

TEWHICKTON.CO.UK

Hickton Family
Funeral Directors 
Our Family Are Here, To Help Yours



FUNERAL SERVICE GUIDE

FROM APRIL 2026

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OUR FAMILY ARE HERE, TO HELP YOURS

The company was first established in 1909 and is currently in its fourth generation of ownership, under the personal attention of Ross, Greg and Jodie Hickton. Our family and our staff are here to guide and support you with the utmost care and guidance following the loss of a loved one.

The Hickton family have been funeral directors since 1909. The family business started in Cradley Heath in the Black Country, originally as local builders, but also the conducting of funerals. Over time, the company gave up the building arm and dedicated itself as a funeral directing business.

The company has funeral home branches across the West Midlands, enabling them to serve all areas with care, dignity and respect. Many funeral directors in the region have sold their companies to much larger corporate entities, losing the family ownership and care only a family-owned business can give. The Hickton family saw this happening and grew their business to ensure families have a family-owned funeral director to turn to in their time of need. They uphold their age-old traditions with a modern 21st century view on death, bereavement and business management.

Originally the local undertakers of Cradley Heath, they are now one of the leading funeral directors in the West Midlands with funeral home branches in Cradley Heath, Halesowen, Bartley Green, Castle Bromwich, Penn and Codsall. In early 2023, the family funeral business opened a new funeral home in Kidderminster and a further location on Comberton Hill in Kidderminster opened in 2025.

The family also own Jones Memorials of Dudley, a long-established memorial stonemasonry company dating back to 1881, able to provide quality memorial headstones and grave services.

1ST GENERATION



THE LATE JOSEPH ELEY WHITMORE HICKTON

1885-1961

Joe was a well-known carpenter, builder, councillor and one-time mayor of Rowley Regis. He founded the funeral business in 1909 and in 1921 moved to Lower High Street where we are today.



THE LATE ROSE HICKTON

1890-1952

Rose, wife of Joe, was the local midwife and supported Joe with the business. The local saying at the time was that "she brought them in to the world, and he takes them out" - people still mention this today.

2ND GENERATION



THE LATE JOSEPH WILLIAM WHITMORE HICKTON

1921-2000

Bill came into the business in 1937 and worked closely with his father. Upon Joe's retirement, Bill took over the business and it flourished further. Bill is fondly remembered today by the community.

3RD GENERATION



THE LATE TREVOR ELEY WHITMORE HICKTON

1955-2024

Trevor came into the business in 1971 working with his father Bill and helped build the business to the strength and size it is today. Trevor passed away in 2024 and is sadly missed by the family and the local community.

4TH GENERATION



ROSS WHITMORE HICKTON

1990

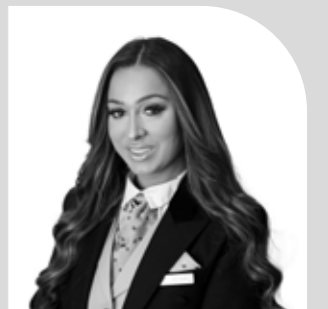
Ross came into the business in 2006; he learnt and worked in all aspects of the business. Today he conducts and looks after families on the day of the funeral, and manages the day-to-day running of the company.



GREG WHITMORE HICKTON

1992

Greg joined the business in 2010; he learnt and worked in all aspects of the business. Today he mainly conducts and arranges funerals across the company.



JODIE LOUISE WHITMORE HICKTON

1994

Jodie joined the business in 2014, learning how the office and the funeral arrangement process worked. Today she is based at Cradley Heath and manages all of the funeral arrangers across the company as well as conducting funerals on the day.

OUR LOCATIONS



CRADLEY HEATH

Whitmore House,
8-11 Lower High Street,
Cradley Heath, B64 5AB

Mon-Fri | 9am-5pm
Sat | 9am-12pm

01384 569569
contact@tewhickton.co.uk



CODSALL & BILBROOK

9 Bilbrook Road,
Codsall, South Staffs,
WV8 1EU

Mon-Fri | 9am-3pm

01902 539317
codsall@tewhickton.co.uk



JONES MEMORIALS

Eley House,
140 Wellington Road,
Dudley, DY1 1UA

Mon-Fri | 9am-5pm
Sat | 9am-12pm

01384 252337
jonesmemorials@tewhickton.co.uk



HALESOWEN

181 Stourbridge Road,
Halesowen,
B63 3UD

Mon-Fri | 9am-5pm

0121 289 4540
halesowen@tewhickton.co.uk



CASTLE BROMWICH

320 Bradford Road,
Castle Bromwich,
B36 9AD

Mon-Fri | 9am-5pm

0121 747 7900
castlebromwich@tewhickton.co.uk



BARTLEY GREEN

2 Curdale Road,
Bartley Green,
B32 4HB

Mon-Fri | 9am-4pm

0121 478 1200
bartleygreen@tewhickton.co.uk



WOLVERHAMPTON

262 Penn Road,
Wolverhampton,
WV4 4AD

Mon-Fri | 9am-3pm

01902 338888
penn@tewhickton.co.uk



KIDDERMINSTER & STOURPORT

6 Lisle Avenue,
Kidderminster,
DY11 7DE

Mon-Fri | 9am-3pm

01562 66903
kidderminster@tewhickton.co.uk



KIDDERMINSTER COMBERTON HILL

10 Comberton Hill,
Kidderminster,
DY10 1QG

Appointment only

01562 215211
kidderminster@tewhickton.co.uk

REGISTERING AND CERTIFYING A DEATH

The process to verify, certify and register a death in England and Wales is as follows for each location where death occurs.

What to do if someone dies at home

1. With the death being expected, we recommend you call their GP surgery immediately or the out-of-hours doctor on 111. Once in attendance, a doctor will verify the death. If the death is sudden, we recommend you call 999 immediately, and they will advise on whether they are sending paramedics, police or a doctor to verify and attend the death.
2. Once the death has been verified, you may call us on any of our funeral home numbers to attend the death and transfer the deceased person into our care at any time of day or night.
3. The GP, or a Medical Practitioner who has seen the deceased within their lifetime, will complete a Medical Cause of Death Certificate (MCCD); this may be issued at the time of verifying the death or in the following days. If the death was sudden, suspicious or there is no clear cause of death, the death may be referred to His Majesty's Coroner.
4. Once the MCCD has been completed, it will be emailed to the area Medical Examiner's office to be scrutinised and approved. The Medical Examiner or their officers will be in touch with you to confirm the circumstances surrounding the death. Once approved, the MCCD will be emailed to the Registry office, to enable the death to be registered.
5. Once the MCCD has been issued to the Registry office, you will have five days to register the death.

The registrars will be in touch.

What to do if someone dies in a nursing or care home

1. The home staff will call the GP or out-of-hours doctor to attend and verify the death; once this has happened, the staff at the home will call us to transfer the deceased into our care, if you have already nominated us as a funeral director. If not, they may ask you as the family to contact one direct.
2. Once the death has been verified, you may call us, or the home may already have on file our funeral home numbers to attend the death and transfer the deceased person into our care.
3. The GP, or a Medical Practitioner who has seen the deceased within their lifetime, will complete a Medical Cause of Death Certificate (MCCD); this may be issued at the time of verifying the death or in the following days. If the death was sudden, suspicious or there is no clear cause of death, the death may be referred to His Majesty's Coroner.
4. Once the MCCD has been completed, it will be emailed to the area Medical Examiner's office to be scrutinised and approved. The Medical Examiner or their officers will be in touch with you to confirm the circumstances surrounding the death. Once approved, the MCCD will be emailed to the Registry office, to enable the death to be registered.
5. Once the MCCD has been issued to the Registry office, you will have five days to register the death.

The registrars will be in touch.

What to do if someone dies in a hospital or hospice

1. The bereavement team at the hospital or hospice will generally contact the next of kin to inform them of the death if family are not present.
2. The Bereavement Office at the hospital will be in touch regarding the next steps which will be as follows;
3. The Doctor from the hospital, or a Medical Practitioner who has seen the deceased within their lifetime, will complete a Medical Cause of Death Certificate (MCCD); this may be issued at the time of verifying the death or in the following days. If the death was sudden, suspicious or there is no clear cause of death, the death may be referred to His Majesty's Coroner.
4. Once the MCCD has been completed, it will be emailed to the hospital Medical Examiner's office to be scrutinised and approved. The Medical Examiner or their officers will be in touch with you to confirm the circumstances surrounding the death. Once approved, the MCCD will be emailed to the Registry office, to enable the death to be registered.
5. Once the MCCD has been issued to the Registry office, you will have five days to register the death.

The registrars will be in touch.

NOTES ON THE ABOVE

Deaths must be registered in the borough where the death happened. The Medical Examiner's office will confirm when you can register the death. The Register Office will usually contact you to make an appointment to register.

Deaths which take place outside of hospital will be referred to the Medical Examiner for the NHS Trust to which their GP surgery is part of.

Deaths which are reported to HM Coroner are reported to the Coroner's office for the borough the death occurred in.

REGISTERING AND CERTIFYING A DEATH

How to register a death

You will need to take, or ensure the registrars already have:

- ID for the deceased - this could be a passport, NHS number, driving licence, council tax bill (take as many as possible).

Once registered, you will then be given:

- Certificate of Registration of Death (form BD8) - you may need to fill this in and return it if the person was getting a State Pension or benefits.
- Official copy of entry of death certificate - 'The Death Certificate'.
- Registrar's Certificate for Burial or Cremation (Green Form) - we as the funeral director will need this ASAP. Please ask for it to be emailed to us.

If the death is referred to HM Coroner

In a number of cases - where the cause of death is unclear, sudden or suspicious - the Medical Examiner, hospital or registrar will report the death to the coroner. The coroner must then decide if there should be further investigation and post-mortem to find the cause of death. The registrar cannot register the death until the coroner's decision is made.

In such cases, the Coroner's certificate will be issued direct to the Registrar from the Coroner's office and the relatives must then go to the Registrar to register the death when instructed to. When an inquest is to be held, the death cannot be registered until the conclusion of the inquest, but an interim death certificate will normally be issued at the opening of the inquest to allow the funeral to take place.



