

R.C.Pillar & Sons Ltd

Funeral Directors

STANDARDISED PRICE LIST

ATTENDED FUNERAL (funeral director's charges only) £3,336

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.

Taking care of all necessary legal and administrative arrangements £2,010

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 £138

Care of the deceased person before the funeral in appropriate facilities. The deceased person will be kept at the funeral director's premises. Inclusive

Providing a suitable coffin – this will be an oak veneered coffin (as Price List) £589

Viewing of the deceased person for family and friends, by appointment with the funeral director (where viewing is requested by the customer) Inclusive

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 £599

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) £2,865

Cremation (funeral director's charges plus the cremation fee) ² £3,875

FEES YOU MUST PAY

For an Attended or Unattended burial funeral, the **burial fee**¹. £450 - £550

In this local area, the typical cost of the burial fee for local residents is: From £553

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.

For an Attended cremation funeral, the **cremation fee**². £1,010

In this local area, the typical cost of a cremation for local residents is: £1,010

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) £3.10

Additional transfers of the deceased person's body (e.g. to their home, to a place of worship etc.) (price per transfer) £552

Collection and delivery of ashes £50

Embalming Prices on request

Funeral officiant (eg. 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.

¹This 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.

²In 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.



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TERMS OF BUSINESS

We are a member of the National Society of Allied & Independent 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.

ESTIMATES & EXPENSES.

Our 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. While we make every effort to ensure the accuracy of our 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 will give you a 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 ARRANGEMENTS.

Prior to the funeral we will require a payment of £1,500.00 as a contribution towards the agreed third party direct costs, (i.e. Cremation/ burial costs, doctors fees, church fees etc.), as listed in our estimate provided. These are required to be paid no later than 24 hours prior to the funeral. The funeral account is due for payment within fourteen days of our invoice unless otherwise agreed by us in writing. If you fail to pay us in full by the due date we may charge you interest. Our charges would be £100.00 on the first day after thirty days from the funeral and every thirty days thereafter.

INDEMNITY.

You are to indemnify us in full and hold us harmless from all expenses and liabilities we may incur, (directly or indirectly including financing costs and legal costs on a full indemnity basis), following any breach by you of any of your obligations under these terms. This means that you are liable to us for losses we incur because you do not comply with these terms. For example, we will charge you an administration fee where we receive a cheque from you which is subsequently not honoured or if we write to remind you that an account is overdue. If we instruct debt collection agents we may also recover from you the fees we incur. Further details regarding these fees are available on request. We may claim those losses from you at any time and, if we have to take legal action, we will ask the Court to make you pay our legal costs.

DATA PROTECTION.

We respect the confidential nature of the information you give 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.

COOLING-OFF PERIOD.

The Cancellation of Consumer Contracts made in the Consumer's Home or Place of Work, etc., Regulations 2013, may give you the right to terminate this agreement in the cooling-off period of fourteen days. If you wish the performance of the agreement to which this right applies, to commence before the end of the cooling-off period, you must advise us in writing of your intention to cancel. In the event that you exercise the right to cancel this contract during the cooling-off period, you will be required to pay a reasonable amount for goods and/ or services already supplied.

TERMINATION.

This agreement may also be terminated before the services are delivered: (1) By us if you fail to honour your obligations under these Terms and (2) By you communicating to us in writing, terminating your instructions. If we or you terminate your instructions you may, depending upon the reasons for termination, be asked to pay a reasonable amount based upon the work carried out up to the time your termination is received.

STANDARDS OF SERVICE.

The National Society of Allied & Independent Funeral Directors' Code of Practice requires that we provide a high quality 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 matter can be referred to either The Chairman of the Society's Standards Committee for investigation and amicable resolution, or the Independent Consumer Arbitration Service. All correspondence should be addressed to either The Standards Chairman or The Independent Arbitration Service as appropriate at SAIF, Business Centre, 3 Bullfields, Sawbridgeworth, Hertfordshire, CM21 9DB. The ICAS provides independent conciliation and arbitration through IDRS Limited, a wholly owned subsidiary of the Chartered Institute of Arbitrators.

AGREEMENT.

Your continuing instructions will amount to your continuing acceptance of these Terms of Business. Your instructions will not create any right enforceable, (by virtue of the Contracts Rights of Third Parties Act 1999), by any person not identified as our client. If any of these terms are unenforceable as drafted, it will not affect the enforceability of any other of these Terms and if it would be enforceable if amended, it will be treated as so amended. Nothing in these Terms restricts or limits our liability for death or personal injury.

