ROUNCE
FUNERAL SERVICES

# 2026 PRICE LIST

## OUR FUNERAL OPTIONS

A simple overview of the principal funeral arrangements available from Rounce.

### DIRECT CREMATION £1,195

*Standard coffin and direct cremation fees included*

A simple, dignified, unattended cremation.

### INTIMATE ATTENDED DIRECT CREMATION £1,995

*Standard coffin and direct cremation fees included*

A calm, private farewell in our Chapel for up to 17 family and friends.

### ATTENDED CREMATION £1,895

*Crematorium fees are additional.*

A funeral service at a local Crematorium.

### BURIAL IN A CEMETERY OR CHURCHYARD £2,095

*Cemetery or churchyard fees are additional.*

Personal burial service at a local Cemetery or Church.

### BURIAL AT A NATURAL BURIAL SITE £2,095

*Suitable eco coffin and cemetery fees are additional.*

Personal burial service at a local Natural Burial Site.

*Our aim is to make prices clear while allowing families to personalise a funeral to suit the person who has died. All estimates are confirmed in writing.*
*Third-party charges may change and will be shown on the estimate and final account as applicable.*
*Price List effective from 1 November 2026*

# Direct Cremation £1,195

*Standard coffin and direct cremation fees included*

A simple, dignified, unattended cremation with no funeral service at the Crematorium, although Up to 5 close family members can touch the coffin in the crematorium lobby and have a favourite song played on the system.

| | |
|---|---|
| Direct Cremation at a local Crematorium (Arun) | £1,195 |
| Bringing your loved one into our care from a local hospital within 10 miles | included |
| Visiting your loved one | included |
| Professional funeral arrangements | included |
| Standard sized oak-effect Upton coffin | included |
| Transportation to the crematorium in our vehicle | included |
| Personal Goodbye: Up to 5 close family members can touch the coffin in the crematorium lobby and have a favourite song played on the system — offering a brief, personal farewell. | included |
| Cremation | included |
| Return of ashes to Rounce Funeral Services | included |

## Possible additional costs:

Special requirements, additional mileage, urgent collection, dressing, upgraded coffin, cremation at a different crematorium, ashes products and other optional services.

# Intimate Attended Direct Cremation £1,995

*Standard coffin and direct cremation fees included*

A private farewell in our Chapel for up to 17 followed by a direct cremation.

| | |
|---|---|
| Intimate Attended Direct Cremation | £1,995 |
| Bringing your loved one into our care from a local hospital within 10 miles | included |
| Visiting your loved one | included |
| Professional funeral arrangements | included |
| Standard sized oak-effect Upton coffin | included |
| Private use of our Chapel of Rest | included |
| Up to 17 mourners | included |
| Funeral Director-led service | included |
| Personal music of your choice | included |
| Time for personal eulogies and poems | included |
| Transportation to the crematorium in our vehicle | included |
| Cremation at Arun Crematorium | included |
| Return of ashes to Rounce Funeral Services | included |

## Possible additional costs:

Special requirements, additional mileage, urgent collection, dressing, upgraded coffin, cremation at a different crematorium, floral tributes, service sheets, slideshow to music, HOLD photos, ashes products and other optional services.

## INTIMATE ATTENDED DIRECT CREMATION — TRIBUTE OPTIONS

| | |
|---|---|
| HOLD photo on screen | **Included** |
| Additional HOLD photo | **£10** |
| Slideshow to music — up to 25 photos | **£100** |
| Each additional 25 photos | **£50** |
| Home videos in slideshow | **£50** |
| Tribute download | **£20** |
| Tribute keepsake — DVD / USB | **£50** |

# Attended Cremation £1,895

*Crematorium fees are additional.*

A funeral service that can be attended by family and friends at a local Crematorium.

| | |
|---|---|
| Attended Cremation at a local Crematorium | £1,895 |
| Bringing your loved one into our care from a local hospital within 10 miles | included |
| Visiting your loved one | included |
| A dedicated Funeral Director | included |
| Standard sized oak-effect coffin | included |
| Black Hearse and four pallbearers | included |
| Crematorium arrangements | included |
| 24 hour support | included |

## Possible additional costs:

Crematorium fees, celebrant/officiant, limousine, additional pallbearers, special requirements, additional mileage, urgent collection, dressing, upgraded coffin, floral tributes, service sheets, slideshow to music, HOLD photos, ashes products and other optional services.

