

Terms of Business

Online Funeral Arrangement and Cremation Services England and Wales

These Terms of Business apply to funeral and cremation services arranged online with the funeral director identified in the Funeral Director Details section. By ticking the required declaration boxes and making payment through the online checkout, you agree to these Terms.

Funeral Director Details

Funeral director legal name	
Registered office or principal business address	
Telephone number	
Email address	
Privacy Notice URL	
Standardised Price List URL or location	

1. Key information

1.1 These Terms explain the basis on which we provide funeral arrangement, care of the deceased, cremation, ashes, and related services.

1.2 The contract is between the funeral director identified in the Funeral Director Details section and you, the person placing the order and instructing us to provide the services.

1.3 We provide services in England and Wales only, unless we agree otherwise in writing.

1.4 Your agreement with us is made up of: (a) these Terms; (b) the Package Description shown during the online arrangement process; (c) the services, options, charges, and total price shown on the Checkout Page; and (d) the declarations you accept before payment.

1.5 If something is not expressly included in the Package Description or Checkout Page, it is not included.

2. Definitions

In these Terms:

Applicant means the person applying for cremation and/or arranging the funeral services.

Arrangement Form means the online form completed before payment.

Ashes means the cremated remains of the deceased.

Attended Cremation means a cremation package that includes attendance by mourners, where stated in the Package Description.

Checkout Page means the page where the package, services, options, charges, declarations, and payment details are shown before payment.

Cremation Forms means Cremation Form 1, the Particulars Form, any crematorium-specific forms, and any other forms, certificates, or documents required for cremation.

Deceased means the person who has died.

Package Description means the description of the package selected by you during the online arrangement process.

Services means the funeral, cremation, care, transport, ashes, administrative, and related services we agree to provide.

Unattended Direct Cremation means a cremation without a funeral service, ceremony, mourners, or attendance, unless the Package Description expressly states otherwise.

3. Online booking, payment, and forms

3.1 We may use secure online systems to provide our arrangement, checkout, payment, document generation, electronic signature, communication, and case-management processes.

3.2 These systems may be provided by third-party technology, payment, document-service, and administration providers acting on our behalf.

3.3 Your funeral services contract is with us, not with any technology, payment, document-signing, software, or administration provider we use to support the arrangement process.

3.4 If you have any questions or complaints about the funeral services, cremation arrangements, care of the deceased, ashes, or your order, you should contact us using the details in the Funeral Director Details section.

4. Service area and pricing transparency

4.1 Each package may include collection of the deceased within a defined mileage radius from our branch address or another address stated in the Package Description or Checkout Page.

4.2 Our online checkout may calculate additional charges based on the collection location, our branch address, mileage, selected package, ashes choice, and any additional services selected.

4.3 Before you pay, the Checkout Page will show the package price, any mileage charges, any selected extras, and the total price payable at that stage.

4.4 If the information you provide is inaccurate, incomplete, or changes after payment, the price may need to be recalculated.

4.5 We will tell you about any additional charge before incurring it, unless urgent action is reasonably required for the care, safe collection, or lawful handling of the deceased.

4.6 Our Standardised Price List and other required price information are available using the link or location stated in the Funeral Director Details section.

5. Package descriptions

5.1 The Services included in your order are those stated in the Package Description and Checkout Page at the time you place your order.

5.2 Package descriptions may differ between funeral directors, branches, crematoria, and locations.

5.3 Package descriptions may include, for example: collection of the deceased; care of the deceased before cremation; a coffin or cremation container; transport to the crematorium; crematorium fee; doctor, medical, or statutory fees where applicable; ashes container; ashes return or collection option; attendance by mourners, if an attended package is selected; and service time, music, celebrant, minister, flowers, visual tribute, livestream, or other extras, if expressly included.

5.4 Optional extras are included only if selected by you and shown on the Checkout Page or agreed separately.

6. Unattended Direct Cremation

6.1 If you select an Unattended Direct Cremation package, the cremation will take place without a funeral service, ceremony, mourners, procession, viewing, chapel attendance, or attendance by family or friends.

6.2 Unless the Package Description says otherwise: (a) you may not choose the crematorium; (b) you may not choose the date or time of cremation; (c) the crematorium will be selected by us based on availability, location, operational suitability, and cost; (d) the cremation may take place without prior notification of the exact date and time; and (e) no celebrant, minister, flowers, music,

order of service, limousine, hearse procession, or memorial service is included.

