oak	£905.00	Solid Mahogany	£905.00
Wicker, Banana Leaf, Water Hyacinth	£695.00	Colourful or Painted	from £650.00

OUR ASHES CASKETS

Solid oak ashes casket	from £100.00	Colourful ashes casket	from £150.00
Scatter tubes	Small £15.00	Medium £20.00	Large £30.00

OUR SIMPLE FUNERAL SERVICE

This includes a light oak wood effect coffin and we will choose the date and time of the funeral.

3rd Party charges (such as crematorium, doctor's and minister's fee) are not included and payment in full of all charges is required prior to the service taking place

£1750.00

OTHER FUNERAL DIRECTOR CHARGES

Embalming	£130.00
Funeral Director to attend interment of ashes following cremation	£ No charge
Additional Funeral Director charge for weekend or Bank Holiday funerals	£150.00
Take the deceased person to rest at home prior to the funeral service	£100.00
Take the deceased person to rest in church prior to the funeral service	£150.00
Floral Hearse	£250.00
Additional Mileage (per mile over 25 miles)	£1.00

OTHER FUNERAL DIRECTOR CHARGES

Online Obituary Notice	Free of charge
Obituary Notice in the local newspaper	From £90.00
Church Service	£280.00 – £600.00
Religious Minister Fee	£221.00
Celebrant Fee	£200.00
Doctor's Fees	£82.00
Organist	£70.00
Orders of Service - 50 copies fully bespoke	£53.00
3ft Floral Tribute for top of coffin	From £120.00
Memorial Jewellery	P.O.A.

CREMATORIUM AND CEMETERY OPERATORS PRICE LIST

FEES FOR STANDARD SERVICE – ADULT 18 Yrs

	Chanterlands Crematorium	Haltemprice Crematorium	East Riding Crematorium
Standard Fee for Cremation (adult)	£799.00	£1016.00	£1075.00
Reduced Fee for Cremation (adult)	£625.00 (10 mins in chapel, no service)	£750.00 (9.30am only) £675.00 – no service	£816.00 (9.30am only) £675.00 – no service
Unattended Service Fee	£500.00 (8am, 8.15am, 8.30am, 8.45am)	£499.00 (8.15am or 8.20am)	£499.00 (8.15am or 8.20am)

OTHER FEES

	Chanterlands Crematorium	Haltemprice Crematorium	East Riding Crematorium
Fee for late arrival/departure	N/A	N/A	N/A
Fee for additional time in chapel	£150.00	Mon – Fri +50% full fee Sat – Sun +100% full fee	Mon – Fri +50% full fee Sat – Sun +100% full fee
Fee for weekend or bank holiday service	N/A	£1364.00 Saturday £1818.00 Sunday	£1493.00 Saturday £1990.00 Sunday

FEES FOR ADDITIONAL OPTIONAL SERVICES

	Chanterlands Crematorium	Haltemprice Crematorium	East Riding Crematorium
Use of music services	Free of charge	Free of charge	Free of charge
Webcast	£36.00	£50.00	£50.00
Visual Tribute	£30.00	N/A	£38.00
Organist	£60.00	£60.00	£60.00
Memorials – Remove Headstone	£55.00	£55.00	£55.00
Ashes Casket		N/A	N/A
Scattering of ashes	Free of charge –Where cremated elsewhere	Free of charge	Free of charge
Collection of ashes	Free of charge	Free of charge	Free of charge
Storage of ashes	Free of charge	Free of charge	Free of charge
Interment of ashes in existing grave - resident	Hull City Council Cemeteries	N/A	N/A
Interment of ashes in existing grave - non-resident	Price on request	N/A	N/A

EAST RIDING CEMETERY PRICES

East riding cemetery fees (Queensgate / Cottingham / Anlaby / Hessle / Driffield / Bridlington New grave purchase)	£990.00
Interment fee	£977.00
Cremated remains garden of rest plot	
New plot purchase	£791.00
Interment fee	£208.00
Purchase of plaque	£194.40
Right to place plaque	£172.00

FUNERAL SERVICES TERMS AND CONDITIONS OF BUSINESS

1. Our Contract with you

- 1.1 Our acceptance of your instructions will take place when we receive your signed Funeral Service Estimate of Charges form, at which point a contract will come into existence between you and us.
- 2.2 We can only accept instructions for services from individuals who are at least 18 years old. We will only return the cremated remains to the client detailed on the Funeral Service Estimate of Charges. We will return them to a nominated representative if written permission is provided by the client detailed on the Funeral Service Estimate of Charges.