# Personal Burial Service £2,095

*Cemetery or churchyard fees are additional.*

Personal burial service at a local Cemetery or Church.

| | |
|---|---|
| Personal funeral service at the cemetery or church | £2,095 |
| Bringing your loved one into our care from a local hospital within 10 miles | included |
| Visiting your loved one | included |
| A dedicated Funeral Director | included |
| Professional funeral arrangements | included |
| Standard sized oak-effect coffin | included |
| Black Hearse | included |
| Four pallbearers to carry the coffin into and out of the church or chapel | included |
| Transportation to the cemetery or churchyard | included |
| Burial of the coffin | included |

## Possible additional costs:

Cemetery or churchyard fees are additional, new grave fee, interment fee, chapel use fee, verger, church/chapel heating, celebrant/officiant, limousine, additional pallbearers, special requirements, additional mileage, urgent collection, dressing, upgraded coffin, floral tributes, service sheets, organist and other optional services.

# Burial at a Natural Woodland Burial Site £2,095

*Suitable eco coffin and cemetery fees are additional.*

Personal burial service at a local Natural Burial Site.

| | |
|---|---|
| Burial at a local natural or woodland burial site | £2,095 |
| Bringing your loved one into our care from a local hospital within 10 miles | included |
| Visiting your loved one | included |
| A dedicated Funeral Director | included |
| Professional funeral arrangements | included |
| Black Hearse | included |
| Four pallbearers to carry the coffin to the graveside | included |
| Transportation to the local natural or woodland burial site | included |
| Burial of the coffin or shroud | included |

## Possible additional costs:

New grave fee, interment fee, suitable natural or woodland burial coffin/shroud, hire of outside seating area, celebrant/officiant, limousine, additional pallbearers, special requirements, additional mileage, urgent collection, dressing, floral tributes, service sheets and other optional services.

# STANDARDISED PRICE LIST 2026

Statutory presentation of funeral director's charges and typical third-party fees.

## ATTENDED FUNERAL — FUNERAL DIRECTOR'S CHARGES ONLY - £1895

| | |
|---|---|
| Professional services & necessary legal and administrative arrangements | **£745** |
| Local hospital collection within 10 miles, 9am–4pm | **£150** |
| Care of the deceased at the funeral director's premises | **£500** |
| Suitable coffin up to 6'2" × 22" × 12", wood effect | **£150** |
| Visiting by appointment | **£0** |
| Hearse or appropriate vehicle to agreed cemetery/crematorium, normally within 10 miles | **£150** |
| Provision of 4 pallbearers at one location | **£100** |
| The opportunity to hold a service at the cemetery or crematorium at the time of committal. | **£100** |

## UNATTENDED FUNERAL

| | |
|---|---|
| Direct burial — funeral director's charges only | **£1,895** |
| Direct cremation — Rounce funeral director's charges including cremation fee | **£1,195** |

## FEES YOU MUST PAY

| | |
|---|---|
| New grave fee - local residents, typical range (grave) | **£5,000** |
| Burial fee — local residents, typical range (interment) | **£770–£1,210** |
| Typical local burial fee (interment) | **£770** |
| Arun Crematorium — local crematorium charges: | |
| Standard attended service | **£1,275** |
| Reduced / off-peak attended service | **£775** |
| Unattended / direct cremation | **£585** |

- *Typical local direct cremation fee, included within our £1,195 Direct Cremation package.*

# CARE & ARRANGEMENTS

Practical services associated with bringing your loved one into our care and preparing for the funeral.

## BRINGING YOUR LOVED ONE INTO OUR CARE

| | |
|---|---|
| Hospital collection within 10 miles, Monday–Friday, 9am–4pm | **Included** |
| Urgent collection from home, care home or hospice within 10 miles | **£350** |
| Bringing your loved one into our care from anywhere within Greater London | **see page 9** |
| • *Additional mileage and applicable Dartford, Congestion Charge and ULEZ fees are extra.* | **£1–£3 / mile** |
| Additional transfer within 10 miles | **£250–£500** |

## FUNERAL OFFICIANTS

| | |
|---|---|
| Funeral officiant — single-slot | **£325** |
| Funeral officiant — double-slot / longer | **£375** |
| Outside normal office hours | **POA** |

## CONVEYANCE OF THE COFFIN BEFORE THE FUNERAL

| | |
|---|---|
| To a funeral venue, including 4 pallbearers | **£250–£500** |
| To a residence, including necessary staff/equipment and home assessment where appropriate | **POA** |