6.3 We will carry out the cremation respectfully and in accordance with applicable law and crematorium requirements.

7. Attended Cremation

7.1 If you select an Attended Cremation package, the Services will include attendance by mourners only to the extent stated in the Package Description and Checkout Page.

7.2 Attendance is subject to crematorium availability, completion and acceptance of all required paperwork, payment of all charges, restrictions imposed by the crematorium, service time limits, maximum attendee numbers, and operational and safety requirements.

7.3 The Package Description should state whether the package includes any of the following: choice of crematorium; choice of date or time; chapel service; celebrant or minister; music; visual tribute; livestream; flowers; procession; limousine; order of service; or viewing or visiting of the deceased.

7.4 If any of these items are not stated as included, they are excluded unless we agree them separately and you pay any additional charge.

8. Placing an order online

8.1 Before payment, you will be asked to complete an Arrangement Form.

8.2 The pre-payment Arrangement Form may collect information including your identity and contact details, your relationship to the deceased, next-of-kin details, basic details of the deceased, place of death and collection location, package selection, ashes choice, billing and payment information, and any other information required to calculate price and prepare the booking.

8.3 You must ensure that all information you provide is accurate and complete.

8.4 Before payment, you will be shown a Checkout Page containing your selected package, selected options, additional charges, declarations, and total price payable.

8.5 You must tick the required declaration boxes before placing your order.

8.6 The declarations you accept before payment form part of your agreement with us.

9. Checkout declarations

9.1 Before payment, you will be asked to confirm key declarations.

9.2 These declarations may include confirmation that: (a) you believe you have authority to arrange the funeral and/or cremation of the deceased; (b) you are not aware of any dispute or objection from anyone with equal or higher authority; (c) the information you have provided is accurate and complete; (d) inaccurate, incomplete, or changed information may delay the arrangement and may result in additional charges; (e) you have reviewed the package, services, mileage, ashes option, and total price shown on the Checkout Page; (f) you understand what is included and excluded in your selected package; (g) you have read and accept these Terms; (h) you request that we start providing the Services immediately, before the end of the 14-day cancellation period; (i) if you cancel after work has started, you may have to pay for services already provided and non-refundable third-party costs; and (j) once the Services have been fully performed, you may lose your right to cancel.

9.3 If you select an Unattended Direct Cremation package, you may also be asked to confirm that no family or mourners will attend the crematorium, and that the crematorium, date, and time may be selected by us unless the Package Description says otherwise.

9.4 If you select an Attended Cremation package, you may also be asked to confirm that attendance is subject to the Package Description, crematorium availability, completed paperwork, payment, and crematorium rules.

10. Order acceptance and contract formation

10.1 By completing the online arrangement process, accepting these Terms, completing the required declarations, and making payment, you make an offer to purchase the Services from us.

10.2 We may accept your order by confirming acceptance, acknowledging the booking, starting work, arranging collection, or collecting the deceased, whichever happens first.

10.3 We may decline your order before acceptance if we cannot provide the Services, if the case is outside our service area, if the selected package is unsuitable, if there is a dispute about authority, if required information is missing or inaccurate, if there are safety concerns, or if we cannot lawfully or practically proceed.

10.4 If we decline your order before acceptance, we will refund the amount you have paid.

10.5 Once we have accepted your order, the contract between you and us is formed.

11. Authority to instruct us

11.1 By placing an order, you confirm that: (a) you have authority to arrange the funeral and/or cremation of the deceased; (b) you are not aware of any objection or dispute from any person with equal or higher authority; (c) the information you give us about your relationship to the deceased is accurate; and (d) you will tell us immediately if any dispute, objection, or change in circumstances arises.

11.2 After payment, we may ask you to complete further authority and family-awareness questions.

11.3 We may pause or refuse to proceed if there is a dispute about who has authority, we receive conflicting instructions, another person claims equal or higher authority, or we reasonably believe the cremation should not proceed until the dispute is resolved.

11.4 You agree to reimburse us for reasonable losses, costs, charges, or expenses we incur because you incorrectly confirm that you have authority, unless the law does not allow us to recover those amounts from you.

12. Starting work immediately and cancellation rights

12.1 Because this contract is arranged online, you may have a legal right to cancel within 14 days.

12.2 We usually need to start work quickly after your order. This may include reviewing the booking, contacting the collection location, arranging collection, arranging care of the deceased, liaising with hospitals, care homes, coroners, doctors, crematoria, and other third parties, preparing paperwork, reserving crematorium availability, and making operational arrangements.