CONTACT DETAILS

Medical Examiner Offices:

Sandwell and West Birmingham Hospitals NHS Trust: B71 4HJ

Email: swbh.medical-examiners-officer@nhs.net; swbh.me-office@nhs.net **Tel:** 0121 507 3473 / 3099 / 3228

The Dudley Group NHS Foundation Trust: DY1 2HQ

Email: dgft.medicalexaminer@nhs.net **Tel:** 01384 456 111 ext 3250, 3251

The Royal Wolverhampton NHS Trust: WV10 0QP

Email: rwh-tr.medicalexaminerservice@nhs.net **Tel:** 01902 445863; 01902 695942

University Hospitals of North Midlands NHS Trust: ST4 6QG

Email: medicalexaminer.uhnm@nhs.net **Tel:** Royal Stoke office (main site): 01782 675597

University Hospitals Birmingham NHS Foundation Trust: B15 1NU

Email: medicalexaminers@uhb.nhs.uk; mesupportteam@uhb.nhs.uk **Tel:** 0121 371 2454

Worcestershire Acute Hospitals NHS Trust: WR5 1DD

Email: wah-tr.medicalexaminers@nhs.net **Tel:** 01905 733087; 01905 760762

Registry Office Numbers & Addresses:

Dudley Borough Register: Priory Park, Dudley DY1 4EU or Castle Street, Dudley DY1 1LQ or Stourbridge Building, Cemetery Road, Lye DY9 8AN **Tel:** 0300 555 2345

Sandwell Borough Registrars: Highfields, High Street, West Bromwich B70 8RJ **Tel:** 0121 368 1188

Birmingham City Council Registrars: Holliday Wharf, Holliday Street, Birmingham B1 1TJ **Tel:** 0121 675 1004

Wolverhampton City Council Registrars: The Register Office - Civic Centre, St Peter's Square, Wolverhampton WV1 1LY **Tel:** 01902 551234

Staffordshire Borough Registrars: Council Offices, Beecroft Road, Cannock WS11 1BG or Boscobel Room, 1 Staffordshire Place, Stafford ST16 2DH **Tel:** 0300 111 8001

Worcestershire Registrars: Kidderminster Registry Office, Finepoint Way, Wyre Forest House, Kidderminster DT11 7WF - County Hall, Spetchley Road, Worcester WR5 2NP or 29 Easemore Road, Redditch B98 8ER **Tel:** 01905 768181

HM Coroner Telephone Numbers:

Sandwell, Dudley, Walsall and Wolverhampton (Black Country Coroners): 0121 569 7200 **Birmingham:** 0121 303 3228 | **Staffordshire:** 01785 276126 | **Worcestershire:** 01905 822330



SAIF BEREAVEMENT SUPPORT

As part of our services, you are eligible for up to six free sessions of SAIF Bereavement Support.

We understand that after the funeral is the beginning of your future journey. We want to continue to support you as you embark upon this journey, and are therefore very proud that we are partners with SAIF Care and can offer you the professional bereavement support if needed.

SAIF Care provides a range of services to bereaved people, over the age of 18, including:

- A freephone helpline 0800 917 7224
- Email support and information help@saifcare.org.uk
- Grief Chat 24/7 instant messaging via our website
- Up to six free sessions of counselling by telephone, Skype or face to face in your local area

SAIF Care services are offered by friendly staff who are trained in counselling and bereavement skills and who will be able to listen and support you. SAIF Care Associate Counsellors are highly skilled and qualified. They will be able to help you to understand your experience of grief, develop self-care coping strategies, and support you to deal with the challenges you may be facing.

The service is available to the clients of all SAIF Funeral Directors, Monday to Friday from 9am-9pm. It's confidential and free of charge to people who have used our services.

For more information, please call SAIF Care on 0800 917 7224.



SCAN ME



Most people expect to be very upset or distressed when someone close to them has died. What takes many people by surprise is how strong the emotions can be, how they can change very quickly, and how long they last.

People around you may seem to think you should be 'back to normal' after a few weeks or months. You might appear to be your usual self to other people, but you know that on the inside, you're not even sure what normal is anymore.

Everyone grieves in a way that is unique to them and their relationship with the person who has died. Well-intentioned people may say to you, 'time is a great healer.' Sometimes, however, it can seem that life is more difficult as the weeks and months go by.

ARRANGEMENTS CHECKLIST FOLLOWING ARRANGEMENT

During the initial arrangement

- Have you decided on hymns and/or music?
- Order of service sheets – have you arranged your own or would you like us to produce them? If we are to produce them, we would need photos if you wish. These can be emailed, sent on WhatsApp or given to us.
- Would you like the funeral cortege to leave from an address? If so, which address and is there any route to take?
- Where is the funeral cortege to return you back to after the funeral?
- Would you prefer our staff to bear the coffin, or are there family and friends who wish to?
- Is the death and funeral to be announced in any newspapers, online or on social media in the form of an obituary notice?
- Do you want any bespoke or alternative transport for the funeral?

Floral tributes

- Have you arranged your own or would you like us to arrange them?
- Tribute cards can be brought back to the office prior to the funeral or given to our staff on the day when we arrive at the house.
- Are the flowers to be delivered to the funeral home or an address where the funeral is to leave from?

Donations

- Any donations raised will be handed back to you after the funeral, in a sealed collection box provided. It is then your responsibility to handle and forward the collection to your chosen charity.
- Unfortunately, we are unable to handle the cash element of this process. If you wish to bank any cash and raise a cheque for the amount, we are happy to send that off to the chosen charity on your behalf along with any other cheques received.

Viewing your loved one in the chapel of rest

- Is there anyone wishing to see your loved one in our chapels of rest? This needs to be made by appointment. If you have chosen to have your loved one dressed, we will require clothing. Or we can provide a gown.
- We would also require an up-to-date photograph of your loved one, so we can prepare and dress your loved one as they would generally look.
- Our chapels of rest are generally open Monday to Friday during office hours.
- Weekend visits are by appointment only.

In the days and weeks following the funeral

- We shall send out our final invoice 5-7 days after the funeral if there is a balance outstanding on the account.
- If it is a cremation taking place, and you have requested to collect the cremated remains (ashes) or have them buried, please contact us when you wish to receive them. We will always collect the ashes a few working days after the cremation, once the paperwork at the crematorium has been completed. We will also contact you once in our care.
- If we have removed a memorial in order for the burial to go ahead, we will contact you within 4-6 weeks with regards to your memorial report and to discuss the additional inscription and/or renovation work required.
- Please note: most cemeteries stipulate that the memorial cannot be re-fixed for a minimum of 6-12 months in order for the ground to settle, however during this time you can still arrange any work required should you wish.



GOLDEN CHARTER FUNERAL PLANS

GOLDEN CHARTER



What is the Independent Way funeral plan?

We offer the Independent Way funeral plan from Golden Charter. An Independent Way funeral plan allows you to pre-arrange the funeral you want, as well as giving you the opportunity to fix the cost of the funeral director's services included in your plan.

Examples of funeral director services you can include within your plan:

The services you select are guaranteed to be covered by your Independent Way funeral plan at the time of passing.

- Professional services and making arrangements for cremation or burial.
- Transportation of the deceased from place of death to the funeral director's premises, a chapel of rest or other suitable location. All plans cover the transport of the deceased to the chosen funeral director if you die away from home whilst on holiday in mainland United Kingdom.
- Caring for the deceased and attending to the preparation necessary to allow viewing, if requested by family or friends.
- Advice on the certification and registration of death and related documentation.
- Provision of funeral vehicles.
- Advice on bereavement counselling and aftercare support.
- The provision of a suitable coffin or casket, or the choice of an alternative from our coffin brochure.

Who can buy the Independent Way funeral plan?

Our plans are available to all UK residents, regardless of age or state of health. If you choose to pay by the instalment payment option, then you must be 78 or under when you apply.

How can I pay for my plan?

OPTION 1

Single payment option

You can make a one-off single payment for immediate cover.

OPTION 2

12 monthly payment option

If you would like to spread the cost, Independent Way funeral plans can be paid over 12 monthly payments by Direct Debit at no extra charge with a minimum £49 deposit. You will be covered once all payments are made.

OPTION 3

Instalment payment option

For a lower monthly payment, you can choose to spread the cost of your plan between two and 15 years. You will be covered after the agreed term of payment, as long as all premiums have been made. An instalment charge is included based on the term you select and is included in the overall cost of your funeral plan. This option includes the added benefit of our Golden Charter Pledge, which ensures that if you die at any time after you have made 12 payments and all payments are up to date, the benefit of your plan will be provided, with no further sums to be paid.

Third party costs

These are the costs for essential, non-funeral director services required to carry out a cremation or burial. They may include, but are not limited to, crematorium or cemetery fees, purchase of a burial plot, or the minister or officiant's fee.

If the amount you agree with your funeral director to include in your plan for third party costs does not fully cover these, then the extra will need to be paid at the time of your funeral by your family or estate.

The allowance included in your plan may grow over time and there would only be more to pay at the time of the funeral if the third party costs exceed the allowance when you buy your plan, or if the costs increase by more than the growth of your plan.

You can arrange a funeral plan in our funeral homes, at home or by purchasing on our website. Please scan the QR code to find out more.



SCAN ME

Trevor E W Hickton Limited is an appointed representative of Golden Charter Limited trading as Golden Charter Funeral Plans which is authorised and regulated by the Financial Conduct Authority (FRN:965279).

PROBATE, WITH PEOPLE AT THE HEART



Compassionate Support. Clear Guidance. Fair Costs. Probate shouldn't feel like a cold legal process, it should feel human.

We're a friendly, independent Probate specialist offering personalised, transparent support to families at one of life's most difficult times.

We don't just tick boxes or hide behind jargon. We meet families in their homes, talk in plain English, and offer 24/7 support when they need it most. It's our job to make the complex feel manageable and the overwhelming feel understood.

What Is Probate?

Probate is the legal process of managing someone's estate after they die - this means handling their money, property, possessions, and any debts. It often requires applying for a legal document called a Grant of Probate or Grant of Letters of Administration, depending on whether there's a valid Will.

It can be a time-consuming and emotionally draining task, particularly while grieving. That's where we come in.

What's involved in Probate?

If there's a Will: Executors apply for a Grant of Probate and distribute the estate accordingly.

If there's no Will: Administrators apply for Letters of Administration and follow the Rules of Intestacy.

In either case: The process involves dealing with banks, selling property, valuing assets, paying debts, and finalising tax affairs.

Probate isn't always required - small estates (typically under £10,000 with no property) may not need it. But for most families, especially those involving property or joint assets, it's an essential step.

FAQs

When is Probate required?

Probate is usually required when the deceased person owned property solely in their name or had significant assets. Some smaller estates might not need Probate, depending on the value of assets and how they're owned.

How long does Probate take?

The duration of Probate varies, but it can take several months. Factors include estate complexity, any disputes, and the efficiency of the Probate process itself.

| | Solicitors | Laurelo |
|----------------------|--|--|
| Approach | Legal, often formal | Personal, friendly, and human-first |
| Fees | Hourly billing or % of the estate | Transparent, fixed-fee pricing |
| Support | 9-5 contact, minimal emotional support | 24/7 guidance, emotional and practical support |
| Communication | Can be slow and legal-heavy | Clear, caring, and jargon-free |
| Location | Often remote or office-based | In-home visits, national coverage |

What's the role of an executor?

An executor is the person named in the Will to manage the Probate process. They gather assets, pay debts, and distribute inheritances as per the Will's instructions.

Are there taxes involved in Probate?

Yes, there can be inheritance tax considerations. Laurelo can help families navigate these complexities, ensuring they understand their obligations.

How do I start the Probate process?

Begin by registering the death, locating the Will, and valuing the estate's assets and liabilities. Laurelo's personalised approach ensures you won't miss any crucial steps.

We're proud to be different. Learn more at laurelo.co.uk or call us on 020 3058 2329.

Ongoing support with Laurelo Aftercare

Families regularly tell us we've made the hardest time in their lives just that little bit easier, by listening, explaining, and being available when they need guidance.

Grief doesn't end when the paperwork does which is why we offer Laurelo Aftercare - a free, practical guide covering everything that needs to be handled after a death. From stopping unwanted mail to managing digital accounts, it's designed to ease the ongoing burden, one gentle step at a time.

Visit aftercare.laurelo.co.uk to access our simple checklist and support hub, created with compassion and clarity in mind.



