

TERMS OF BUSINESS AND DISCLOSURE OF INTERESTS

INVOICE TERMS

- An estimate can be provided over the phone or in person. At any funeral arrangement an estimate will be provided, and a copy will be given to the funeral client.
- Deposits/Disbursements (All third-party fees) are to be paid before the funeral. All payments must be cleared at least 48 hours prior to the funeral service (this does not include a Direct or Simple funeral).
- For a Direct or Simple funeral, these are to be paid in full and funds must be cleared 48 hours before the funeral date and no discounts can be applied.
- The payment of the outstanding balance after payment of disbursements, will be confirmed a week after the funeral in a statement, sent via post. The funeral client will then have 28 days to pay the outstanding amount (this does not include a Direct or Simple funeral).
- Please let us know if you are using a third party to make a payment for the funeral, such as a solicitor administering estate, life insurance or if you have funeral plan with us.
- If you wish to make payment in full before the service (primarily our Bespoke funeral service) we will be able to offer a 2.5% discount on the total finalised bill.
- Payment Types - we accept payment by Bank Transfer, Credit or Debit card and Cheque (payment by cheque will mean funds must clear before the funeral service).
- Non-Payment - if there are any problems paying the final invoice we will look to help make an arrangement to pay, depending on your circumstances. If the balance is not paid in the agreed time frame this will be passed onto the collections team and any non-payments can lead to a CCJ and interest added to the funeral account.
- You have a cooling off period of 14 days. If you wish to cancel any services within this time you must do so in writing within 2 business days. Any chargeable services incurred by Regent Funeral Services, commenced in this time, you will be liable to pay.

For more detailed information on the above see our full Terms and Conditions at www.regentfuneralservices.co.uk

CREMATORIA AND CEMETERY INFORMATION

Council	Standard Cremation fee of an adult including environmental surcharges and medical referee fees	Reduced fees	Weekend charges	Cremation Non-resident fee	Interment fee of an adult	Grave Purchases start from
Gateshead	£847.50	Direct £472	£1595.50	£40	£959	£825
South Tyneside	£816	Direct £500 & 9.00am £666	£1165	£50	£884	£1020
Mountsett	£755	9.00am / 9.30am £695 Direct attended 8.30am £670 Direct unattended 8.00am / 8.15am £530	£1130	N/A	N/A	N/A
Newcastle	£939	9.00am £767 & Direct £583	From £2078	N/A	From £1014	From £992
Sunderland	£960	Direct £495	£1320	N/A	£1167	From £1167

DISCLOSURE OF INTERESTS

Regent Funeral Services is an independent run funeral service, wholly owned and controlled by Gateshead Council. The full address is Regent Funeral Services, Saltwell Road South, Saltwell Park, Gateshead, NE9 6DT.

Companies House Number is 10669594.

We have no interest in price comparison websites. Since opening in 2018 Regent Funeral Services has not made any material charitable donations or charitable donations over £250.

No payment of gratuity has been given to a third party connected to the funeral sector.