12.3 During checkout, you will be asked whether you request that we start providing the Services immediately, before the end of the 14-day cancellation period.

12.4 If you give that express request, we may begin work straight away after accepting your order.

12.5 If you cancel before we have started work, we will refund the amount you have paid.

12.6 If you cancel after we have started work but before the Services are fully performed, we may deduct: (a) charges for Services already provided; (b) reasonable administrative and operational costs; (c) third-party costs already incurred or committed; (d) collection, care, transport, storage, paperwork, or crematorium-related costs already incurred; and (e) any non-refundable payment processing charges, where lawful.

12.7 If the cremation has already taken place, no refund will be due for the cremation package, except for any clearly separate service or item that has been paid for but not provided.

12.8 Nothing in these Terms affects any legal rights that cannot be excluded or limited.

13. Payment

13.1 Payment is made online at checkout.

13.2 Payment is collected for us through our online payment arrangements.

13.3 The card statement should normally identify us or our trading name, but this may depend on the payment provider, card issuer, or technical payment arrangements.

13.4 We are not required to begin providing the Services until payment has been successfully authorised or received.

13.5 Any additional services, extras, urns, keepsakes, or products purchased after the cremation may be subject to separate payment terms.

13.6 If a payment is reversed, charged back, disputed, or not received, we may pause or cancel the Services unless and until payment is resolved.

14. Additional charges

14.1 Additional charges may apply where stated at checkout or where required because of the information provided by you or discovered after payment.

14.2 Additional charges may include, for example: collection outside the included mileage radius; excess mileage; private residence collection; collection requiring additional staff; bariatric care or specialist equipment; out-of-hours collection; ferry, toll, congestion, parking, or similar charges; pacemaker, implant, or medical device removal; additional storage caused by delayed paperwork, delayed registration, family dispute, or non-response; ashes delivery or courier charges; crematorium-specific charges; changes requested after booking; and optional extras selected by you.

14.3 Where possible, additional charges will be displayed and included in the total price before payment.

14.4 If an additional charge arises after payment, we will explain the charge and ask for payment before providing the additional service, unless urgent action is reasonably required.

15. Collection of the deceased

15.1 Collection of the deceased is included only to the extent stated in the Package Description and Checkout Page.

15.2 We may collect from hospitals, public mortuaries, care homes, private residences, coroner's mortuaries, or other locations, depending on the package and circumstances.

15.3 Private residence collections are subject to safe access, appropriate staffing, equipment availability, and risk assessment.

15.4 You must tell us about anything that may affect safe collection, including stairs or difficult access, bariatric requirements, infection risk, decomposition or trauma, hazardous environment, animals at the property, access restrictions, parking restrictions, or any other safety concern.

15.5 We may charge extra or refuse to proceed with collection if the collection cannot be carried out safely or reasonably.

15.6 We are not responsible for delays caused by hospitals, care homes, coroners, doctors, public authorities, family members, access issues, incomplete paperwork, or circumstances outside our reasonable control.

16. Care of the deceased

16.1 We will care for the deceased respectfully and in accordance with applicable law, professional standards, and operational requirements.

16.2 Unless the Package Description says otherwise, embalming is not included.

16.3 Unless the Package Description says otherwise, viewing or visiting of the deceased is not included.

16.4 The coffin, casket, or cremation container included will be the one stated in the Package Description.

16.5 You must tell us in advance if any clothing, personal item, jewellery, religious item, letter, photograph, or other item is to remain with the deceased.

16.6 We may refuse to place or leave any item with the deceased if the item is unsuitable for cremation, unsafe, prohibited by the crematorium, or likely to cause damage or risk.

16.7 Prohibited items may include batteries, glass, aerosol cans, alcohol, pressurised containers, hazardous substances, pacemakers, certain implants, electronic devices, and any item prohibited by the crematorium.

16.8 Unless we specifically agree in writing to remove and return jewellery or valuables, you should ensure that jewellery and valuables are removed before the deceased is taken into our care.

16.9 We are not responsible for loss of jewellery, valuables, or personal items left with the deceased unless we have expressly agreed in writing to take custody of them.

17. Medical devices, implants, and safety information

17.1 You must provide accurate information about any pacemaker, implantable cardiac device, radioactive implant, battery-powered implant, hazardous medical device, recent radioactive treatment, or other matter that may affect cremation safety.

17.2 We may ask you to complete medical and implant safety questions after payment.

17.3 If a device or implant must be removed before cremation, we may arrange removal where possible and charge any applicable fee.

