



Callum Robertson

Funeral Directors

“It’s Our Privilege to Care”

TERMS & CONDITIONS

Professional Services

These include all arrangements in connection with the funeral, assistance and advice in matters relating to the funeral, attendance and services of staff, attending to all documentation, care of the deceased and use of the Chapel of Rest, provision of funeral director and embalming of deceased, if required.

Payment of Account

A deposit of £1000.00 is required prior to the day of the funeral.

Callum Robertson Funeral Directors operates a pricing policy in compliance with the code of practice of The National Society of Allied and Independent Funeral Directors.

Our price list provides clients with a full and detailed explanation of our charges as required by the Code.

In addition to our charges, disbursements must be paid to Ministers of Religion, Cemetery or Cremation Fees and such like.

When the plans for the funeral are made, you will be given a written estimate of all the charges incurred by the services you have requested. Where the total estimated account is deemed excessive you may be asked to make an interim payment.

We ask for this estimate to be signed as consent that you accept the charges and will be liable for payment of the account when submitted. This is usually 7-14 days after the funeral. If you wish, the account may be forwarded to your solicitor.

We reserve the right to add interest on all outstanding accounts at 2% per month where an account remains unpaid after 60 days.

If, because of your circumstances you have to make a claim for assistance from the Department of Work & Pensions or Social Security Scotland, please note that stringent rules apply as to the amount of help available. Please talk to us, in confidence, for guidance.

Right to Cancel, (Arrangements made in the client’s home only)

You have the right to cancel the contract, if you wish. The right can be exercised by sending or taking a cancellation notice to the funeral director at any time within the period of 14 days, starting from the day of the arrangement.

Where applicable, payment may be required to be made in respect of any services carried out or disbursements paid, once the performance of the contract has begun and prior to the cancellation notice being received.



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