

Our Terms of Business

Payment Terms and Deposit Requests.

DEPOSITS

In general, a deposit will not be requested at the time of making funeral arrangements.

However, in certain circumstances we may request payment on account to cover the cost in full or part payment of the agreed third-party fees or the funeral costs in total. Examples are as follows:

Attended Cremation- Third party fees

Unattended Cremation- Full payment

Attended Burial- Third party fees

Unattended Burial- Full Payment.

Payments will be required to be paid no later than 2 days prior to the funeral, whatever amount agreed.

The funeral account and any balance is due for payment within 14 days of you receiving the account, unless otherwise agreed by us in writing.

We accept cheques payable to “Tim Matthews Independent Family Funeral Director”, bank transfer or BACS payments. Card payments are not accepted at this present time.

Please notify us if the account will be being passed to a third party for settlement e.g bank or solicitor.

CHARGES FOR LATE PAYMENT

If you fail to settle your account in the timescales agreed we reserve the right to charge you interest on any outstanding balance/s as follows:

- at a rate of 4% above Lloyds Bank Base Rate, calculated (on a daily basis) from the date of our account until payment; compounded on the first day of each month; and before and after any judgment (unless a court orders otherwise)

We may also recover any costs uncured from taking legal action against you.

Disclosure of Interests

Business Name: Tim Matthews Independent Family Funeral Directors.

Business Addresses:

“The Locks Heath Funeral Home”, 36 Lyndale Road, Park Gate. SO31 6QN

Warsash Funeral Director, 10 Shore Road, Warsash. SO31 9GQ (Our Farewell Viewing Room)

Name of Ultimate Owners: Tim Matthews, Joanne Matthews.

We are an independent funeral directors owned by and operated by Tim Matthews and Joanne Matthews as a partnership, incorporating the names ‘The Locks Heath Funeral Home’ for our original house at 36 Lyndale Road, and ‘Warsash Funeral Director’ at our private farewell room at 10 Shore Road, Warsash.

We have no business or material financial interest in a price comparison website which compares funeral directors or crematoria services and their respective prices.

We have not 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.