2. Our Services

- 2.1 You have instructed us to provide services to you in relation to the funeral of the deceased, (who is identified in the Funeral Service Estimate of Charges). Our services will typically include (but are not limited to) care and preparation of the deceased, arranging funeral cars and flowers, and arranging and conducting the funeral service as detailed in the Funeral Service Estimate of Charges.
- 2.2 We have agreed with you the specific services you require us to undertake in relation to the funeral and these services are detailed in the Funeral Service Estimate of Charges.
- 2.3 We will carry out the services with reasonable care and skill and in accordance with good practice. If specific goods or services are not available we will make every effort to provide substitute goods or services of equivalent quality.
- 2.4 We are either a member of the National Association of Funeral Directors (NAFD) or the National Society of Allied & Independent Funeral Directors (SAIF) and we subscribe to the relevant association's policies on best practice. We aim to follow such policies where it is practical to do so.
- 2.5 If we are unable to provide the services within the timescale agreed by us due to an event outside our control then we will contact you as soon as possible to let you know and we will take steps to minimize the effect of the delay. We cannot guarantee that our performance of the services will not be delayed (for example, but not limited to, if the church or crematorium is not available at the agreed time). Provided we do this we will not be liable for delays caused by the event, but if there is a risk of substantial delay you may contact us to end the contract and receive a refund for any services that you have paid for but not received.
- 2.6 We will do our best, to take care of any valuables which we may be asked to hold, display and /or use as part of the funeral arrangements but we may, at our option, refuse to handle the valuables if this is not practicable.
- 2.7 Risk of loss or damage to the valuables you ask us to hold in accordance with condition 2.6 will pass to you at the point we return the valuables to you (or your third party nominated representative if applicable). We may refuse to return valuables to third parties if we are unsure if they are authorised by you to receive them.

3. Third Party Services

- 3.1 Where we instruct third parties to provide a service we will ensure the service provided is of a suitable standard.
- 3.2 We shall not be liable to you for any errors in the service provided by a third party which are beyond our reasonable control.

4. Your Right to Make Changes

- 4.1 If you wish to make changes to the service, please contact us. We will let you know if the change is possible. If it is possible we will let you know about any changes to the price of the services or anything else which would be necessary as a result of your requested change and ask you to confirm whether you wish to go ahead with the change. If we cannot make the change or the consequences of making the change are unacceptable to you, you may want to end the contract (see condition 6).

5. Our Right to Make Changes

- 5.1 We may change the services to reflect changes in relevant laws and regulatory requirements or to implement minor technical adjustments and improvements. These changes will not affect the service you receive.

6. Your Rights to End the Contract

- 6.1 You may contact us at any time to end the contract for the services, as described below. Please note that in some circumstances we may charge you for certain services already provided for example conveyance and care of the deceased.
- 6.2 If you are ending the contract for a reason set out below, the contract will end immediately, and we will refund you in full for any services which have not been provided and you may also be entitled to compensation. The reasons are:
 - 6.2.1. we have told you about an upcoming change to the service (as requested by you) which you do not agree to (see condition 4.1);
 - 6.2.2. we have told you about an error in the price or description of the service you have ordered and you do not wish to proceed;
 - 6.2.3. there is a risk that the services may be significantly delayed because of events outside our control;
 - 6.2.4. you have a legal right to end the contract because of something we have done wrong.
- 6.3 Where we have entered into this contract at your home or somewhere other than our premises, you have a legal right to change your mind within 14 days (cancellation period) and receive a refund. Please use the Notice of the Right to Cancel box at the end of these terms.
- 6.4 You do not have a right to change your mind in respect of services, once these have been completed, even if the cancellation period is still running.
- 6.5 Even if we are not at fault and you do not have a right to change your mind (condition 6.3), you can still end the contract before it is completed, but you may have to pay us compensation. If you want to end the contract before it is completed where we are not at fault, and you have not changed your mind, just contact us to let us know. The contract will end immediately and we will refund any sums paid by you for services not provided but we may deduct from that refund (or, if you have not made an advance payment, charge you) reasonable compensation for the net costs we will incur as a result of your ending the contract.

7. Our Right to End the Contract

- 7.1 We may end the contract at any time in writing to you if:
 - 7.1.1. you do not make any payment to us when it is due and you still do not make payment within 7 days of us reminding you that payment is due;
 - 7.1.2. you do not, within a reasonable time of us asking for it, provide us with information that is necessary for us to provide the services
- 7.2 If we end the contract in the situations set out in condition 7, we will refund any sums paid by you for services not provided but we may deduct from that refund (or, if you have not made an advance payment, charge you) reasonable compensation for the net costs we will incur as a result of your ending the contract.