## ADDITIONAL PALLBEARERS

| | |
|---|---|
| Each additional pallbearer, depending on location and requirements | **£70–£100** |
| Waiting time per pallbearer—½ hour | **£35** |

## CARE OF THE DECEASED

| | |
|---|---|
| Dressing your loved one in their own clothes | **£175** |
| • *Includes preparation and dressing by two members of our care team.* | |
| Dressing after death from an infectious disease | **£295** |
| Additional dressing after the first dressing | **£75** |
| Embalming | **Not offered** |
| Specialist mortuary care / restorative work | **POA** |
| Removal of pacemaker, defibrillator or other implantable medical device | **£195** |
| • *Includes specialist removal, appropriate PPE and arrangements for safe handling and disposal/return of the device.* | |

## COLLECTIONS OUTSIDE OUR LOCAL AREA

Rounce Funeral Services regularly provides care for families throughout Sussex, Surrey, London and beyond. We are happy to arrange collection from hospitals, hospices, nursing homes and private residences outside our usual local area.

The charges below are designed to make the additional cost of travelling outside Worthing clear and straightforward, while allowing us to continue providing the same professional care wherever your loved one is located.

For locations not listed, or where additional staff, specialist arrangements or overnight travel are required, we will provide a personalised quotation before proceeding.

### THE FOLLOWING CHARGES APPLY TO COLLECTIONS FROM COMMONLY USED HOSPITALS AND MORTUARIES.

| COLLECTION LOCATION | Additional collection charge |
|---|---|
| Worthing Hospital collection within 10 miles, Monday–Friday, 9am–4pm | **Included** |
| Brighton City Mortuary / Royal Sussex County Hospital | **£75** |
| Chichester / St Richard's Hospital | **£100** |
| Princess Royal, Haywards Heath | **£100** |
| Eastbourne / Eastbourne DGH | **£125** |
| Crawley Hospital | **£125** |
| Portsmouth | **£125** |
| East Surrey Hospital | **£150** |
| Guildford | **£150** |
| Royal Tunbridge Wells | **£150** |
| Conquest Hospital, Hastings / St Leonards-on-Sea | **£150** |

### LONDON / EXCEPTIONAL DISTANCE (TWO-PERSON COLLECTIONS)

| COLLECTION LOCATION | Additional collection charge |
|---|---|
| Central / South London | **£300–£350** |
| East / West London | **£400** |
| Further London / difficult access | **£400-£500** |
| International / National / overnight | **POA** |

# VISITING, ASHES & BURIAL MEMORIALS

Services relating to visiting, cremated remains and existing graves or memorials.

## VISITING

| | |
|---|---|
| Visiting by family and friends, by appointment | **£0** |
| Visiting outside normal office hours | **£100** |

## CREMATED REMAINS / ASHES

| | |
|---|---|
| Professional decanting of ashes | **£50** |
| Collection of ashes outside office hours | **£50–£100** |
| Collection and delivery of ashes | **POA** |
| Funeral Director attendance to place ashes in an ashes plot | **£195** |
| Administration of arrangements for interment of ashes | **£295** |
| Preparation of ashes plot and backfill where not carried out by church/cemetery | **£295** |

## BURIALS & STONEMASONRY

| | |
|---|---|
| Four pallbearers to carry the deceased to the grave and lower the coffin | **£295** |
| Remove and re-fix headstone | **POA** |
| Clean headstone | **POA** |
| Re-paint existing inscription — per letter | **POA** |
| Engrave and paint additional inscription — per letter | **POA** |
| Temporary grave marker with nameplate | **£70** |
| Remove and re-fix kerb set | **POA** |
| Clean kerb set | **POA** |

# FUNERAL VEHICLES

Hearses, limousines, horse-drawn and specialist vehicles.

## STANDARD & ALTERNATIVE VEHICLES

| | |
|---|---|
| Black limousine, up to 2 hours | **£425** |
| Additional vehicle time — £75 per hour per vehicle, charged proportionately | **£75** |
| Silver hearse, up to 2 hours | **£495** |
| Silver limousine up to 2 hours | **£495** |
| Black hearse for floral tributes up to 2 hours | **£425** |
| 7 am - 9.30 am early direct cremation / funeral service — hearse / limousine | **£500** |

## SPECIALIST & ALTERNATIVE HEARSES

| | |
|---|---|
| Classic Style Triumph Twin | **£1,595** |
| Thunderbird Classic Style Triumph Triple | **£1,595** |
| Suzuki Hayabusa motorcycle hearse | **£1,595** |
| Harley Davidson motorcycle hearse | **£1,595** |
| Economy motorcycle hearse | **£1,495** |
| Trike | **£1,595** |
| Land Rover Defender 130 hearse | **£1,495** |
| VW Transporter Camper hearse | **£1,495** |
| Horse-drawn hearse — 2 horses - *Choice of black Friesian or Hungarian Grey horses* | **£1,495** |
| Horse-drawn hearse — 4 horses - *Choice of black Friesian or Hungarian Grey horses* | **£2,295** |

# COFFINS & CASKETS

A range of wood-effect, veneered and solid wood.