JONES MEMORIALS

We aim to provide a different approach to stonemasonry by not only providing you with a beautiful and fitting tribute for your loved one, but by offering personalised arrangements throughout. If you have used one of our funeral homes before, you will know the high standard that we strive to achieve. We want all our customers to know that we are here to help, every step of the way.

We have a beautifully renovated showroom with over 75 memorials on display in an array of materials and ranging from traditional and lawn headstones to cremation plaques and flat tablets. We also have a vast website with even more memorials for you to choose from.

We have included costs for all our memorials on our website and this is purposeful as we pride ourselves

on being as transparent as possible. Unlike many other masons, we have no hidden extras and any items that are an additional cost are always displayed.

The prices quoted are for our standard black granite, however a memorial can be ordered in any other colour and/or material - cost may vary, please enquire.

All prices are plus VAT and do not include any cemetery or church permit fees which vary by location.

If your memorial is still in the cemetery or churchyard, we offer a range of services with regards to additional inscriptions or renovations. We offer a free no-obligation quote where we will go to visit the memorial and give a full itemised quotation for all and any work required.

All our costs include:



Our administration



Lettering/engraving of the stone (up to 100 letters)



Up to two flower containers



Fitting of the stone to the National Association of Memorial Masons approved fixing standard

Discounts available: %

New memorials

If you have used one of our branches for your loved one's funeral, we offer a discount of £100.00 for any new memorial ordered within six months of the burial taking place.

If an order is placed within 14 days of the funeral arrangements being made, we also allow an extra 20 letters of inscription on top of the £100.00 discount.

Please note: you do not have to decide on your inscription at this point, only order your preferred memorial.

Added inscriptions

If you have an existing memorial and have used us for your loved one's funeral, we offer a free cleaning of the memorial (granite memorials only) and new flower containers. If an order is placed within 14 days of the funeral arrangements being made, we will provide a free silk floral arrangement when the memorial is refitted.

VISIT OUR SHOWROOM

Eley House
140 Wellington Road
Dudley
DY1 1UA

Tel: 01384 252337
Email: jonesmemorials@tewhickton.co.uk

jonesmemorials.co.uk



SCAN ME

OUR CLASSIC MEMORIALS

FROM: £1600.00

- Our most popular classic memorials as shown below are fitting for any churchyard or cemetery and are available in a range of colours.
- Cost will include any of the below shapes in black granite with up to two flower containers, 100 letters of inscription, 20% VAT and fixing with a ground anchor system.
- We have classic memorials on display at our showroom should you wish to come and view them.



SCAN ME

STANDARD MEMORIAL SIZE

Headstone: 30in x 24in x 4in
Base: 4in x 30in x 12in
Overall height: 2ft, 10in
(Other sizes available)



Classic Ogee



Classic Half Ogee



Classic Off Centre Peon



Classic Camber Top



Classic Centre Peon



Classic Square Top



FUNERAL TRANSPORT OPTIONS

We pride ourselves on our hearse and limousine fleet. Currently we have a full matching fleet of Volvo hearses and limousines.

However, we can provide other funeral vehicles and transport. We can also provide disabled transport.

OUR OWN 1964 ROLLS-ROYCE SILVER CLOUD III

(Subject to size of coffin, due to size of hearse)

Upgrade Fee **£300.00**



OUR OWN 1989 DAIMLER DS420

Upgrade Fee **£220.00**



MORRIS MINOR HEARSE

(Subject to size of coffin, due to size of hearse)

£995.00



TWO BLACK OR WHITE HORSES

Matching hearse carriage

£1200.00

FOUR BLACK OR WHITE HORSES

Matching hearse carriage

£2100.00

(Please note that one of our hearses will lead the cortege for traffic reasons and to convey floral tributes)



MOTORCYCLE HEARSES

Triumph - Bonneville or Thunderbird
Suzuki
Harley-Davidson
Trike

£1350.00

(Please note that one of our hearses will lead the cortege for traffic reasons and to convey floral tributes)



LAND ROVER DEFENDER HEARSE

£995.00



LETTER FLORAL DESIGNS

Words and names can be created of your choice.

PRICE LIST:

- Mom/Mum, Dad, Nan, Son **£120.00**
- Wife **£160.00**
- Grandad, Husband **£280.00**
- Bespoke designs or single letters **£45 per letter**



ROSE CROSS

- 3ft **£135.00**
- 4ft **£155.00**
- 5ft **£175.00**
- 6ft **£205.00**

HEART TRIBUTE

£95.00

PILLOW TRIBUTE

- Small **£85.00**
- Large **£95.00**

SINGLE ROSES

- Colour of your choice
- Medium **£2.50**
- Large **£3.00**



RED ROSE SPRAY

- Made in your rose colour of choice. Sizes start from 3ft
- 3ft **£150.00**
- 4ft **£190.00**
- 5ft **£210.00**
- 6ft **£230.00**



LILY SPRAY

- Made in your chosen lilies. Sizes start from 3ft
- 3ft **£150.00**
- 4ft **£190.00**
- 5ft **£210.00**
- 6ft **£230.00**



MIXED SPRAY

- Made in your chosen flowers and colours. Sizes start from 3ft
- 3ft **£135.00**
- 4ft **£155.00**
- 5ft **£175.00**
- 6ft **£210.00**

GARLANDS

Garlands are becoming very popular with Wicker Coffins. The garlands are delicately made to measure and fitted directly onto the coffin.

Prices start from **£75.00**

Matching sprays can be ordered separately.



SCAN ME



Please visit tewhickton.co.uk for our full Floral Tribute Brochure.

ORDER OF SERVICE SHEET EXAMPLE DESIGNS

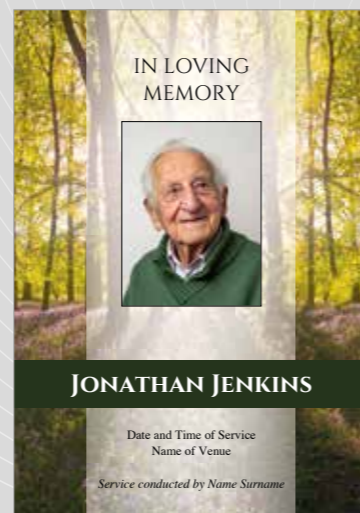
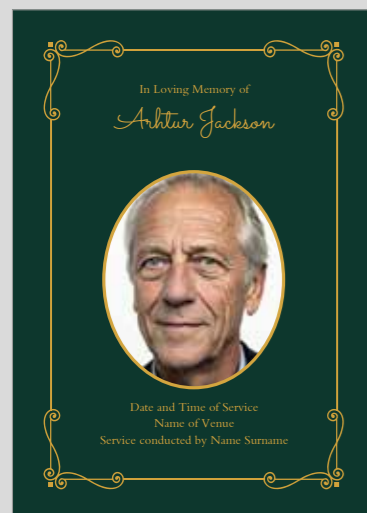
Please visit tewhickton.co.uk or view our Order of Service Brochure for more designs.



SCAN ME



Please visit tewhickton.co.uk for our full Order of Service Brochure.



MEMORIAL BOARDS

Carefully printed on silk heavyweight adhesive paper for rich colour and sharp detail, then expertly mounted on a sturdy 3mm display board for a premium finish. Easels and stands are not included as standard. However, card struts can be provided upon request.

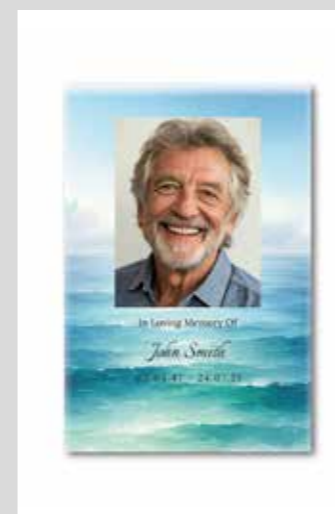
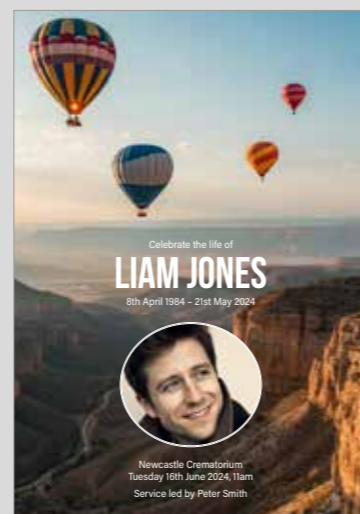
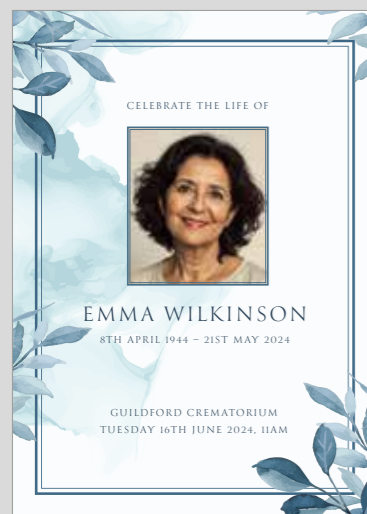
- A4 - £20.00
- A3 - £30.00
- A2 - £60.00



FORGET ME NOT FLOWER SEED PACKS

A symbolic and lasting tribute. These seed packs allow guests to plant delicate forget me not flowers in memory of your loved one, creating a living reminder that blooms year after year.

Batch of 10 - £20.00



MEMORIAL CARDS

A heartfelt keepsake, designed to be carried close. These wallet-sized cards (85mm x 55mm) are perfect for including a photo, poem, or meaningful quote in remembrance of your loved one. Printed on durable 400gsm artboard, they are ideal for keeping in a purse or wallet as a lasting tribute.

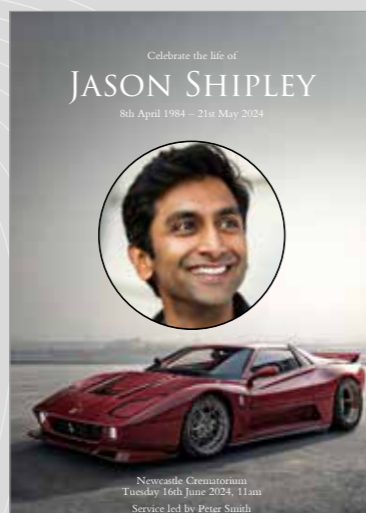
Available in quantities of 10 - Price on request



CONDOLENCE BOOKS

Our Condolence Books are the perfect way to celebrate a life that's lost. Share their favourite moments of a loved one and reflect on many treasured times. Simply personalise the front cover of the book with the details of your loved one and collect heartfelt messages and memories during the funeral service itself.

£75.00



ORDER OF SERVICE PRICE LIST:

- Standard Design from brochure, 4 pages with 2 images* **£2.00 per copy**
- Standard Design from brochure, 8 pages with 2 images* **£3.00 per copy**
- Per additional insert sheet **£0.50**

Any of our Standard Designs can be personalised at no extra cost e.g. flower colour/football team.

Images can be brought into our office to be scanned, emailed to your funeral arranger's email address or sent on the company WhatsApp number 07955 466121.

All of our Service Sheets are printed in-house on high quality card. Order of Service Booklets are taken to the Funeral Service prior to the funeral date by the funeral director, where accepted.

