

## 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 information varies between branches, please complete a separate template for each branch.

Branch name	The Tender Touch Independent Funeral Service Ltd
Branch address	67 Sun Lane, Gravesend, DA12 5HQ 17c Herbert Road, Plumstead, SE18 3TB

Please enter the deposit amount required for:

Attended Cremation	All third party disbursements
Unattended Cremation	All third party disbursements
Attended Burial	All third party disbursements
Unattended Burial	All third party disbursements

Please enter the time by which the deposit and final balance must be paid (for example, within a specific number of days of the funeral taking place):

Deposit paid by:	
Final balance due:	7 days before the funeral is scheduled to take place.

Please enter any payment options, including any interest charged, which you offer customers in relation to the payment of any deposit and final balance: **We do not offer any payment plans.**

Deposit	
Final balance	
Interest	

Please enter any charges that you will make for late payment of sums due: **No charge.**

Deposit	
Final balance	

Please enter any other relevant information relating to your 'Terms of Business':

Disbursements include; Crematorium or burial charge, Doctor's fee and minister's fee.

Dated: 13/09/21

Signed: 