## WOOD-EFFECT COFFINS

| | |
|---|---|
| The Upton — light oak effect, up to 6'2" × 22" × 12" (standard size) | **Included** |
| Oversized Upton coffin where required. *Upton wood-effect coffin up to 6'5" × 24" × 14".* | **£100** |
| *Larger or specialist coffins quoted separately.* | |
| Hastings | **£300** |
| Arran | **£300** |
| Mitford | **£350** |
| Radcliffe | **£350** |
| Harewood | **£350** |
| Abingdon | **£550** |
| Chalfont | **£550** |
| Stratford | **£550** |

## VENEERED COFFINS

| | |
|---|---|
| Oxford | **£600** |
| Raby | **£650** |
| Hexham | **£650** |
| Auckland | **£700** |
| Keswick | **£700** |
| Exeter | **£700** |

## SOLID WOOD COFFINS

| | |
|---|---|
| Tamworth | **£1,395** |
| Oakham | **£1,395** |
| Hamworth | **£1,395** |
| Argyle | **£1,495** |
| Ascot | **£1,495** |
| Barnard | **£1,495** |

## ZINC LINING FOR BURIAL

| | |
|---|---|
| Zinc lining to coffin | **£350** |
| Zinc lining with internal viewing panel | **£450** |

# COFFINS & CASKETS

A range of woven, woollen and cardboard choices.

## WOVEN / ECO / NATURAL BURIAL COFFINS

| | |
|---|---|
| Willow & Bulrush Teardrop | **£895** |
| Rattan Teardrop | **£895** |
| Willow Traditional | **£895** |
| Willow Teardrop | **£895** |
| Bamboo Teardrop | **£895** |
| White Willow Teardrop | **£1,095** |
| Bespoke-colour Willow | **£1,145** |
| English Willow natural | **£1,095** |
| English Willow white | **£1,195** |
| English Willow bespoke colour | **£1,295** |
| Natural biodegradable burial shroud & handcrafted willow stretcher | **£695** |
| Woodland Green / White / Brown Plain Cardboard Coffin | **£495** |

*Oversized or bespoke coffin requirements should be discussed with us before the coffin is ordered.*

## WOOLLEN

| | |
|---|---|
| White Woollen Coffin | **£995** |
| Grey Woollen Coffin | **£995** |

## PICTORIAL

| | |
|---|---|
| Pictorial Cardboard Coffins | **£595** |
| Pictorial Wood Coffins | **£895** |
| Bespoke Cardboard Coffins | **£795** |
| Bespoke Wood Coffins | **£1,095** |

## ASHES CASKETS

| | |
|---|---|
| Woollen Ash Casket | **£295** |
| Pictorial Ashes Casket (cardboard) | **£250** |
| Solid Oak Ashes Casket | **£125** |
| Professional Decanting of Ashes into Ashes Casket | **£50** |

# TRANSFER TO ANOTHER FUNERAL DIRECTOR

If, after instructing Rounce Funeral Services, the Client subsequently decides to appoint another funeral director, Rounce will charge for services and products already provided.

| SERVICE | PRICE |
|---|---|
| Professional services & administration already undertaken | **£395** |
| Collection of the deceased within 10 miles from a local hospital | **£150** |
| Urgent collection of the deceased within 10 miles from home, hospice or nursing home | **£350** |
| Care of the deceased – first 24 hours | **£100** |
| Care of the deceased – each subsequent 24 hours | **£50** |
| Transfer to another funeral director within 10 miles | **£150** |
| Standard sized Upton oak effect coffin | **£150** |
| Other coffin ordered or supplied | **Agreed coffin price** |
| Visiting by appointment | **£0** |
| Dressing of the deceased in their own clothes | **£175** |
| • *Includes preparation and dressing by two members of our care team.* | |
| Infectious disease dressing | **£295** |
| • *Additional PPE, infection-control measures and specialist preparation may be required depending on the nature of the infection.* | |
| Removal of pacemaker, defibrillator or other implantable medical device | **£195** |
| • *Includes specialist removal, appropriate PPE and arrangements for safe handling and disposal/return of the device.* | |
| Additional mileage | **£2 per mile** |
| Third-party costs already incurred | **At cost** |