The wording inside the booklets is generally provided by the officiant taking the funeral service, however if you wish for any specific wording or a poem to be inserted, please let us know.

*Included in Client and Fully Inclusive Funeral Packages

COFFIN AND CASKET EXAMPLES

Please visit tewhickton.co.uk or view our Coffin & Casket Brochure for full options.



SCAN ME



Please visit tewhickton.co.uk for our full Coffin and Casket Brochure.



THE WENLOCK

£495.00



THE ARLEY

£525.00



THE SIMPLISTIC

£350.00



PURITY CASKET

£2500.00



THE HIGHLEY

£585.00



THE RICHMOND

£725.00



THE BALMORAL

£1350.00



THE BALMORAL

£1350.00



WILLOW

£995.00



WILLOW

£995.00



THE BRITANNIA

£1695.00



THE ARTISTE

£1095.00



PAINTED COFFIN

£650.00



YORK ARTISTE

£650.00



BESPOKE
ASHES CASKET

£200.00



SOLID OAK
ASHES CASKET

£175.00



THE ALVELEY

£995.00



BESPOKE PRINTED

£995.00



SCATTER TUBES

Included with Clent package

LARGE £50.00

240 cubic inch capacity (ideal for adult ashes). Glue and labels supplied.

Max. width: 13cm
Max. height: 37cm

MEDIUM £30.00

120 cubic inch capacity (ideal for child or split ashes). Glue and labels supplied.

Max. width: 11cm
Max. height: 25cm

SMALL £20.00

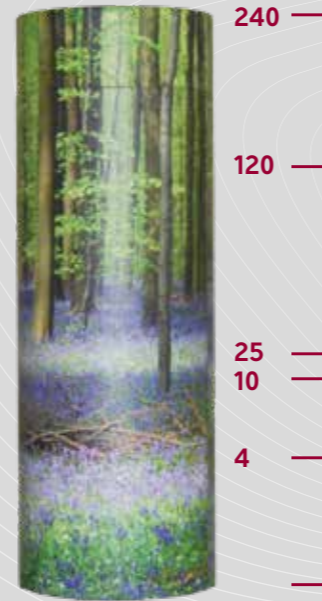
25 cubic inch capacity (ideal for baby or token ashes). Glue and labels supplied.

Max. width: 7.5cm
Max. height: 13.5cm

TOKEN ASHES TUBE £10

4 cubic inch capacity (ideal for keepsake ashes or jewellery returns).

Max. width: 3.5cm
Max. height: 9cm



URNS & KEEPSAKES



www.urnsuk.com



ADDITIONAL SERVICES

DOVE RELEASE

| | |
|------------------|---------|
| 2 doves | £120.00 |
| 4 doves | £140.00 |
| 6 doves | £160.00 |
| Per dove after 6 | £10.00 |



BUGLER OR BAGPIPER FOR HIRE

Per funeral service **From £275.00**



WEBCASTING AND VIDEO RECORDING OF FUNERAL

Most local crematorium chapels have the option of live webcasting and recording funeral services. We are also able to provide recording services at churches. Prices vary at locations, please ask your arranger for a cost.



VISUAL TRIBUTES

Most local crematorium chapels have the option of displaying visual tributes on a screen or projector. Prices vary at locations, please ask your arranger for a cost.



A LASTING TRIBUTE: THE DIGITAL FUNERAL NOTICE

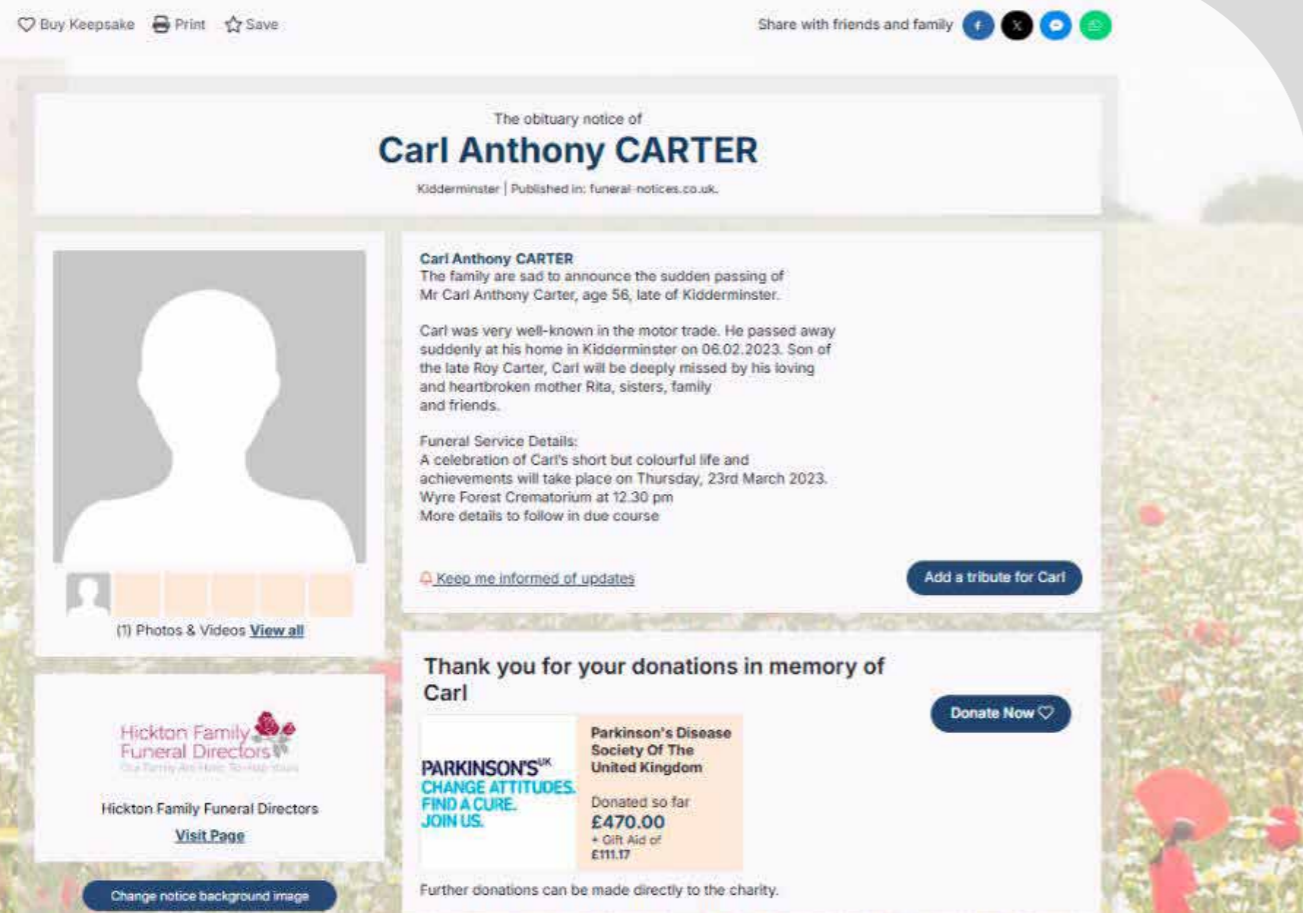


During this difficult time, creating a digital funeral notice provides a way to honour your loved one while offering comfort and support to those who grieve. Published on funeral-notices.co.uk, these notices serve as an everlasting online tribute that remains accessible forever.

A digital notice allows your family to:

- **Announce the Passing:** Share the news with extended family and friends in a dignified manner.
- **Publish Funeral Details:** Provide essential information about the service to ensure the entire community is informed.
- **Receive Messages of Condolence:** A dedicated space to receive heartfelt words of comfort from those who care.
- **Raise Charitable Donations:** Our secure, cashless service allows you to raise funds for a chosen charity in memory of your loved one. This online option often results in higher amounts raised, as it enables people not able to attend the funeral to contribute. Furthermore, 75% of these donations include Gift Aid, increasing the total value by 25%.
- **Share Memories:** Upload photos and videos that celebrate a life well-lived. For your peace of mind, all content is fully moderated to ensure it remains appropriate and respectful.
- **Social Sharing:** Easily invite others to add their own tributes by sharing the notice on your preferred social media channels.

To make this process as seamless as possible, we offer a Family Notification Service. By providing your email address, you will receive a direct link to the notice when it's published. Additionally, each notice generates a unique QR code, deal for inclusion in the order of service, allowing attendees to instantly view the notice and make donations from their mobile devices during the funeral.



MEMORIAL JEWELLERY AND KEEPSAKES

We offer a wide range of memorial jewellery and keepsake items. Within our funeral homes are display items from the below memorial jewellery specialists. A selection of the items can be viewed within our funeral homes or online by viewing the below websites.

We can delicately handle your loved one's ashes, separating a small amount which can be used for jewellery or memorial items. Please advise your funeral arranger that you may wish for keepsakes, we can then carry out the procedure and take care of any orders you wish to place. The timescale in which the items are produced vary depending on the company; please ask a member of staff for more information.

Cremated remains, hair and fingerprints can also be used to custom make the handmade pieces.

EverWith Memorial Jewellery everwith.co.uk

EverWith offers an extensive choice of pendants, rings, bracelets, lockets, cufflinks and earrings in a range of styles and designs to suit all tastes. Most of the memorial jewellery pieces are crafted from hallmarked 925 Sterling Silver. However, as even Sterling Silver can tarnish and discolour, each piece is coated with a Rhodium Plating that keeps the surface looking bright and shiny. Memorial jewellery designs are also available in solid 9k Yellow, White or Rose Gold, and the option of adding some real diamond dust in with the ashes to give a subtle sparkle. Ashes, hair and personalised engraving can be used to create an everlasting item



Legacy Expressions legacyexp.co.uk

We are here to celebrate the high moments in life - the anniversaries, the arrival of a new member in the family, or the beginning of a wonderful love story. We are here to also help remember and treasure those who are most important in your life. Offering a unique line of jewellery, ornaments, pendants and more, Legacy Expressions customises each product to perfectly fit your style and whatever memory you wish to treasure. We are able to place a loved one's fingerprint on jewellery, giftware and more, creating special one-of-a-kind keepsakes. Please ensure you inform Hickton Family Funeral Directors to take your loved one's fingerprint.



Ashes into Glass ashesintoglass.co.uk

The Ashes into Glass process of transforming ashes into jewellery uses traditional techniques combined with a unique, patented process to create a beautiful, lasting tribute to the one you hold dear. Like your loved one, each Ashes into Glass stone is different to all others. Yours may remind you of a starry night's sky, a wispy cloud up above or maybe the ashes floating on a gentle breeze. Ashes into Glass offers jewellery, cufflinks, paperweights and more.





CREMATED REMAINS (ASHES) OPTIONS

When making arrangements for a cremation, there must be a decision made on what do to with the ashes (cremated remains). The below options are what is available.

Scattering

You can choose to have your loved one's ashes scattered at the crematorium which held the cremation, or at another crematorium where others may be scattered. We can arrange this for you. You can choose to attend the scattering or have the crematorium staff do it for you. Equally, we are able to attend with you and say a few words when the scattering is taking place.

You can also scatter the ashes in a favourite spot or place, as long as you seek permission of the landowner.

