



HUBERT SWAINSON

FUNERAL SERVICES

Est 1881

May 2025

Terms of Business for **Hubert Swainson Funeral Services Limited** a limited company incorporated in England with company number 05644623, registered address at 39 Franklin Road, Harrogate, HG1 5ED.

1. Estimates and Expenses

The 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 estimate. While we make every effort to ensure the accuracy of the 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 on the written estimate. The actual amount of the charges will be detailed and shown in the final account. We must point out that some crematoriums now impose a “energy surcharge” this can fluctuate, and change and short notice. Will aim to keep all clients updated if and when this is imposed after the initial estimate is issued.

2. Payment Arrangements

We require NO deposit to be paid prior to the funeral. The final invoice will be sent to you at the end of the following week after the funeral has taken place.

Invoices must be paid when funds are available.

3. Data Protection

Words shown in italics are defined in the General Data Protection Regulations 2018 (“the Regulations”).

We respect the confidential nature of the information given 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 only. 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. We will not pass your details to third parties for marketing purposes whatsoever.

Under the Regulations you have the right to know what data we hold on you and you can receive copies of that data.



01423 504571



39 Franklin Road, Harrogate, HG1 5ED



info@hubertswainson.co.uk



HUBERT SWAINSON

FUNERAL SERVICES

Est 1881

May 2025

4. Cooling-Off Period

The Consumer Contracts (Information, Cancellation and Additional Charges) 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 funeral takes place you must notify us immediately. 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 services already supplied.

5. Collecting Cremated Remains (Ashes)

If any cremated remains (Ashes) are to be collected from ourselves. They shall be released to the applicant for the funeral, or via another person to be designated by the applicant with a signed letter.

6. 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 terminations, be asked to pay a reasonable amount based upon the work carried out up to the time your termination is received.

7. Conduct

If you have any questions or concerns about the service we provide to you, then please raise them in the first instance with Mr Tim Canavar the Company Director.

8. Agreement

Your continuing instructions will amount to your continuing acceptance of these Terms of Business.



01423 504571



39 Franklin Road, Harrogate, HG1 5ED



info@hubertswainson.co.uk



HUBERT SWAINSON

FUNERAL SERVICES

Est 1881

Disclosure of Interests

Hubert Swainsons Funeral Services does not have any business or material financial interest in price comparison websites that compare Funeral Director Services and/or Crematorium Services and their respective prices.

Hubert Swainson Funeral Services has not made any charitable donations to any third parties connected to the funeral sector and profession in the last 12 months.



01423 504571



39 Franklin Road, Harrogate, HG1 5ED



info@hubertswainson.co.uk