*Charges will reflect the services and products actually provided by Rounce up to the date of transfer. Any third-party costs incurred on the Client's behalf will also be payable.*
*Where a funeral has not progressed beyond initial arrangements, Rounce may charge a reduced professional-services fee reflecting the work actually undertaken.*
*Where the Client has selected and Rounce Funeral Services has ordered or supplied a coffin specifically for the funeral, the agreed price of that coffin will remain payable if the funeral arrangements are subsequently transferred to another funeral director.*
*Where the coffin has not been ordered or supplied, no coffin charge will be made.*
*The charge for the standard Upton wood-effect coffin is £150. Other coffins will be charged at the price agreed with the Client.*
*Any coffin or other funeral product specially ordered for the Client which cannot reasonably be returned to the supplier will remain payable in full.*

# PERSONAL TOUCHES

Optional details and keepsakes that can make a funeral more personal.

## INTIMATE ATTENDED DIRECT CREMATION — TRIBUTE OPTIONS

| | |
|---|---|
| HOLD photo on screen | **Included** |
| Additional HOLD photo | **£10** |
| Slideshow to music — up to 25 photos | **£100** |
| Each additional 25 photos | **£50** |
| Home videos in slideshow | **£50** |
| Tribute download | **£20** |
| Tribute keepsake — DVD / USB | **£50** |

## PERSONAL TOUCHES

| | |
|---|---|
| Heart message tag | **£4** |
| Ribbons on coffin handles | **£30** |
| Organist arranged by Rounce Funeral Services | **£195** |
| Highland piper — day dress | **£600** |
| Highland piper — full ceremonial dress | **£650** |
| Professional bugler – Last Post & Reveille | **£175** |
| Sunflower seeds | **£1.50** |
| Ashes into glass jewellery | **From £145** |
| Memory Bear | **From £125** |
| Hair keepsake (lock of hair) | **first lock £10** |
| • Additional locks | **£5 each** |

## ASHES SCATTER TUBES

| | |
|---|---|
| Large — 240 cubic inches | **£30** |
| Medium — 120 cubic inches | **£25** |
| Small — 25 cubic inches | **£20** |
| Keepsake — 4 cubic inches | **£15** |
| Professional decanting of ashes | **£50** |

# ADDITIONAL SERVICES & CHARGES

Additional services, coordination and charges that may apply to a funeral.

## ADDITIONAL SERVICES

| | |
|---|---|
| Wake venue booking & coordination | **£150** |
| • *Booking and coordination of a wake venue, including liaison with the venue, date and time, menu selection, dietary requirements, booking and payment.* | |
| Memorial service / event coordination | **£250** |
| • *Organisation and coordination of a memorial service or event held separately from the funeral. Third-party costs are additional.* | |
| Co-ordination of ancillary services provided by third parties | **£75** |
| Funeral service outside normal office hours — including weekends and bank holidays | **POA** |
| Out-of-hours arrangement appointment — at our premises or your home | **£150** |
| Additional mileage for delivery of ashes — beyond 10 miles from our premises | **£2 per mile** |
| Rounce Music Services — music provision at our Chapel, church or other venue | **£125** |
| Funeral Director attendance beyond standard two-hour allowance | **£100 per hour** |
| Additional administration or work outside our normal procedures | **£100 per hour** |
| • *For exceptional administrative work, documentation or arrangements outside our normal funeral service.* | |
| Waiting time — funeral director / staff | **£100 per hour** |
| Waiting time — pallbearers (each) | **£35 per 30 mins** |
| Special journey / collection outside normal procedure | **£150 + mileage** |
| Collection/delivery outside normal hours | **£150** |
| Attendance at additional location | **£100** |
| Additional viewing / extended Chapel attendance | **£75 - £100** |
| Complex / extended funeral arrangements | **£75 per hour** |
| • *For additional funeral planning and coordination beyond the standard arrangements.* | |
| Additional paperwork / documentation | **£50 - £75** |
| Repatriation / specialist documentation | **POA** |
| Urgent / same-day specialist service | **£250 - £395** |