Burial

You can opt to have your loved one's ashes buried at the crematorium which held the cremation, or at a local cemetery or churchyard. We can arrange this for you. You can choose to attend the burial or have the crematorium staff do it for you. Equally, we are able to attend with you and say a few words when the burial is taking place. If it is a churchyard you choose to have the ashes buried in, the minister from the church would usually also be in attendance to say their religious words.

In most circumstances you would have to either own a grave or have a grave/plot in the cemetery or churchyard able to accommodate the burial. We are able to organise this for you and undertake any investigations to find an old family grave if need be.

We are able to provide a fitting memorial stone once the ashes are buried or add an inscription to an existing stone.

Keep at home

Some people choose to take their loved one home and keep them safe with them. This is perfectly normal and we can provide a nice urn, tube or casket for the remains to be kept in and transported home.

Other options

- Burial at sea
- Repatriate the ashes abroad
- Create a firework

LOCAL CREMATORIA AND CEMETERY FEES

Correct at time of print; these fees are out of our control and could differ to as printed (as of April 2026)

| LOCATION | ATTENDED CREMATION FEE | UNATTENDED CREMATION FEE | PURCHASE FEE NEW GRAVE (Resident of Borough) | INTERMENT FEE/ REOPEN | USE OF CHAPEL ONLY |
|--|---|--------------------------|--|---|---|
| BUSHBURY | £1003.00 | WE DO NOT OFFER | £2250.00 | £1110.00 | £150.00 |
| WOLVERHAMPTON CEMETERIES | NO CREMATORIUM | NO CREMATORIUM | £2250.00 | £1110.00 | NO CHAPEL |
| DUDLEY, HOMER HILL, BRIERLEY HILL, LYE | NO CREMATORIUM | NO CREMATORIUM | £2543.10 | £1261.20 - 1 Depth £1411.70 - 2 Depth £1743.80 - 3 Depth | NO CHAPEL |
| GORNAL WOOD & STOURBRIDGE | £1064.00 | WE DO NOT OFFER | £2543.10 | £1261.20 - 1 Depth £1411.70 - 2 Depth £1743.80 - 3 Depth | £451.50 |
| HANDSWORTH & KINGS NORTON CEMETERIES | NO CREMATORIUM | NO CREMATORIUM | £2887.00 - lawn grave £3118.00 - lawn with concrete header | £1386.00 - Single depth or second burial £1501.00 - First burial in a double grave | Kings Norton £495.00 Handsworth £370.00 |
| KIDDERMINSTER PARK LANE CEMETERY | NO CREMATORIUM | NO CREMATORIUM | £966.00 if plot available | £947.00 resident £1797.00 non-resident | NO CHAPEL |
| LODGE HILL & YARDLEY | 09:15 £787.00 10:00-12:15 £997.00 13:00-15:15 £1045.00 | WE DO NOT OFFER | NO NEW GRAVES | £1386.00 - Single depth or second burial £1501.00 - First burial in a double grave | £520.00 |
| MERCIA FOREST | 10:30 £1125.00 11:30-15:30 £1225.00 | WE DO NOT OFFER | N/A | N/A | £575.00 |
| PERRY BARR | Monday-Wednesday £895.00 - £1200.00 Thursday-Friday £895.00 - £1300.00 Saturday & Sunday £1300.00 | WE DO NOT OFFER | NO CEMETERY | NO CEMETERY | CHAPEL SERVICE ONLY £800.00 |
| QUINTON | NO CREMATORIUM | NO CREMATORIUM | £2887.00 - lawn grave £3118.00 - lawn with concrete header | £1386.00 - Single depth or second burial £1501.00 - First burial in a double grave | NO CHAPEL |
| ROBIN HOOD & WOODLANDS | £1005.00 | WE DO NOT OFFER | £3030.00 resident £6060.00 non-resident | £1390.00 resident £2780.00 non-resident | 30 Minutes £279.00 60 Minutes £558.00 |
| ROWLEY REGIS & SANDWELL VALLEY SANDWELL CEMETERIES | Monday-Friday £1071.00 Saturday, Sunday, Bank Holiday £1392.00 | WE DO NOT OFFER | £2720.00 - 1 Depth £2825.00 - 2 Depth £2927.00 - 3 Depth | Interment Fee £1458.00 | Weekday £196.00 Weekend & Bank Holiday £255.00 |
| SUTTON COLDFIELD | 09:15 £787.00 10:00-12:15 £997.00 13:00-15:15 £1045.00 | WE DO NOT OFFER | £2887.00 - lawn grave £3118.00 - lawn with concrete header | £1386.00 - Single depth or second burial £1501.00 - First burial in a double grave | £520.00 |
| TELFORD | £1260.00 - £1510.00 Depending on time and day | WE DO NOT OFFER | NO CEMETERY | NO CEMETERY | CHAPEL SERVICE ONLY £650.00 |
| WASELEY HILLS | 10:30 £1125.00 11:30-15:30 £1225.00 | £350.00 | £3000.00 (Lawn Type) £3750.00 (Traditional) | £1350.00 Single & Double | £540.00 |
| WITTON & BRANDWOOD END | NO CREMATORIUM | NO CREMATORIUM | NO NEW GRAVES | £1386.00 - Single depth or second burial £1501.00 - First burial in a double grave | £495.00 |
| WYRE FOREST | Monday-Friday £795.00 - £1195.00 Saturday £1195.00 Sunday £2200.00 | WE DO NOT OFFER | £1499.00 (Single) £2299.00 (Standard) | Interment Fee (weekdays) £1299.00 | CHAPEL SERVICE ONLY £650.00 |

COFFIN AND CASKET PRICES FOR PRE-PAID AND AT NEED FUNERALS

| COFFIN SELECTION AS PER BROCHURE | COST | COFFIN SELECTION AS PER BROCHURE | COST |
|-----------------------------------|----------|----------------------------------|----------|
| Simplistic Coffin | £350.00 | Painted Colour Wenlock Coffin | £650.00 |
| York Artiste | £650.00 | Alveley Coffin | £995.00 |
| Wenlock Coffin | £495.00 | Last Supper Bradnam | £950.00 |
| Arley Coffin | £525.00 | The Milano | £1750.00 |
| Highley Coffin | £585.00 | Balmoral Casket | £1350.00 |
| Richmond Coffin | £725.00 | Cardboard Coffin | £350.00 |
| Artiste Coffin | £1095.00 | Britannia Casket | £1695.00 |
| Willow Coffin/Casket (Iris/Grass) | £995.00 | Corpus Christi Casket | £2300.00 |
| Bespoke Printed Coffin | £995.00 | Purity | £2500.00 |

LOCAL CREMATORIUM VISUAL TRIBUTE AND WEBCASTING FEES

A number of local crematoria offer visual tributes.

This is where a video or slideshow of images and video can be shown with music during the service. Webcasting of a service is also available, along with copies of the service recorded for future playback. Below are the local fees as of April 2026.

| VENUE | VISUAL TRIBUTE FEES | WEBCASTING FEES | FAMILY MADE VIDEO TRIBUTE FEES |
|---------------------|---|--|---|
| Birmingham CC | £23.00 single photo tribute £45.00 basic - slideshow (up to 25 images) no music £88.00 music - tribute (up to 25 images) set to music | £53.00 live webcast with 7 days on demand £77.00 USB / DVD keepsake £36.00 digital download link of service £53.00 digital download of service + tribute | £36.00 checking of family supplied tribute |
| Dudley MBC | £14.50 single photo tribute £45.70 basic - slideshow (up to 25 images) no music £88.20 music - tribute (up to 25 images) set to music £101.70 themed tribute (as above with choice of themes) | £60.20 live webcast with 28 days on demand £60.20 USB / DVD keepsake £11.40 digital download link of tribute £51.90 digital recording of service | £21.80 checking of family supplied tribute |
| Sandwell MBC | £27.00 single photo tribute £51.00 basic - slideshow (up to 25 images) no music £88.00 music - tribute (up to 25 images) set to music £122.00 themed tribute (as above with choice of themes) | £92.00 live webcast with 28 days on demand £63.00 DVD / USB keepsake £27.00 digital download of tribute only | £22.00 checking of family supplied tribute |
| Solihull MBC | X | £56.50 live webcast with 28 days on demand £57.50 DVD / USB keepsake | X |
| Telford Crematorium | £25.00 single photo tribute £85.00 basic - slideshow (up to 25 images) no music £90.00 music - tribute (up to 25 images) set to music £95.00 themed tribute (as above with choice of themes) | £75.00 live webcast with 28 days on demand £65.00 USB / DVD keepsake £15.00 digital download link of tribute only add-on £65.00 digital download of tribute | £60.00 family supplied tribute |
| Waseley Hills | Single photo tribute - free of charge £80.00 basic - slideshow (up to 25 images) no music £85.00 music - tribute (up to 25 images) set to music £95.00 themed tribute (as above with choice of themes) | £70.00 live webcast with 28 days on demand £65.00 USB / DVD keepsake £15.00 digital download link of tribute | £65.00 family supplied tribute |
| Wolverhampton CC | £10.50 single photo tribute £70.00 basic - slideshow (up to 25 images) no music £90.00 music - tribute (up to 25 images) set to music £95.00 themed tribute (as above with choice of themes) | £60.00 live webcast with 28 days on demand £55.00 USB / DVD keepsake £15.00 digital download link of tribute | £20.00 checking of family supplied tribute |
| Wyre Forest | Single photo tribute - free of charge £38.00 basic - slideshow (up to 25 images) no music £70.00 music - tribute (up to 25 images) set to music £21.00 per additional 25 images | £60.00 live webcast with 7 days on demand £65.00 USB / DVD keepsake £30.00 digital download of service £45.00 digital download of service + tribute | £30.00 family supplied tribute |

PACKAGE FUNERAL COSTINGS FOR PRE-PAID AND AT NEED FUNERALS

20% premium on all our fees for weekend/bank holiday funerals.

