

## TERMS & CONDITIONS OF BUSINESS

### Introduction

We are members of the National Society of Allied and Independent Funeral Directors (SAIF) and adhere to their Code of Practice, which is available upon request. We are committed to providing a professional, compassionate, and respectful service at all times.

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### 1. Business Ownership

F.P. Gaunt & Sons Ltd is owned by the following shareholders.

Mr P.R Gaunt, Mrs H J Share, Mrs S A Meike-Janney, Mr S J Gaunt and Mr J S Gaunt.

It also operates under several trading names and associated businesses, including Stephen M Godber Funerals Ltd, Black Country Funeral Services, Gaunts of Wollaston, Gaunts of Stourport and A.H. Caldicott's (Gaunts of Tenbury Wells).

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### 2. Estimates and Expenses

We will provide you with a verbal estimate during the arrangement process, followed by a written estimate either in writing or email confirming the services agreed.

Please note:

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|----------------------------------------------------------------|---------------------------------------------------------------------|
| • Estimates are based on the information available at the time | • We will inform you of any significant changes as soon as possible |
| • Third-party costs (e.g. crematorium, clergy) may change      | • Any changes you request must be confirmed in writing              |
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### 3. Payment Arrangements

We respectfully request that payment is made in full, at least three days prior to the funeral taking place. We understand that this may be a difficult time. If you have any concerns about payment, please speak to us in confidence and we will do our best to assist.

We accept payment via: Bank transfer, Debit / Credit Card, Cash, or Cheque

If you are seeking help with payment from the DWP please let a member of staff know at the time of the arrangement. Eligibility is means tested and not guaranteed. We cannot take liability if a claim is refused or partially awarded.

If payment is being made by a third party (e.g. solicitor, insurance company, or from the deceased's estate), we will require written confirmation.

Please note all accounts beyond our credit terms will be passed to our solicitors and or Debt Collection Agency, Sinclair Goldberg Price Ltd. All accounts, without exception, will be subject to a surcharge of 20% plus VAT to cover our costs in recovery. These accounts will also be subject to any legal costs incurred in obtaining settlement.

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#### **4. Your Responsibilities**

By arranging the funeral, you agree to be responsible for the costs of the services provided, unless alternative payment arrangements are confirmed in writing.

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#### **5. Data Protection**

We handle personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Your data will be used for:

- Arranging and administering the funeral
- Communicating with you
- Processing payments

We may share necessary information with third parties involved in the service (e.g. clergy, crematorium staff, doctors, Legacy Trail). For full details, please request a copy of our Privacy Policy.

Data Controller: F.P. Gaunt & Sons Ltd and associated branches

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#### **6. Vehicle Safety**

For safety and legal compliance:

- Limousines carry a maximum of 7 passengers
- Children must travel in appropriate car seats where required by law
- Please inform us in advance if child seating is needed

We reserve the right to refuse transport if safety requirements cannot be met.

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#### **7. Cooling-Off Period**

You may have the right to cancel this agreement within 14 days under the Consumer Contracts Regulations 2013. If you request services to begin within this period, you may be charged for work already completed if you later cancel.

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#### **8. Cancellation and Termination**

Either party may cancel the agreement in writing. If cancellation occurs, a reasonable charge may apply based on the work carried out up to that point.

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## **9. Standards of Service and Complaints**

We aim to provide the highest standard of care.

If you are not satisfied, please contact either Sam or Jake Gaunt, In writing (email or post) within 3 months of the Funeral.

- sam@fpgaunts.co.uk
- jake@fpgaunts.co.uk
- F.P Gaunt & Sons Ltd , 130-133 High Street, Rowley Regis, B65 0EE

We will acknowledge your complaint within 5 working days and aim to resolve it promptly. If you are not satisfied with our response, you may refer the matter to SAIF for independent review. You can contact SAIF on 0345 2306777 or email [standards@saif.org.uk](mailto:standards@saif.org.uk). For more information please visit [saif.org.uk/about-saif/complaints](http://saif.org.uk/about-saif/complaints).

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## **10. Cremated Remains**

We will inform you when cremated remains are ready for collection.

We ask that you provide instructions or arrange collection within a reasonable time.