# VETERANS' FUNERALS

Honouring service with dignity, respect and personal choice

## OUR VETERANS' COMMITMENT

**We are pleased to provide assistance in arranging appropriate veterans' ceremonial elements at no additional charge from Rounce, where available and appropriate.**

| | |
|---|---|
| 🇬🇧 Union Flag for the coffin | **No charge** |
| Regimental or military coffin drapes | **No charge** |
| Military-style pallbearing | **No charge** |
| Standard Bearers | **No charge** |
| Ceremonial assistance and coordination | **No charge** |
| Other appropriate veterans' ceremonial arrangements | **No charge** |
| Medals displayed on a ceremonial cushion | **No charge** |
| Cap or beret placed on the coffin | **No charge** |
| Assistance with arranging a Guard of Honour | **No charge** |
| Liaison with veterans' and service organisations | **No charge** |

*There is no additional Rounce charge for helping to arrange these ceremonial elements. Where a third-party supplier charges a fee, we will always explain this to you before proceeding.*

## SERVICE SHEETS

Prices include preparation, coordination and printing. Additional charges may apply for substantial artwork amendments or specialist requirements.

| Copies | 4-page | 8-page | 12-page |
|---|---|---|---|
| 10 | £150 | £225 | £350 |
| 15 | £165 | £250 | £375 |
| 20 | £180 | £275 | £400 |
| 25 | £195 | £300 | £425 |
| 30 | £210 | £325 | £450 |
| 35 | £225 | £350 | £475 |
| 40 | £240 | £375 | £500 |
| 45 | £250 | £400 | £525 |
| 50 | £260 | £425 | £550 |
| 60 | £280 | £450 | £575 |
| 70 | £295 | £475 | £600 |
| 80 | £310 | £500 | £625 |
| 90 | £325 | £525 | £650 |
| 100 | £340 | £550 | £675 |

# TERMS & CONDITIONS

These terms form part of our arrangements with you.
Please read them carefully and ask us if anything is unclear.

We are a member of the Society of Allied and Independent Funeral Directors (SAIF) and subscribe to its current Code of Practice, a copy of which is available upon request. We aim to act in a professional manner and provide a courteous, sensitive and dignified service to you.

## 1 Estimates and Expenses

Our estimates set 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 the estimate, the charges are liable to alteration particularly where third parties change their rates or charges.
We may not know the amount of the third party charges in advance of the funeral; however, we 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 explain any resulting change in price and ask you to confirm the revised arrangements before proceeding, wherever reasonably practicable. Any additional charges will be based on our current price list or charges agreed with you. If an urgent decision is needed, we will explain the position and agree the next steps with you as soon as reasonably practicable.

## 2 Payment Arrangements

The payment of the funeral account is the responsibility of the person who arranged the funeral.
No deposit is required. The Estimated Funeral Account is due for payment at least 7 days before the funeral, unless another arrangement has been agreed with us.
If full, cleared payment has not been received by the due date, we will seek to contact you promptly to discuss the situation and agree a way forward where possible. We recognise the importance of the funeral proceeding as planned and will seek to avoid postponement wherever reasonably practicable. If payment remains outstanding and no alternative arrangement can be agreed, we may need to consider postponing the funeral or, where appropriate, cancelling our arrangements. We will give notice where reasonably practicable and take account of the circumstances, including how close the funeral is. Any action taken will be in accordance with applicable law.

## 3 Indemnity

If you breach these Terms, we may seek to recover any reasonable and proportionate losses or costs that we actually incur as a direct result of that breach, where recovery is permitted by law. We will explain any such charges and, where appropriate, provide details of the costs incurred.
Nothing in this clause requires you to pay costs or charges that cannot lawfully be recovered from you, or limits any rights you have under applicable consumer law.

## 4 Data Protection

We respect the confidential nature of the personal information provided to us. We handle personal information securely and use it for purposes connected with arranging and providing our services, administering accounts, meeting our legal obligations and other purposes explained in our Privacy Policy.
To provide our services, we may need to share relevant personal information with third parties, including crematoria, burial grounds, funeral service providers, suppliers, professional advisers and other organisations involved in the arrangements. We aim to share only the information necessary for the relevant purpose. These organisations may contact you directly where appropriate to provide their services.
Our Privacy Policy explains how we collect, use, store and share personal information, the lawful bases on which we process it, how long we retain it and the rights available to individuals under applicable data-protection law.
You can read our full Privacy Policy at https://www.rounce.co.uk/privacy-policy or request a copy from us by telephone on 01903 692626 or by email at rounce@outlook.com.
You may have rights to request access to personal information we hold about you, ask us to correct inaccurate information, request erasure or restriction of processing, or object to certain processing, subject to applicable legal requirements and exceptions. Requests will be handled in accordance with applicable data-protection law.