FUNERAL SERVICES TERMS AND CONDITIONS OF BUSINESS

8. Costs

- 8.1 An estimate of the costs of our services and any third party fees is provided on the Funeral Service Estimate of Charges (which includes VAT). Please note that this is an estimate only and is not a fixed quotation.
- 8.2 We will advise you of any increase to the cost of the services before we incur those costs if it is practicable for us to do so (for example, but not limited to, it will not be practicable to advise you of the additional costs if you ask us to change the funeral arrangements on the day of the funeral).
- 8.3 You are liable to pay all the costs and third party fees we incur on your behalf in providing the service.

9. Payment

- 9.1 We will invoice you for our services within 7 days of the date of completion of the services. Payment is due within 14 days of the date of our invoice. We may, however, ask you for payment on account before commencing the services which may be used towards payment of third party fees.
- 9.2 We accept payment by cash, cheque, debit or credit card. Payment in cash must be made during our office hours by the person who instructed us and must be handed to and receipted by a member of our staff.
- 9.3 If our invoice remains unpaid for more than 56 days we reserve the right to refer the debt to a debt recovery agency for recovery and to charge you interest on the outstanding sums at an annual rate of 8%. You will be responsible for all reasonable costs incurred by us to recover such debt.
- 9.4 If you think an invoice is wrong please contact us promptly to let us know. You will not have to pay any interest until the dispute is resolved. Once the dispute is resolved we will charge you interest on correctly invoiced sums from the original due date.
- 9.5 If you send our invoice to a third party for payment (for example, but not limited to, a solicitor or insurance provider), you must advise us that you have done so and provide details of that third party. Please note that even if you send our invoice to a third party you will remain liable to us for our charges and third party fees we incur providing the services.
- 9.6 If you make an application for a Funeral Payment from the Social Fund via the Department of Work and Pensions please note that, even if the application is successful, any payment you receive is unlikely to cover the whole cost of our services.

10. Our Responsibility for Loss or Damage Suffered by You

- 10.1 If we fail to comply with these terms, we are responsible for loss or damage you suffer that is a foreseeable result of our breaking this contract or our failure to use reasonable care and skill, but we are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if either it is obvious that it will happen or if, at the time the contract was made, both we and you knew it might happen.
- 10.2 We do not exclude or limit in any way our liability to you where it would be unlawful to do so. This includes liability to death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors; for fraud or fraudulent misrepresentation; for breach of your legal rights in relation to the services.
- 10.3 We are not liable for business losses and we will have no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity.

11. Other Important Terms

- 11.1 We will only use your personal information as set out in our Privacy Policy.
- 11.2 We may transfer our rights and obligations under this contract to another organisation. We will always tell you in writing if this happens and we will ensure that the transfer will not affect your rights under the contract.
- 11.3 You may only transfer your rights or your obligations under these terms to another person if we agree to this in writing.
- 11.4 This contract is between you and us. No other person shall have any rights to enforce any of its terms. Neither of us will need to get the agreement of any other person in order to end the contract or make any changes to these terms.
- 11.5 If a court finds part of this contract illegal, the rest will continue in force. Each of the paragraphs of these terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.
- 11.6 These terms are governed by English law and you can bring legal proceedings in respect of the services in the English courts. If you live in Scotland you can bring legal proceedings in respect of the services in either the Scottish or English courts. If you live in Northern Ireland you can bring legal proceedings in respect of the services in either the Northern Irish or the English courts.

12. Notice of Cancellation

- 12.1 You agree that we may start to perform the services before expiry of the cancellation period set out below.

NOTICE OF THE RIGHT TO CANCEL

Business name and company number:

Client name:

You have a right to cancel the contract if you wish. This right can be exercised by delivering, or sending a cancellation notice to us at the address provided below at any time within the period of 14 working days starting on:

Date:

Your notice of cancellation is deemed to be served as soon as it is posted or sent to us.

You agree that we may start to perform the services before expiry of the cancellation period. You will be liable to pay to us a fair proportion of our fees and all third party fees we have incurred on your behalf if you cancel the contract. Below are the contact details of the person to whom the cancellation notice may be given:

Name:

Address:

.....

RUDSTONS of HESSLE LTD

Funeral Directors

Family Business Established 1865



OUR COMPLAINTS PROCEDURE

In the unlikely event that you have a complaint about any part of the service we have provided,
we would always ask that you speak to us about it first.

Our Director is Mark Rudston. Mark can be contacted on (01482) 649065
or alternatively at rudstonsofhessle@hotmail.co.uk