Disbursements/third party costings not included in below figures, unless stated. Please let us know at the time of arrangement if you wish to opt for one of the below packages. Packaged services cannot be altered, nor can core services be added or taken away as that would be classed as a bespoke funeral.

| PACKAGE OPTIONS | LOCAL UNATTENDED DIRECT CREMATION | UNATTENDED CREMATION WITH VIEWING & OPTION OF A SHORT SERVICE | CLIENT INCLUSIVE FUNERAL PACKAGE (CREMATION) | SIMPLE INCLUSIVE PACKAGE (CREMATION) |
|-----------------|-----------------------------------|---|--|--------------------------------------|
| TOTAL PRICE | £1,795.00 | £2,455.00 | £4,315.00 | £3,295.00 |

Our funeral director charges

| | | | | |
|---|----------------------------------|-------------------------|-------------------------------|------------------------|
| Taking care of all necessary legal and administrative arrangements | ✓ | ✓ | ✓ | ✓ |
| Taking care of all administrative arrangements, liaising with all third parties and putting together the funeral service. Dedicated Funeral Conductor for on the day and staff required | X | X | ✓ | ✓ |
| Transfer of deceased to our premises from within a 15-mile radius within working hours | ✓ | ✓ | ✓ | ✓ |
| Care of the deceased before the funeral in appropriate facilities | ✓ | ✓ | ✓ | ✓ |
| Preparation and dressing of deceased, along with viewing if requested | X | ✓ | ✓ | X |
| Provision of vehicle to the funeral service, crematorium or cemetery location | Private Ambulance (Van) | Private Ambulance (Van) | Standard Black Hearse | Standard Black Hearse |
| Provision of one limousine seating seven passengers | X | X | ✓ | X |
| Type of coffin | Suitable Direct Cremation Coffin | Wenlock Coffin | Wenlock Coffin | Simplistic Coffin |
| Floral tributes | X | X | 4ft Coffin Spray Double Ended | 3ft Mixed Coffin Spray |
| Cremated remains container | X | X | Scattering Tube | X |
| Order of service sheets | X | X | 50 Sheets with Insert | 40 Single Sheets |
| Donation box | X | X | ✓ | ✓ |
| Online donation collection management, along with obituary notice | X | X | ✓ | ✓ |
| SUBTOTAL OF OUR FEES | £1,445.00 | £2,105.00 | £2,995.00 | £1,975.00 |

Third-party fees/disbursements

| | | | | |
|--------------------------------------|-----------------------------------|-----------------------------------|----------------|----------------|
| Cremation or burial fee | Cremation fee of £350.00 included | Cremation fee of £350.00 included | Up to £1100.00 | Up to £1100.00 |
| Minister/celebrant fee up to £220.00 | X | Extra fee | ✓ | ✓ |

BESPOKE FUNERAL COSTINGS FOR PRE-PAID AND AT NEED FUNERALS

Pre-payment required on funeral options where terms not stated below | 20% premium on all our fees for weekend/bank holiday funerals

Bespoke attended adult funeral costings – standard pre-payment

| | |
|--|--|
| "Our Professional Funeral Directing Fees" – Core Services <small>Taking care of all administrative arrangements, liaising with all third parties and putting together the funeral service with relevant parties. Provision of dedicated Funeral Conductor for on the day, along with staff required.</small> | £850.00 |
| Care of deceased person before the funeral in appropriate facilities | £300.00 |
| Preparation and dressing of the deceased | £450.00 |
| Transfer of deceased to our premises from within a 15-mile radius of office during office hours | £250.00 <small>(£285.00 if out of hours)</small> |
| Six Bereavement Counselling Sessions (for one client only)..... | NO CHARGE |
| Online donation collection management, along with obituary notice on website and for sharing on socials | £10.00 |

Vehicle and transport costings

| | |
|---|--|
| Provision of a Standard Hearse to leave from an address or meet at funeral | £250.00 |
| Provision of Limousine (including driver and seating up to seven mourners) | £275.00 |
| Wheelchair accessible vehicle | £240.00 |
| Provision of 1989 Daimler DS420 Hearse | £220.00 <small>UPGRADE FEE ON HEARSE/PACKAGE FEE</small> |
| Provision of 1964 Rolls-Royce Silver Cloud III Hearse | £300.00 <small>UPGRADE FEE ON HEARSE/PACKAGE FEE</small> |
| Provision of Executive Vehicle (including driver and seating up to 4 mourners) | £195.00 |
| Transfer of coffin to house or venue more than an hour prior to funeral service | £300.00 |
| Following floral hearse/estate | £110.00 |
| Horse drawn hearse for funeral | £1200.00 <small>TWO HORSES</small> |
| | £2100.00 <small>FOUR HORSES</small> |
| Triumph/Suzuki/Harley-Davidson/Trike Motorcycle hearse | £1350.00 |
| Morris Minor hearse | £995.00 |
| If client or family provide their own coffin / casket (Handling fee) | £200.00 |

BESPOKE FUNERAL COSTINGS FOR PRE-PAID AND AT NEED FUNERALS

Other costings

| | |
|---|--|
| Set-up fee for bespoke design order of service | £30.00 <small>FOUR PAGES</small> |
| | £40.00 <small>EIGHT PAGES</small> |
| | £55.00 <small>TWELVE PAGES</small> |
| | £75.00 <small>SIXTEEN PAGES</small> |
| Order of service sheet (cost per copy) | £2.00 <small>PER SHEET</small> |
| | £3.00 <small>WITH INSERT</small> |
| | £0.50 <small>PER ADDITIONAL INSERT</small> |
| Edge to edge bespoke design | £POR <small>PRICE ON REQUEST</small> |
| Out of area (over 15 miles) transfer of deceased | £1.50 <small>PER MILE</small> |
| Embalming fee (if required) | £200.00 |
| Bagpiper or bugler fee per service | £275.00 |
| Dove release per service | £100.00 <small>FOR TWO</small> |
| | £120.00 <small>FOR FOUR</small> |
| | £140.00 <small>FOR SIX</small> |
| | £10.00 <small>PER DOVE AFTER SIX</small> |
| 36" Oak Grave Cross or Grave Marker | £60.00 |
| Removal and re-fix to NAMM standards of Standard Headstone | £475.00 <small>INCLUDING CLEANING</small> |
| Removal and re-fix of Kerb Set Memorial | £1250.00 |
| Removal and re-fix of Flat Tablet or Single Cremation Desk | £200.00 <small>INCLUDING CLEANING</small> |
| Removal and re-fix of Cremation bookset, mini headstone or double desk | £300.00 <small>INCLUDING CLEANING</small> |
| Grave diggers fee – Earthen Grave in a private churchyard or cemetery | £700.00 <small>(REOPEN/NEW FOR 1)</small> |
| | £800.00 <small>(NEW FOR 2)</small> |
| Grave diggers fee – Ashes plot to prepare grave weekday | £200.00 |
| Golden Charter Pre Paid Funeral Plan administration fee | £350.00 |
| Arranging of burial ashes if we have not conducted funeral or masonry work | £100.00 |
| Delivery and arrangement of cremated remains to family, attendance at burial ground, or to attend scattering following a direct cremation | £75.00 |

LOCAL DIRECT UNATTENDED CREMATION

We are proud to offer a local direct cremation service. Direct cremation is a service where there is no funeral service. It is normally held early morning and is a very simple no-fuss choice of cremation, generally unattended.

We will arrange a date and time to suit our diary; this could be at short notice. On the day, we will arrive in a discreet vehicle and, with two members of staff and the assistance of the crematorium staff, convey the deceased to the cremator. We then collect the cremated remains in the days following the cremation.

We offer two direct cremation options:

- An unattended cremation option where nobody attends at all.
- An unattended cremation which includes preparation, dressing and viewing of the deceased with a short service in our funeral home.

As we are a local family-owned company who have been looking after funeral arrangements for over 100 years, we like to keep this offering local and ensure dignity for you and your loved one.

We are able to offer this service for families who have sadly lost someone at present and wish to arrange for a direct cremation now, or for those people who wish to plan ahead, pre-pay and arrange their funeral wishes.

Option A "Direct Local Unattended Cremation Package"

- Taking care of all necessary legal and administrative arrangements
- Transfer of deceased to our premises from within a 15-mile radius of office during office hours
- Direct Cremation Coffin
- Provision of a suitable vehicle to transport coffin to crematorium
- Cremation fee at Waseley Hills Crematorium
- Online donation collection management, along with death notice on website and for sharing

Please note: there is no service, and no mourners can attend the date of cremation which is set at our discretion.

(A.1) Total Amount. (£800.00 premium if another crematorium is required). £1795.00
Payment required in full prior to date of cremation.

Delivery and arrangement of cremated remains to family, attendance at burial ground, or to attend scattering following a direct cremation £75.00

Option B "Local Unattended Cremation Package with Preparation and Viewing of Deceased and a Short Service in Our Funeral Home"

- Taking care of all necessary legal and administrative arrangements
- Transfer of deceased to our premises from within a 15-mile radius of office during office hours
- Care, preparation and dressing of deceased, along with viewing if requested
- Wenlock Coffin
- Provision of a suitable vehicle to transport coffin to crematorium
- Short service at our funeral home
- Unattended cremation fee at Waseley Hills Crematorium only
- Online donation collection management, along with death notice on website and for sharing

(B.1) Total Amount. Payment required in full prior to date of cremation. £2455.00

Delivery and arrangement of cremated remains to family, attendance at burial ground, or to attend scattering following a direct cremation £75.00



STANDARDISED SET PRICE LIST

All funeral directors are legally required to publish this Price List for a standardised set of products and services. This is to help you think through your options and make choices, and to let you compare prices between different funeral directors (because prices can vary). Please discuss any specific religious, belief-based and/or cultural requirements that you have with the funeral director.

ATTENDED FUNERAL (funeral director's charges only)

£2570.00

This is a funeral where family and friends have a ceremony, event or service for the deceased person at the same time as they attend their burial or cremation.

Taking care of all necessary legal and administrative arrangements £1100.00

Collecting and transporting the deceased person from the place of death (normally within 15 miles of the funeral director's premises) into the funeral director's care £250.00

Care of the deceased person before the funeral in appropriate facilities. The deceased person will be kept at the funeral director's branch premises and/or at other branch premises. £450.00

Providing a suitable coffin - this will be made from oak wood-effect veneer. The Wenlock Coffin, as per our coffin brochure £495.00

Viewing of the deceased person for family and friends, by appointment with the funeral director (where viewing is requested by the client). £25.00

At a date and time you agree with the funeral director, taking the deceased person direct to the agreed cemetery or crematorium (normally within 20 miles of the funeral director's premises) in a hearse or other appropriate vehicle £250.00

UNATTENDED FUNERAL

This is a funeral where family and friends may choose to have a ceremony, event or service for the deceased person, but they do not attend the burial or cremation itself.

Burial (funeral director's charges only) £1325.00

Cremation (funeral director's charges plus the cremation fee at Waseley Crematorium Direct Slot)? £1795.00

FEES YOU MUST PAY

For an Attended or Unattended burial funeral, the burial fee.¹ £1040.00 - £1536.00

In this local area, the typical cost of the burial fee for local residents is:

For a new grave, you will also need to pay for the plot; for an existing grave with a memorial in place, you may need to pay a removal/replacement fee. In addition, the cemetery may charge a number of other fees.

For an Attended cremation funeral, the cremation fee.² £829.00 - £1250.00

In this local area, the typical cost of a cremation for local residents is:

ADDITIONAL FUNERAL DIRECTOR PRODUCTS AND SERVICES

This funeral director may be able to supply a range of optional, additional products and services, or to arrange (on your behalf) for a third party to supply them. Examples include:

Additional mileage (price per mile) £1.50

Additional transfers of the deceased person's body (e.g. to their home, to a place of worship etc.) (price per transfer) £300.00

Collection and delivery of ashes £1.00

Embalming £200.00

Funeral officiant (e.g. celebrant, minister of religion etc.) £150.00 - £250.00

Services supplied outside of normal office hours 20% ADDITIONAL

The funeral director can give you a full list of what they can supply. They are likely to charge for these additional products and services, so you may choose to take care of some arrangements without their involvement, or you can use a different supplier. 1. This fee (which is sometimes called the interment fee) is

the charge made for digging and closing a new grave, or for reopening and closing an existing grave. 2. In England, Wales and Northern Ireland, you will usually need to pay doctors' fees as well. This is the charge for two doctors to sign the Medical Certificates for Cremation.