If remains are left with us for an extended period (e.g. over 12 months), we will make reasonable efforts to contact you before taking any further action.

Unclaimed cremated remains may be subject to a no witness scattering at the crematorium where the cremation took place.

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## **11. Social Media and Notices**

We offer online funeral notices. These notices can be shared across social media. We will only share personal images, videos, or messages publicly with your explicit consent.

From time to time we share reviews, messages of thanks or cards. If you do not wish for yours to be used, if sent, please make a member of staff aware.

We also regularly post photos and or videos of funerals we are conducting. If this is something you are uncomfortable with we ask that you inform us as soon as possible. We are not responsible for derogatory comments or illegal content.

We will monitor posts and delete inappropriate third party input where possible.

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## **12. Donations**

Any donations collected at the funeral will be placed in a locked donation box. The contents is recorded immediately after the funeral has taken place and held securely for up to 3 months. The total amount will be recorded as “collection” if donors have left their name we will record it and the amount that was donated.

After the service:

- We will confirm the total with you
  - Funds can be forwarded to your chosen charity or collected by you
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## **13. CCTV**

CCTV operates across our Funeral Homes for safety and security purposes. All recordings are obtained for no more than 30 days.

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## **14. Order of Service**

Once the order of service has been agreed with the officiant a proof will be generated and sent to the client for proof reading and checking. Once you have given us the go ahead to print you may be charge for any changes and or reprints.

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## **15. Events Outside of Our Control**

We will not be held liable for delays or failure to perform our obligations where this is due to circumstances beyond our reasonable control. This may include, but is not limited to, severe weather, transport disruption, or actions by third parties. Where possible we will contact you to arrange suitable alternative arrangements.

### Acceptance of Terms

By signing this agreement, you confirm that:

- You have the authority to arrange the funeral
- You have read and understood these terms including our data protection policy
- You accept responsibility for payment of the funeral account

Funeral Arrangements for the late: \_\_\_\_\_

Client Name: \_\_\_\_\_ D.O.B \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_ Post Code: \_\_\_\_\_

Email address: \_\_\_\_\_

Contact Number: \_\_\_\_\_

Solicitor or Executor name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_ Post Code: \_\_\_\_\_

Email address: \_\_\_\_\_

Contact Number: \_\_\_\_\_

Please note that we will ask you for payment if the person named above is unable or unwilling to settle the funeral account.

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Funeral Directors Name: \_\_\_\_\_

Funeral Directors Signature: \_\_\_\_\_

Date: \_\_\_\_\_

F.P Gaunt & Sons Ltd – The Family Funeral Directors  
Including Stephen M Godber Ltd, Black Country Funeral Services, Gaunts of Wollaston, Gaunts of Kidderminster, Caldicott's  
Funerals (Gaunts of Tenbury Wells)

**F.P Gaunt & Sons Ltd**  
Percival House Funeral Home  
130-133 High Street, Rowley Regis  
B65 0EE  
0121 559 1062  
[www.fpgaunts.co.uk](http://www.fpgaunts.co.uk)  
[enquiries@fpgaunts.co.uk](mailto:enquiries@fpgaunts.co.uk)

**Stephen M Godber**

Maben House  
280 High Street  
Smethwick  
B66 3NL  
0121 555 5529

**Gaunts of Wollaston**

9 High Street  
Wollaston  
Stourbridge  
DY8 4NH  
01384 444 188

**Gaunts of Stourport**

107 The Birches  
Stourport-on-Severn  
DY13 9NR  
01299 879090

**Black Country Funerals**

100A Powke Lane  
Cradley Heath  
B64 5PX  
0121 559 9900

**Gaunts of Kidderminster**

1 Lupin Works  
Worcester Road  
Kidderminster  
DY10 1JR  
01562 541062

**Caldicott's Funerals**

Albert House  
15 Market Street  
Tenbury Wells  
WR15 8BH  
01584 810281





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Contact Number: \_\_\_\_\_

Solicitor or Executor name: \_\_\_\_\_

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Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Funeral Directors Name: \_\_\_\_\_

Funeral Directors Signature: \_\_\_\_\_

Date: \_\_\_\_\_