



CHRISTOPHERS'  
FAMILY  
FUNERALS

## Funeral Information offered by local Crematorium

The Funerals Market Investigation Order 2021 requires funeral directors to display specific price information provided by crematorium operators to make it easier for customers to access up-to-date information and to help increase customers' awareness of the total cost of the services they may require.

To comply with the terms of the Order, we need to display 'price information provided by crematorium operators' on our website, by 16th September 2021.

### EXETER & DEVON CREMATORIUM

Topsham Road  
Exeter  
Devon  
EX2 6EU

Full Adult Cremation Fee (60 minute total slot length)	£1295
Reduced Fee Cremation Service (9:30 am service only - 60 minute total slot length)	£950
Saturday Service	£1295
Sunday Service	£2157
Direct Cremation Fee - Unattended	£350
Direct Cremation Fee - Attended 9:00 am & 9:30 am	£730

### TORQUAY CREMATORIUM

Hele Road,  
Torquay  
TQ2 7QG

Adult Cremation Fee (1 hour slots with 45 minute chapel service from 10.30 am)	£1295 - £1395
Saturday Service	£1395
Sunday Service	£1595
Direct Cremation Fee - Unattended (no service)	£545
Direct Cremation Fee - Attended 8:30 am & 9:00 am	£895

### EAST DEVON CREMATORIUM

London Road  
Strete Raleigh  
Whimble  
Exeter  
EX5 2PT

Full Adult Cremation Fee (30 minute total slot length)	£1090
Reduced Fee Cremation Service (9:30 am and 4 pm service - 20 minute total slot length)	£850
Saturday Service	£1650
Direct Cremation Fee - Unattended (no service)	£480



## DISCLOSURE OF INTERESTS



The Funerals Market Investigation Order 2021 requires funeral directors to display specific information about their business, to allow customers to choose a funeral director based on criteria which may influence their choice.

To comply with the terms of the Order we need to display 'Disclosure of Interests' in our premises and on our website by **16<sup>th</sup> September 2021**.

BUSINESS NAME	Fred Christophers & Son Limited (TA) CHRISTOPHERS' FAMILY FUNERALS
BUSINESS ADDRESS	Bridge House, 9 Kingsbridge Lane Ashburton Newton Abbot TQ13 7DX
NAME OF ULTIMATE OWNER	The Christophers' Family

## BUSINESS INTERESTS

Do you have any business or material interest in a price comparison website which compares funeral director/crematoria services and their respective prices? **YES**

If 'Yes', please enter the details below:

Beyond	<a href="https://beyond.life/compare-funeral-directors">https://beyond.life/compare-funeral-directors</a>
Funeral Choice	<a href="https://www.yourfuneralchoice.com/">https://www.yourfuneralchoice.com/</a>

## BUSINESS CHARITABLE DONATIONS

Have you made any material charitable donation, gratuity or payment to a third party within the last 12 months which totals £250 or more and which does not relate to a cost incurred or a service provided? **NO**



## TERMS OF BUSINESS

The Funerals Market Investigation Order 2021 requires funeral directors to display specific information about their business, to allow customers to choose a funeral director based on criteria which may influence their choice.

To comply with the terms of the Order you need to display 'Terms of Business' on your website, or if you do not have a website, on any other online channels or platforms where you market your business by **16<sup>th</sup> September 2021**.

To support you to meet these requirements, please provide your 'Terms of Business' by completing the template below. If this

**BRANCH NAME** Bridge House, Ashburton

**BUSINESS ADDRESS** Bridge House,  
9 Kingsbridge Lane  
Ashburton  
Newton Abbot  
TQ13 7DX

### PAYMENT OPTIONS

Deposit Not Required

Final balance due 14 days after the day of the funeral

Interest All outstanding accounts at 2% per month on accounts that remain unpaid after 30 days and any legal and court costs incurred due to non-payment

### PAYMENT OF ACCOUNT

Christophers' Family Funerals operates a pricing policy in compliance with the Code of Practice of the National Society of Allied and Independent Funeral Directors.

Our price list provides clients with a full and detailed explanation of our charges as required by the Code.

In addition to our charges, disbursements must be paid to Minister of Religion, Cemetery or Cremation fees and such like.

When the funeral plans are completed you will be given a written estimate of all the charges incurred by the service you have requested. Where the total estimated account is deemed excessive you may be asked to make an interim payment.

We ask for this estimate to be signed as consent that you accept the charges and will be liable for payment of the account when submitted. This is usually 30 days after the funeral. If wished, the account may be forwarded to your solicitor.

We reserve the right to add interest on all outstanding accounts at 2% per month on accounts that remain unpaid after 60 days and any legal and court costs incurred due to non-payment.

If, because of your circumstances, you have to make a claim for assistance from the Department of Work and Pensions, please note that stringent rules apply as to the amount of help available. Please talk to us, in confidence, for guidance.

Right to cancel (Arrangements made in the client's home only)

You have the right to cancel the contract if you wish. This right can be exercised by sending or taking a cancellation notice to the funeral director at any time within the period of 14 days starting on the day of the arrangement. The right to cancel can be lost during the cancellation period if the service is provided in full before the 14 days elapses.

Where applicable, payment may be required to be made in respect of any services carried out or disbursements paid, once the performance of the contract has begun and prior to the cancellation notice being received.