17.4 We may delay or refuse to proceed until we have received accurate and complete safety information.

17.5 You are responsible for any delay, extra cost, damage, or loss caused by inaccurate or incomplete information about implants, medical devices, or safety risks, unless the law does not allow us to recover those amounts from you.

18. Cremation paperwork and digital signing

18.1 After payment and, where applicable, after collection of the deceased, we may ask you to complete further information required for Cremation Forms and crematorium-specific paperwork.

18.2 This may include full details of the deceased, legal authority information, family-awareness information, doctor and medical information, implant and safety information, ashes instructions and consent, crematorium-specific form fields, and any other information required by law, a doctor, coroner, crematorium, medical referee, registrar, or public authority.

18.3 We may use the information you provide to prepare, pre-fill, or generate Cremation Forms.

18.4 You must carefully review all generated forms before signing.

18.5 By signing a generated form electronically, you confirm that the information in it is true, complete, and accurate to the best of your knowledge.

18.6 Electronic signing may be provided through an embedded third-party signing service.

18.7 We cannot proceed with cremation until all required forms, certificates, approvals, and crematorium requirements have been completed and accepted.

18.8 If information is incomplete, inaccurate, inconsistent, or rejected, the cremation may be delayed and additional charges may apply.

18.9 We are not responsible for delays caused by missing, incomplete, inaccurate, inconsistent, or rejected paperwork, unless caused by our failure to use reasonable care and skill.

19. Registration, certificates, coroners, and third parties

19.1 You are responsible for registering the death unless we agree otherwise in writing.

19.2 We may provide guidance about registration and documentation, but we are not responsible for decisions or delays by registrars, doctors, coroners, hospitals, care homes, crematoria, medical referees, or public authorities.

19.3 If the death is referred to a coroner, the cremation cannot proceed until the required coroner's documentation and approvals are available.

19.4 We may pause the Services until all required documentation is complete and accepted.

20. Crematorium selection, date, and timing

20.1 Unless the Package Description expressly includes a choice of crematorium, we may select the crematorium.

20.2 For Unattended Direct Cremation, the date, time, and crematorium may be selected by us and may not be notified in advance unless the Package Description says otherwise.

20.3 For Attended Cremation, we will explain available crematorium, date, and time options where relevant.

20.4 Cremation dates and times are not guaranteed unless we expressly confirm them in writing.

20.5 Timing depends on factors including collection, paperwork, registration, coroner involvement, doctor availability, crematorium availability, payment, family instructions, and operational requirements.

21. Ashes

21.1 Your ashes options will be shown during the arrangement process or confirmed separately.

21.2 Depending on the package and funeral director, ashes options may include collection from us, collection from the crematorium, hand delivery, courier delivery, scattering at the crematorium, or another option stated in the Package Description.

21.3 The standard ashes container will be the container stated in the Package Description.

21.4 After the cremation, you may have the option to purchase an urn, keepsake, or other ashes product separately through our online store. Any such purchase is separate from the original cremation package unless stated otherwise.

21.5 We may require identification, signature, written authority, or other verification before releasing ashes.

21.6 We may release ashes only to the Applicant or another person authorised by the Applicant, unless the law or crematorium rules require otherwise.

21.7 If ashes delivery fails because of incorrect information, non-response, failed delivery, or refusal to accept delivery, additional delivery or storage charges may apply.

21.8 If ashes are not collected or delivery cannot be completed, we will make reasonable attempts to contact you.

21.9 If you do not respond after reasonable attempts to contact you, we may continue to store the ashes and may charge reasonable storage fees where this has been notified to you.

21.10 We will not deal with uncollected ashes without giving you reasonable notice, unless the law, crematorium rules, or a public authority requires otherwise.

21.11 We will not split ashes unless this is offered by us and agreed in writing. Additional charges may apply.

22. Optional extras and separate purchases

22.1 Optional extras are included only if selected by you and shown on the Checkout Page or agreed separately.

22.2 Optional extras may include, depending on availability, urns, keepsakes, flowers, celebrant or minister, music, visual tribute, livestream, ashes delivery, additional service time, additional attendees, upgraded coffin, memorial products, or other services or products shown during the arrangement process.

