

Terms and Conditions

These Terms and Conditions apply to all services provided by **Direct Cremation (South Yorkshire) Ltd** ("we", "us", "our"). By instructing us, you ("the Client", "you") agree to be bound by the following Terms and Conditions. These Terms do not affect your statutory rights under the **Consumer Rights Act 2015**.

1. Services Provided

1.1 We provide a **Direct Cremation service** only. This service does not include a funeral ceremony, viewing, or attendance by family or friends at the crematorium unless expressly agreed in writing.

1.2 We reserve the **absolute right to select and use a crematorium of our choosing**, which will always be situated within **South Yorkshire**, subject to availability and operational requirements.

1.3 The **day of the cremation** will be set by us. The **time of conveyance** and the **exact time of cremation** are entirely at the discretion of the crematorium. We cannot guarantee specific timings.

2. Price and What Is Included

2.1 The advertised price of **£999** is correct at the time of booking and includes:

- The cremation fee;
- A basic coffin of our choosing;
- Return of the ashes to our head office in **Doncaster**.

2.2 The £999 price covers only the services expressly listed above. Any additional services or circumstances outlined in these Terms will result in additional charges.

3. Coffin Size and Oversize Charges

3.1 The price includes a standard coffin suitable for a deceased person up to **6 feet 2**

inches (6'2") in length and 22 inches in width.

3.2 Where an **oversized coffin** is required due to the size or weight of the deceased, additional fees will apply. These fees reflect increased coffin costs and any additional crematorium charges and will be explained to you as soon as reasonably possible once requirements are known.

4. Medical Implants

4.1 There is **no charge** for the removal of medical implants, including **pacemakers**.

4.2 Implant removal will be carried out where required to comply with crematorium safety regulations.

5. Collection of the Deceased

5.1 Collection of the deceased during normal working hours is included in the service.

5.2 If collection is required **between 4:00 pm and 9:00 am**, an additional **out-of-hours fee of £100** will apply. Wherever reasonably practicable, this fee will be agreed with the Client in advance of collection.

6. Ashes

6.1 Ashes will be returned to our head office in Doncaster unless alternative arrangements are agreed.

6.2 Ashes can be delivered to **any address within South Yorkshire** for an additional fee of **£25**.

6.3 If ashes are to be delivered **outside the South Yorkshire region**, additional mileage will be charged at **£1 per mile**.

6.4 Timeframes for the return or delivery of ashes are dependent on crematorium processes and cannot be guaranteed.

7. Third Parties

7.1 We rely on third parties, including crematoria and transport providers, to deliver parts of the service.

7.2 We shall not be liable for delays or changes caused by factors beyond our reasonable control, such as crematorium operational delays. This does not affect your statutory rights.

8. Cancellations and Changes

8.1 Once the cremation has been authorised or carried out, cancellation may not be possible and charges may still apply.

8.2 Any changes requested by the Client are subject to availability and may result in additional charges.

9. Limitation of Liability

9.1 Nothing in these Terms limits or excludes our liability for death or personal injury caused by our negligence, fraud, or any matter which cannot legally be limited or excluded.

9.2 Subject to clause 9.1, our liability is limited to the value of the services provided.

10. Governing Law

10.1 These Terms and Conditions are governed by and construed in accordance with the **laws of England and Wales**.

11. Acceptance

11.1 By instructing Direct Cremation (South Yorkshire) Ltd, you confirm that you have read, understood, and accepted these Terms and Conditions.

Key Facts Summary

This Key Facts Summary is provided for clarity only and does not replace the full Terms and Conditions.

- **Service type:** Direct cremation only (no service or attendance)
- **Price:** £999
- **Price includes:** Cremation fee, basic coffin, ashes returned to Doncaster head office
- **Crematorium:** Chosen by us and always located in South Yorkshire
- **Cremation timing:** Day set by us; exact time determined by the crematorium
- **Oversized coffin:** Additional charges may apply
- **Medical implants:** Pacemaker removal included at no extra cost
- **Out-of-hours collection:** £100 (between 4:00 pm and 9:00 am)
- **Ashes delivery:** £25 within South Yorkshire; £1 per mile outside the region
- **Your rights:** These Terms do not affect your statutory consumer rights