

The Competition and Markets Authority

Terms of Business

We will provide the client with an itemised estimate of the costs as soon as they are known to us when making the arrangements for a funeral. We will also send an email or letter summarising those arrangements so that the client has a clear understanding of what actions/decisions need taking and who is responsible for each action/decision.

We ask for a deposit of £1,500 to be paid before the funeral takes place to cover the cost of disbursements made on behalf of the client, for example, cremation and burial fees. Should there be any difficulty or delay in paying the deposit, we ask the client to talk to us so that there are no misunderstandings.

We ask for the final balance to be paid within three weeks of the funeral taking place. We will contact the client 7-10 days after the funeral with a final itemised invoice giving a clear breakdown of the funeral costs. Again, should there be any difficulty or delay in making the final payment (for example, solicitors are involved), we ask the client to explain how they intend the payment to be made so that there are no misunderstandings on either side.

Disclosure of Interests

Greenwood Funerals is owned by the three directors: Angela Ward, Charles Kemp and Peter Macfadyen. Angela Ward is also a director of GoSimply Funerals and Riverstone Funerals. GoSimply Funerals provide undertaking and transport services for Greenwood Funerals, namely collection of the body, storage and care, and supply of a hearse on the day of the funeral.