22.3 Optional extras may be provided by us or by third parties.

22.4 Optional extras may have separate cancellation, refund, delivery, and availability terms.

23. Our right to pause, decline, or cancel

23.1 We may pause, decline, or cancel the Services if: (a) we cannot safely collect or care for the deceased; (b) the deceased is outside our service area; (c) the selected package is unsuitable; (d) there is a dispute about authority; (e) required paperwork is missing, delayed, inconsistent, or rejected; (f) the crematorium refuses or cannot accept the case; (g) the case involves special handling, bariatric requirements, infection risk, decomposition, trauma, hazardous implants, or other requirements we cannot reasonably meet; (h) you provide inaccurate or incomplete information; (i) you do not respond to reasonable requests for information; (j) payment is not received, reversed, disputed, or charged back; (k) a hospital, care home, coroner, doctor, registrar, crematorium, medical referee, public authority, or other third party prevents or delays the Services; or (l) continuing would breach law, crematorium rules, safety requirements, or professional obligations.

23.2 If we cancel before starting work because we cannot accept the case, we will refund the amount paid.

23.3 If we cancel after starting work because of information you gave us, non-response, authority dispute, safety issue, paperwork issue, or another matter outside our reasonable control, we may deduct charges for work already carried out and third-party costs already incurred or committed.

24. Subcontractors and third parties

24.1 We may use carefully selected third parties to help provide the Services.

24.2 Third parties may include collection teams, mortuary facilities, transport providers, crematoria, doctors, medical referees, couriers, payment providers, electronic signature providers, software providers, and administrative support providers.

24.3 We remain responsible to you for providing the Services with reasonable care and skill, subject to these Terms.

24.4 We are not responsible for delays, decisions, acts, or omissions of third parties where they are outside our reasonable control, including coroners, doctors, registrars, hospitals, care homes, crematoria, medical referees, payment providers, and public authorities.

25. Events outside our control

25.1 We are not responsible for failure or delay caused by events outside our reasonable control.

25.2 These may include coroner delay, doctor or medical referee delay, registrar delay, hospital, mortuary, or care home delay, crematorium availability, severe weather, road closures or transport disruption, illness or staff shortages, power, internet, or payment system failure, family disputes, inaccurate or incomplete information, and changes in law, guidance, or crematorium requirements.

25.3 We will take reasonable steps to reduce the impact of any delay where possible.

26. Liability

26.1 We will provide the Services with reasonable care and skill.

26.2 Nothing in these Terms limits or excludes our liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, breach of your statutory rights where liability cannot legally be excluded, or anything else that cannot legally be limited or excluded.

26.3 Subject to clause 26.2, we are not responsible for indirect or consequential loss, loss caused by inaccurate or incomplete information provided by you, loss caused by a person wrongly claiming authority, delays outside our reasonable control, decisions or delays by coroners, doctors, registrars, hospitals, care homes, crematoria, medical referees, public authorities, or payment providers, loss of personal items or valuables unless we expressly agreed in writing to take custody of them, or distress, disappointment, or inconvenience except where caused by our failure to use reasonable care and skill and where recoverable by law.

26.4 Subject to clause 26.2, our total liability under or in connection with the Services is limited to the amount paid by you for the affected Services.

27. Data protection

27.1 We will process personal data in accordance with our Privacy Notice.

27.2 We may collect and process sensitive information, including information about the deceased, family relationships, medical and implant information, cause-of-death-related information, identity/contact details, payment metadata, ashes instructions, and cremation-form information.

27.3 We may use trusted third-party service providers to support our online arrangements, payments, document generation, electronic signatures, customer communications, case management, hosting, security, and administration.

27.4 These providers process personal data only where necessary to provide their services to us and are required to protect personal data appropriately.

27.5 Our Privacy Notice explains who we share data with, why we share it, how long we keep it, and your data protection rights.

27.6 Our Privacy Notice is available using the link stated in the Funeral Director Details section.

28. Complaints

28.1 If you have a complaint, please contact us as soon as possible using the contact details in the Funeral Director Details section.

28.2 Please provide your name, the deceased's name, the order reference, and details of your complaint.

28.3 We will consider complaints promptly and fairly and will respond within a reasonable time.

28.4 Where an applicable professional body, regulator, ombudsman, or dispute resolution process applies, we will provide the relevant details on request.

29. Changes to these Terms

29.1 The Terms that apply to your order are the Terms accepted by you at checkout.

29.2 We may update these Terms from time to time, but changes will not affect an order already placed unless required by law or agreed with you.

30. Governing law and courts

30.1 These Terms are governed by the law of England and Wales.

30.2 You may bring legal proceedings in the courts of England and Wales. If you live in Scotland or Northern Ireland, you may also be able to bring proceedings in your local courts.