Registered Office:

R. C. Pillar & Sons Ltd,
Anzac Street,
Dartmouth,
Devon,
TQ6 9DL
Telephone: 01803 832121
Email: contact@rcpillar.co.uk

The company is owned by Mr Jason Pillar (Managing Director).
Funeral Director: Mr Simon Webb.

R. C. Pillar & Sons Ltd has no financial or business interest in any price comparison website where funeral or cremation cost may be shown and compared.

R. C. Pillar & Sons Ltd have not made any charitable donations with regard to any institutions.



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CREMATORIUM STANDARDISED PRICE LIST

Cremation Fees

Adult Cremation Fee (45 minute slots with 30 minute chapel service from 9.00am)	£1,010
Children (18 and under)	No Charge

THE ABOVE CREMATION FEES INCLUDE:

All professional fees relating to the administration and registration of the cremation, in line with statutory requirements.

The use of our chapel and attendance of our Chapel Assistants on the day of the service.

The use of our media system for music before, during and after the service and a display of a halo tribute photo throughout the service. (Please contact the Crematorium Office for details of additional tribute options available).

The scattering of ashes within our Garden of Remembrance or the preparation of the ashes for their removal, along with a Cremation Certificate. Alternatively we will look after the ashes for a period of up to 2 months before requesting final instructions.

Use of organ (Organist not provided).

SURCHARGES

Additional time in Chapel (45 minute slots with 30 minute chapel service)	£400
Saturday Service (45 minute slots with 30 minute chapel service from 9.00am)	£450
Sunday Service (45 minute slots with 30 minute chapel service from 9.00am)	£800
Cremation Fees include any environmental levy where applicable	
Unattended Direct Cremation Fee*	£650

*Unattended Direct Cremation is an unattended service with no mourners present, carried out in accordance with the Westerleigh Direct Cremation Protocol: www.torquaycrematorium.co.uk/service-information.php

OTHER FEES

Chapel use only (45 minute slots with 30 minute chapel service)	£400
Witnessed scattering of ashes (Saturday morning)	£150
Provision of Bearer	£25

PLOT PRICES & INTERMENTS

Cremated Remains Grave (Premium Position)	£1,295
Cremated Remain Package - Paignton	£1,625
Interment of Cremated Remains	£290
Interment of Cremated Remains into Full Grave	£290
Scattering of Cremated Remains under Turf	£143
Scattering of Cremated Remains from Away	£90

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SURCHARGES

Non Parishioners (persons not normally resident in Torbay)	Double Fees
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MONUMENTAL FEES

Additional Inscription to Existing Memorial	£165
Foundation Stone (Standard C/R Tablet)	£90
Memorial Tablet	£165
Matching Base	£95

ADDITIONAL MEDIA SERVICES

Live and on demand webcast (up to 28 days)	A high-quality live webcast, viewed via our supplier's secure, easy-to-use website. (^Please note that the reduced price is valid until further notice and whilst national restrictions remain in place. Please contact the office for the current fee applicable)	£60^/£80
DVD, Blu-ray or USB of service	A recording of the webcast on a DVD, Blu-ray, USB memory stick or audio CD, and sent in a presentation case. If a Pro Tribute is ordered, the video-style tribute will be added to the DVD	£60
Additional copy (DVD/Blu-ray/USB)	For each additional copy of DVD, Blu-ray or USB stick of anything already ordered	£20

VISUAL TRIBUTE SERVICES

Halo Photo	A complimentary photo shown throughout the service	No Charge
Single Photo	Additional photo displayed at your time of choosing	£20
Slide Show	Up to 25 photos with simple fade transitions, played on a loop or at a time of your choosing	£65
Pro Tribute	Up to 25 photos set to music, professionally edited into a video-style tribute, and shown at a time of your choosing	£80
Family-made	Checking and preparation of a video created by you, shown at a time of your choosing	£20
Keepsake copy of visual tribute (DVD/Blu-Ray/USB)	A copy of the visual tribute available on DVD, Blu-ray or USB and sent in a presentation case	£25
Downloadable copy of visual tribute	A copy of the visual tribute available to download from our supplier's website	£12

VARIANCES

Each extra 25 photos	For each extra 25 photos on a "Slideshow" or "Pro Tribute"	£25
Additional support services	For any revisions, or major departures from a standard product, including: <ul style="list-style-type: none"> • Additional work/changes on the last working day before the service • Adding video to a Pro Tribute • Adding music, converting or editing files for a Family-made tribute 	£25

Please note, we are unable to accept tributes provided to us directly without being processed through our media supplier. Westerleigh Group undertakes to provide services detailed within this document. It does not guarantee the provision of such services, since circumstances beyond the control of the Group may affect its ability to do so. The information on this document was correct at the time of going to print but may suffer amendment from time to time without prior notice.