REPATRIATION OUTSIDE OF ENGLAND AND WALES

Repatriation package - full transfer

- Making all arrangements, administrative office work, completion and delivery of legal paperwork
- Transfer of the deceased during working hours into our care within a 15-mile radius of office
- Preparation and dressing of deceased
- Embalming of deceased with international certificate
- Use of viewing room for visitations
- Zinc Lined Wenlock Coffin with interior suite
- Transport to airport or ferry dock

| REPATRIATION PACKAGE | SELECTED <input type="checkbox"/> |
|---|-----------------------------------|
| Taking care of all necessary legal and administrative arrangements | Included |
| Transfer of deceased to our premises from within a 15-mile radius of office within office hours | Included |
| Preparation and dressing of deceased | Included |
| Embalming of deceased with international certificate | Included |
| Provision of a Zinc Lined Wenlock Coffin with interior suite (value of £550.00) | Included |
| Transport to _____ Airport / Dock | Included |
| Subtotal of our core charges for the repatriation | £2300.00 |
| Our additional fees | |
| Hire of hearse and staff for service prior to repatriation | £350.00 |
| Other services: _____ | £ |
| Other services: _____ | £ |
| Disbursements (payments to third parties on your behalf) | |
| <input type="checkbox"/> Flight and airway bill charge to _____ | £ |
| <input type="checkbox"/> Embassy fees | £ |
| <input type="checkbox"/> Additional mileage: £1.50 per mile x by _____ miles | £ |
| <input type="checkbox"/> Service fee at _____ prior to repatriation | £ |
| <input type="checkbox"/> Other fees _____ | £ |
| Total amount for repatriation: | £ |
| Payment required in full prior to repatriation date | |

Checklist for repatriation

When arranging a repatriation, we will assist and arrange in all aspects during the process. The documents required when repatriating a deceased overseas are as follows:

- Certified Copy of Entry (Death Certificate)
- Original passport
- Out of England Order 103 - issued by the coroners
- Embalming Certificate
- Free From Infection Form
- Funeral Directors Declaration
- Embassy Consulate Documents or Certificates

Repatriation of cremated remains

We can help and assist with Repatriation of Cremated Remains Overseas. For more information, please speak with a member of staff who can provide the correct information based on the requirements of the country.

ESTIMATE OF COSTS AND TERMS AND CONDITIONS OF BUSINESS

Any other additions to account after estimate is given will incur further costs. These figures are an estimate and could differ to final invoice.

| (1.) FUNERAL DIRECTOR'S CHARGES - BESPOKE | SELECTED <input type="checkbox"/> |
|---|-----------------------------------|
| <input type="checkbox"/> Taking care of all administrative arrangements, liaising with all third parties and putting together the funeral service with relevant parties. Provision of dedicated Funeral Conductor for on the day, along with staff required | £850.00 |
| <input type="checkbox"/> Transfer of deceased to our premises from within a 15-mile radius of office within office hours | £250.00 (delete appropriately) |
| <input type="checkbox"/> Transfer of deceased to our premises from within a 15-mile radius of office outside of office hours | £285.00 (delete appropriately) |
| <input type="checkbox"/> Care of the deceased person before the funeral in appropriate facilities | £300.00 |
| <input type="checkbox"/> Preparation and dressing of deceased | £450.00 (delete appropriately) |
| <input type="checkbox"/> Provision of a Standard Hearse | £250.00 |
| <input type="checkbox"/> Hearse upgrade to _____ | £ |
| (2.) Our limousines/passenger vehicles | |
| Number of limousines required _____ x £275.00 per limousine | £ |
| Other passenger transport vehicle required? Type: | £ |
| (3.) Choice of coffin, casket or remains container | |
| <input type="checkbox"/> Name of coffin or casket: | £ |
| <input type="checkbox"/> Cremated remains container: | £ |
| (4.) Additional items/services | |
| <input type="checkbox"/> Order of service - number of sheets: | £ |
| <input type="checkbox"/> Bespoke order of service charge: | £ |
| <input type="checkbox"/> Grave marker or cross: | £ |
| <input type="checkbox"/> Memorial stone (inc. VAT at current rate) Ref: | £ |
| <input type="checkbox"/> Additional mileage: £1.50 per mile x by _____ miles | £ |
| <input type="checkbox"/> Embalming procedure | £200.00 |
| <input type="checkbox"/> Online donation collection management, along with obituary notice on website and for sharing | £10.00 |
| <input type="checkbox"/> Other: | £ |
| (1,2,3,4) Subtotal of our charges for an attended funeral: | £ |

ESTIMATE OF COSTS AND TERMS AND CONDITIONS OF BUSINESS

| SET PACKAGE PRICES | SELECTED <input type="checkbox"/> |
|---|-----------------------------------|
| (1.) The Clent Attended Funeral - funeral director's charges only | |
| Taking care of all administrative arrangements, liaising with all third parties and putting together the funeral service with relevant parties. Provision of dedicated Funeral Conductor for on the day, along with staff required. | |
| Transfer of deceased to our premises from within a 15-mile radius of office within office hours. Care of the deceased person before the funeral in appropriate facilities. | Extras in addition to package |
| Preparation and dressing of deceased, with unlimited use of viewing room. The Wenlock Coffin with fully fitted interior suite, suitable for burial or cremation. | |
| Provision of a standard hearse to leave from an address. | |
| Provision of limousine (including driver and seating up to seven mourners). | |
| Floral tribute of double-ended 4ft coffin/casket spray | |
| Online donation collection management, along with obituary notice on website and for sharing | Subtotal of extras |
| Up to 50 order of service booklets, with insert and photos only (£POA additional fee for bespoke). | £ _____ |
| Provision of a cremated remains scatter tube (if cremation) or ashes casket for £100.00 extra | + below figure |
| Provision of a Solid Oak Grave Marker (if burial) | <input type="checkbox"/> |
| Subtotal for the Attended Clent Funeral Package (Cremation) | £2995.00 + (Sec 5) |
| Subtotal for our charges | £ |

| SET PACKAGE PRICES | SELECTED <input type="checkbox"/> |
|---|--|
| The Simple Inclusive Package - Attended Funeral | |
| Taking care of all administrative arrangements, liaising with all third parties and putting together the funeral service with relevant parties. Provision of dedicated Funeral Conductor for on the day, along with staff required. | Extras in addition to package |
| Transfer of deceased to our premises from within a 15-mile radius of office within office hours. | £ _____ |
| Care of the deceased person before the funeral in appropriate facilities. The Simplistic Coffin, provision of a standard hearse to leave from an address. | Payment due in full prior to funeral £50.00 discount not applicable. |
| Cremation fee (up to £1100.00) + Celebrant/Minister's fee (up to £220.00) | No preparation or viewing of your loved one is included in this package. |
| 40 single order of service sheets + 3ft Mixed Coffin Spray | |
| Online donation collection management, along with obituary notice on website and for sharing | |
| Total for the Attended All Inclusive Funeral Package (Cremation) | £3295.00 |

| (5.) DISBURSEMENTS (PAYMENTS TO THIRD PARTIES ON YOUR BEHALF) | |
|--|-------------------------|
| <input type="checkbox"/> Cremation fee | £ |
| <input type="checkbox"/> Grave purchase fee at _____ Cemetery Depth: _____ | £ (out of borough fee?) |
| <input type="checkbox"/> Interment/grave diggers fee Location: _____ Depth: _____ | £ (out of borough fee?) |
| <input type="checkbox"/> Removal and refix of memorial stone - headstone/kerb set/cremated remains | £ |
| <input type="checkbox"/> Service fees - place of service: | £ |
| <input type="checkbox"/> Officiant fee - name of officiant: | £ |
| <input type="checkbox"/> Organist fee/webcasting fee/visual tribute fee | £ |
| <input type="checkbox"/> Floral tributes | £ |
| <input type="checkbox"/> Obituary/thank you notices - newspaper/social media | £ |
| <input type="checkbox"/> Interment of cremated remains - Cemetery: | £ |
| <input type="checkbox"/> Extras: | £ £ £ |
| (5) Subtotal of disbursements: | £ |
| (1+2+3+4+5) Total estimated funeral cost | £ |

Funeral for the late _____
 Funeral date _____ Our reference _____
 Disbursements £ _____ + 50% of our fees £ _____
 Total pre-payment required £ _____ by: ___/___/___
 Date estimate given and funeral arrangements made: ___/___/20___

Payment required 3 days prior to the funeral date, failure to pay pre-payment will result in the funeral being postponed.
 Full payment required for Direct or Fully Inclusive Package and not applicable of discount.

Notes:

ESTIMATE OF COSTS AND TERMS AND CONDITIONS OF BUSINESS

| DIRECT UNATTENDED CREMATION OR BURIAL | | SELECTED <input type="checkbox"/> |
|--|----------|-----------------------------------|
| Direct cremation at Waseley Hills Crematorium only, or burial (cemetery on request) | | |
| Taking care of all necessary legal and administrative arrangements | | |
| Transfer of deceased to our premises from within a 15-mile radius of office within office hours | | |
| Care of the deceased person before the funeral in appropriate facilities | | |
| Provision of a vehicle with staff to transport coffin to crematorium | | |
| Provision of a coffin | | |
| Subtotal of our charges for a direct cremation or burial | £1445.00 | |
| (2a) Disbursements (payments to third parties on your behalf) | | |
| <input type="checkbox"/> Cremation fee - unattended direct cremation slot at Waseley Hills Crematorium | £350.00 | |
| <input type="checkbox"/> Grave purchase fee Cemetery: Depth: | £ | |
| <input type="checkbox"/> Interment/grave diggers fee Location: Depth: | £ | |
| <input type="checkbox"/> Removal and refix of memorial stone - headstone/kerb set/cremated remains | £ | |
| (2b) Additional items/services: | | |
| <input type="checkbox"/> Additional mileage: £1.50 per mile x by _____ miles | £ | |
| <input type="checkbox"/> Other: | £ | |
| Total for direct cremation/burial: | £ | |

Any other additions to account after estimate is given will incur further costs. These figures are an estimate and could differ to final invoice.

| UNATTENDED CREMATION OR BURIAL WITH VIEWING AND SHORT SERVICE | | SELECTED <input type="checkbox"/> |
|--|----------|-----------------------------------|
| Direct cremation at Waseley Hills Crematorium only, or burial (cemetery on request) | | |
| Taking care of all necessary legal and administrative arrangements | | |
| Transfer of deceased to our premises from within a 15-mile radius of office within office hours | | |
| Care of the deceased person before the funeral in appropriate facilities, with preparation, dressing and viewing | | |
| Provision of a vehicle with staff to transport coffin to crematorium | | |
| Provision of a Wenlock Coffin | | |
| Option of a short service in our funeral home | | |
| Subtotal of our charges | £2105.00 | |
| (2a) Disbursements (payments to third parties on your behalf) | | |
| <input type="checkbox"/> Cremation Fee - unattended direct cremation slot at Waseley Hills Crematorium | £350.00 | |
| <input type="checkbox"/> Grave purchase fee Cemetery: Depth: | £ | |
| <input type="checkbox"/> Interment/grave diggers fee Location: Depth: | £ | |
| <input type="checkbox"/> Removal and refix of memorial stone - headstone/kerb set/cremated remains | £ | |
| (2b) Additional items/services: | | |
| <input type="checkbox"/> Additional mileage: £1.50 per mile x by _____ miles | £ | |
| <input type="checkbox"/> Other: | £ | |
| Total for direct cremation/burial: | £ | |

Funeral for the late _____
 Funeral date _____ Our reference _____
 Disbursements £ _____ + 50% of our fees £ _____
 Total pre-payment required £ _____ by: ___/___/___
 Date estimate given and funeral arrangements made: ___/___/20__

Payment required 3 days prior to the funeral date, failure to pay pre-payment will result in the funeral being postponed.
 Full payment required for Direct or Fully Inclusive Package and not applicable of discount.
 Any other additions to account after estimate is given will incur further costs. These figures are an estimate and could differ to final invoice.