## 5 Cancellation and Cooling-Off Period

Where applicable, consumer law may give you the right to cancel your agreement with us within a 14-day cancellation period. This right generally applies to qualifying contracts made at a distance, such as by telephone or email, or away from our business premises. Whether a cancellation right applies depends on the circumstances and the applicable law.
Where you have a right to cancel, you must tell us clearly that you wish to cancel within the applicable cancellation period. You may contact us by telephone, email or in writing using the contact details provided in this account.
If you ask us to begin providing services before the cancellation period ends, additional rules may apply. Where the law permits us to begin early at your express request, you may be required to pay a proportionate amount for services supplied up to the time you cancel. Where a service has been fully performed following your express request and acknowledgement of the applicable legal requirements, you may lose the right to cancel that service under the relevant cancellation provisions.
We will provide any cancellation information, forms or written requests required by law. Nothing in these terms affects any cancellation or other consumer rights that cannot lawfully be excluded or restricted.

# TERMS & CONDITIONS

Continued.

## 6 Termination

You may terminate your instructions by telling us that you wish to cancel the arrangements. We ask that you confirm this in writing where reasonably practicable.

We may terminate this agreement if you seriously fail to meet your obligations under these Terms and the matter cannot reasonably be resolved. Where appropriate, we will explain the issue and give you an opportunity to resolve it before terminating the agreement.
If the arrangements are terminated, you may be asked to pay a reasonable amount for services already provided and costs properly incurred up to the point of termination, subject to your statutory rights and applicable law.

## 7 Standards of Service

The Society of Allied and Independent Funeral Directors (SAIF) requires its members to provide a high standard of service. If you have any questions or concerns about our service, please raise them with us in the first instance so that we have an opportunity to resolve the matter. If you remain dissatisfied after we have responded, you may refer your complaint to SAIF under its Consumer Protection Scheme, subject to the scheme's procedures and requirements. Further information is available at https://saif.org.uk/about-saif/ or by contacting SAIF directly.
All dates and times shown in the estimate remain provisional until the relevant bookings have been made and confirmed. Although we endeavour to provide a prompt and efficient service, circumstances beyond our control may occasionally prevent us from fulfilling arrangements at the date or time anticipated. Where this happens, we will endeavour to contact you as soon as reasonably practicable and discuss alternative arrangements.

## 8 Agreement

Your instructions to us and your acceptance of the Estimated Funeral Account confirm your agreement to these Terms and Conditions.
No person who is not a party to this agreement has a right to enforce any of its terms under the Contracts (Rights of Third Parties) Act 1999.
If any provision of these Terms and Conditions is found to be unlawful or unenforceable, the remaining provisions will continue to apply to the extent permitted by law.
Nothing in these Terms and Conditions excludes or limits any liability that cannot lawfully be excluded or limited, including liability for death or personal injury caused by negligence.
This agreement is governed by the law of England and Wales. Any court proceedings will be subject to the applicable rules on jurisdiction and consumer rights.

## 9 Collection and Storage of Cremated Remains

9.1 The Client is asked to arrange collection of the cremated remains of the Deceased, or agree alternative arrangements with Rounce Funeral Services Limited, within 60 days following cremation.
9.2 Where cremated remains remain in our care beyond 60 days, a storage charge of £30 per month or part-month may apply. We will explain any applicable charges to the Client.
9.3 If cremated remains remain uncollected, we will make reasonable efforts to contact the Client or next of kin using the contact details available to us. Where reasonable attempts to make contact have been unsuccessful, we may publish a notice in local newspapers or other appropriate local media inviting anyone with an interest in the cremated remains to contact us.
9.4 If the cremated remains remain uncollected after reasonable attempts to make contact and the publication of an appropriate notice, Rounce Funeral Services Limited may consider arranging for their scattering or other appropriate disposal, subject to applicable law and relevant professional guidance. We will take reasonable steps to ensure that any such arrangements are carried out with dignity and respect.
9.5 The Client acknowledges that Rounce Funeral Services Limited cannot store uncollected cremated remains indefinitely and that, in appropriate circumstances, steps may be taken to resolve the matter in accordance with this clause and applicable law.

## 10 Disclaimer - Family and Friends Acting As Pallbearers

10.1 Where the Client arranges for family members or friends to act as pallbearers, they do so voluntarily and are expected to follow the practical guidance and safety instructions provided by Rounce Funeral Services Limited.
10.2 Our guidance is intended to cover the fundamentals of carrying the coffin safely and will normally be given immediately before the funeral service or procession. It is not intended to constitute formal training. Anyone who feels unable to carry the coffin safely should tell us before taking part.
10.3 Nothing in this clause excludes or limits any liability of Rounce Funeral Services Limited where doing so would be unlawful.

# TERMS & CONDITIONS

Continued.

## 11. Pricing Structure

11.1 Service Charge – Our fee for arranging and conducting the funeral, as detailed in your Estimated Funeral Account.
11.2 Coffin Charge – The price of the coffin selected from our normal range. This includes our purchase cost and a margin that contributes towards the overall costs of operating our business and providing our services.
11.3 Our pricing structure takes account of both the Service Charge and the Coffin Charge. Different coffins have different purchase costs and margins. The margin included in our coffin prices contributes towards the costs of operating our business and maintaining the standards of care and service we provide.
11.4 The Service Charge, Coffin Charge, any applicable supplementary charge, disbursements and additional goods or services will be itemised in your Estimated Funeral Account.

## 12. Use of Externally Sourced Coffins

12.1 You may choose a coffin sourced from a supplier outside Rounce Funeral Services Limited's normal coffin range. We recommend that you ask us to source a coffin from our normal range wherever possible, so that we can help ensure it is suitable for the intended burial or cremation.
12.2 Any externally sourced coffin must be suitable for its intended use and acceptable to the relevant crematorium or burial authority. We may ask for product details or certification reasonably required to establish its suitability.
12.3 We reserve the right to decline to use an externally sourced coffin if we have reasonable concerns about its suitability, safety or acceptance by the relevant crematorium or burial authority.
12.4 Supplementary Charge – Where a coffin is sourced externally rather than selected from Rounce Funeral Services Limited's normal coffin range, a supplementary charge of £300 applies. This charge applies whether you purchase the coffin directly from an external supplier or ask Rounce Funeral Services Limited to purchase it on your behalf. The charge reflects our pricing structure and the contribution normally associated with supplying a coffin from our own range.
12.5 The £300 supplementary charge will be shown in your Estimated Funeral Account before you agree to proceed. Where Rounce Funeral Services Limited purchases the externally sourced coffin on your behalf, the coffin cost will also be itemised in the estimate.

## 13. Examples of How the Charges Apply

13.1 Coffin selected from Rounce's normal range: If the Coffin Charge is £800 and the Service Charge is £1,200, the combined total is £2,000, excluding disbursements and any additional goods or services.
13.2 Externally sourced coffin purchased by you: If you purchase your own coffin directly from an external supplier, you pay the supplier separately. Rounce's charges would be the Service Charge of £1,200 plus the £300 supplementary charge, giving a total payable to Rounce of £1,500, excluding disbursements and any additional goods or services.
13.3 Externally sourced coffin purchased by Rounce on your behalf: If you ask Rounce Funeral Services Limited to purchase an externally sourced coffin on your behalf, Rounce's charges would be the Service Charge of £1,200 plus the £300 supplementary charge, together with the cost of the coffin. These amounts, along with any disbursements and additional goods or services, will be itemised in your Estimated Funeral Account.

## 14. Changes to the Agreed Arrangements

14.1 If you request a change to the agreed arrangements, we will explain any resulting change in price before proceeding, wherever reasonably practicable. Any revised charges will be reflected in an updated estimate or other written confirmation.

## 15. Acceptance

By accepting the Estimated Funeral Account and instructing Rounce Funeral Services Limited to proceed with the arrangements, you confirm that you have had the opportunity to read these Terms and Conditions and agree to them, subject to your statutory rights.

## DISCLOSURE OF INTERESTS

Rounce Funeral Services Limited is still owned and run by the family that established it in 2004.
Current owners: Christopher Rounce (Managing Director); Jonathan Rounce (Director); Janet Rounce (Director). Rounce has no business or material financial interest in price comparison websites comparing funeral director or crematoria services and prices.

Rounce Funeral Services has not made any charitable donations, contributions (including monetary donations or tips), or other payments of £250 or more, individually or cumulatively within the previous 12 months, to any third party connected to the funeral sector where the payment did not relate to a cost incurred or service provided by that third party on behalf of or to Rounce Funeral Services.

Prices and information should be read together with the written estimate provided for each funeral. Where third-party charges change, the final account will show the actual charges incurred.