Notes:



PAYING THE FUNERAL ACCOUNT AND OPTIONS



Make
payment
here

As detailed in our terms of business and estimate page, we require a pre-payment of all disbursements (third party fees) plus 50% of funeral director's fees prior to the date of the funeral, or full payment upfront (depending on funeral choice).

If the pre-payment is not received three days prior to the funeral taking place, the funeral may be cancelled or postponed.

Making payment on and for a funeral account to us, we accept:

- Debit or credit card (American Express not accepted)
- Cheques to be made payable to: Trevor E. W. Hickton Limited
- Cash
- Bank transfer (BACS)
 - o Account name: Trevor E.W. Hickton Limited
 - o Sort Code: 30-90-88
 - o Account No: 19005268
- Payment direct from deceased's bank account or solicitors dealing with estate
- Funeral finance (application via Funeral Safe Finance)

Payment can be made in full before the funeral date. A £50.00 discount will be applied to the account if this is the chosen option, however this is not applicable to packages where payment is required in full prior to the funeral date. You may wish to make the pre-payment before the funeral, and we will then send over the account with balance 5-7 days after the funeral. We expect payment within 30 days. Below are other options or scenarios which may assist with the account payment.

Department for Work and Pensions (DWP) – Funeral Expenses Payment

The DWP Funeral Expenses Payment is released to us as the funeral director, not the person applying for the payment. The claim can take three weeks or more to be processed.

Please make us aware if you are planning to make a DWP claim for help towards funeral expenses as soon as possible. Depending on each individual circumstance, following a means test they may grant an amount towards the funeral. Being awarded a grant is not guaranteed.

Please note, this is not guaranteed, and we do still require the pre-payment prior to the funeral date. If a DWP grant is being used towards the pre-payment amount, 50% of the balance once the DWP payment has been taken into account will be payable prior to the funeral taking place.

If the Funeral Expenses Payment is received following the funeral taking place, and an overpayment on the account occurs, our client (the signed payee) will receive a reimbursement for the amount in credit.

**A claim to the Department for Work and Pensions (DWP) can be made via telephone and online:
0800 151 2012 or gov.uk/funeral-payments
Or by completing paperwork which is available at your local Job Centre Plus.**



SCAN ME

PAYING THE FUNERAL ACCOUNT AND OPTIONS

Insurance policies, solicitors and frozen bank accounts and building societies

We understand that there may be insurance policies in place; we can happily liaise with the insurance company on your behalf if you wish.

Quite often if solicitors are involved, we can send our invoice to the solicitor direct. Please note, a pre-payment is still required. Then, once funds are available, they will at that point send the amount outstanding for the funeral account direct to us.

It is quite common that following the passing of your loved one, their bank accounts may be temporarily frozen. To release funds and close bank accounts, you will need to take the Certified Copy of Entry of Death – known as The Death Certificate – which you will receive from the registrars and take to the bank along with your ID and our invoice. If there are enough funds in the bank account, they should be able to pay us directly.

If your loved one had a Building Society account and the monies in the account are for the funeral payment, it is highly likely they will require an invoice from ourselves (not the written estimate). Once this is received, they will issue a cheque/BACS payment for the amount required. If you wish for an invoice at the same time of the written estimate, please inform us.

Paying the remaining balance of funeral account options

The funeral invoice will be posted or, if requested, emailed to you 5-7 days following the funeral. You then have 30 days to pay the remaining balance, however if the account is in the hands of a solicitor, DWP or any other organisations in which may prolong releasing funds, the 30-day payment term can be lifted.

If there are limited funds for the funeral, we do offer a direct cremation package and a simple basic funeral at a set cost.

Applying for Funeral Safe finance to cover the expenses (a loan to cover the funeral expenses)

Apply online via our website at tewhickton.co.uk/funeral-options/funeral-finance/

You can apply when arranging a funeral with us. Just ask your arranger for Funeral Safe finance options and they can arrange for you to apply online or by phone. The website offers a pre-approval check, which can indicate whether or not you will be granted the loan.

You can use the calculator online and click the 'Apply' button and this will take you through the application. You can also apply over the phone by calling them on 0330 002 0872.

Following a successful application, you will receive a text message and email – this contains your loan agreement. If you are happy with everything in the loan agreement, you can accept it via the email using our electronic signature. This evidence must be shown to us.

Once you have accepted the agreement, your funeral director is notified and the funeral balance is paid directly to your funeral director. You will receive your personal login account details to manage your loan.



SCAN ME

TERMS AND CONDITIONS OF BUSINESS

FUNERAL ARRANGEMENTS AND ACCOUNT PAYMENT

Once signing our arrangement form and/or making a payment to us, you are legally accepting our business, payment and trading Terms and Conditions, as listed below and on our website, and are entering into a contract with **Trevor E W Hickton Limited**.

The contract entered into is for the provision of funeral services and goods supplied directly by us to you. Services provided by third parties which you request us to arrange on your behalf (including, but not limited to, crematoria, burial authorities, clergy or celebrants, florists, printers, vehicle hire, councils, hospitals, doctors, coroners, registrars and repatriation providers) are not supplied by us under this contract. Nothing in this clause limits our responsibility to exercise reasonable care and skill when arranging such third-party services on your behalf.

You also authorise us to commence performance of this contract within any applicable cancellation period where you have expressly requested us to do so.

1. Estimates and expenses – Estimates are provided in writing and/or verbally at the time arrangements are made and represent an indication of the charges likely to be incurred based on the information available at that time. While every effort is made to ensure accuracy, estimates may change where third-party charges alter or where additional services or changes are requested.

Where an estimate has been issued prior to the contract being signed, we will honour that estimate unless circumstances beyond our control or changes requested by you result in additional costs. Thirdparty charges may not always be known in advance; where this is the case, a best estimate will be provided and the actual charges will be shown in the final account.

A discount of £50.00 is available where the funeral account is paid in full prior to the funeral taking place, except where full payment is already required in advance under a package or direct funeral arrangement.

If, after receiving the estimate, you feel you may be unable to afford the funeral arrangements, please contact us within four days of receipt of the estimate so that arrangements may be amended or lowercost options discussed.

2. Responsibility for Instructions and Payment – The signatory to the arrangement form ("the client") is responsible for payment of the funeral account, whether personally or via solicitors, banks, insurance policies or other third parties. We will take instructions exclusively from the client. Any family disputes or disagreements are the responsibility of the family concerned and will not affect our contractual relationship with the client.

3. DWP Funeral Expenses Payment – If you intend to apply for a DWP Funeral Expenses Payment, you must inform us at the time arrangements are made or as soon as reasonably possible. Eligibility is means-tested and not guaranteed. We cannot accept liability where a claim is refused or partially awarded.

The DWP will not normally cover the full funeral cost. You remain responsible for any outstanding balance. Where a DWP payment is to be applied towards the pre-payment amount on the account, it is required that 50% of the remaining balance (after allowance for the expected DWP payment) will be payable prior to the funeral taking place.

4. Advance Payment Requirements – Payment is required in advance of the funeral date and is due no later than three working days prior to the funeral.

For attended funerals, advance payment comprises all disbursements (third-party fees) together with 50% of our funeral director's charges.

For direct cremation, unattended funerals or fully inclusive packages, full payment of the account is required in advance. Failure to make payment by the due date will constitute a breach of contract and the funeral will not proceed until payment is received. Any postponed funeral will only be rearranged once payment has been made in full.

5. Direct/unattended Cremation – Specific Disclaimer and Acknowledgements

Where a Direct Cremation has been selected, you acknowledge and agree that you will be informed of the date of committal into the crematorium; however, the cremation itself may take place up to 72 hours before or after that date at the discretion of the crematorium, and we are not informed of nor able to control the precise time of cremation.

Attendance at the crematorium is not permitted under any circumstances for a Direct unattended Cremation.

The deceased may be transferred to our Cradley Heath Funeral Home (Head Office), or another suitable facility, in the days leading up to the Direct Cremation.

It is the responsibility of the client to ensure that all family members and relevant parties are fully informed of, and in agreement with, the nature of an unattended Direct Cremation, including the absence of a funeral service and the discreet transfer of the deceased in a private ambulance.

Where an option is selected that does not include viewing or visitation, the deceased will be placed into the coffin as they are and no funeral service or attendance will take place.

By confirming Direct Cremation arrangements, you confirm that you understand and accept these conditions. If you wish to change the arrangements, including upgrading to an attended funeral, you should inform us as soon as possible.

6. Introduction by Third Parties – Where you have been introduced to us by a third party, including but not limited to an online funeral company, comparison website, funeral director search engine, introducer service or pre-paid funeral plan provider, our contract is solely between you and Trevor E W Hickton Limited.

We accept no responsibility or liability for the business practices, service standards, representations, marketing materials or advice provided by any third party prior to or separate from our own direct dealings with you.

We reserve the right, acting reasonably and professionally, to decline to accept or to discontinue instructions where we consider that the proposed arrangements, expectations or circumstances are not appropriate for our business, standards of service or professional obligations. In such circumstances, we will notify you as soon as reasonably practicable.

7. Out of Borough Burial Fees – Where a burial or interment of cremated remains is requested in an area where the deceased or grave purchaser is classed as "out of area", proof of residency may be required by the relevant authority. Failure to provide suitable evidence may result in additional charges, for which you will be responsible.

8. Invoicing and Credit Terms – Unless otherwise requested, the funeral account will be issued within five to seven days following the funeral. Payment is requested within 30 days of the invoice date.

Where payment is delayed due to matters outside your control, you must notify us as soon as possible. Subject to agreement, we may allow up to 90 days from the funeral date for payment.

Interest may be charged on balances outstanding beyond agreed terms at a rate of 2% per calendar month until payment is received in full.

9. Non-Payment and Debt Recovery – If you anticipate difficulty in settling the account, you must contact us immediately. Finance facilities may be available, subject to status, and may require upfront payment of disbursements.

Where accounts remain unpaid beyond agreed credit terms, we reserve the right to refer the matter to a debt recovery agency or to commence legal proceedings. All overdue accounts will be subject to a surcharge of 20%, together with any reasonable costs incurred in recovering the debt, including legal and court fees, where permitted by law.

10. Order of Service Sheets and Funeral Stationery – All orders for order of service sheets, stationery or printed materials will be sent to you for proof checking prior to printing. Final approval must be provided no later than three working days before the funeral date. Any amendments requested after this deadline may incur additional reprint or amendment costs, which will be added to the funeral account.

11. Coffin and Casket Sizes, Selection and Supply – We take all reasonable care to ensure that the deceased is appropriately measured and that a suitable coffin or casket is ordered to meet their dimensions. Coffins and caskets are handcrafted items and variations in finish, colour or grain may occur.

Where a manufacturing or transit issue is identified, we will notify you as soon as reasonably possible and will take appropriate steps to provide a suitable alternative. This clause does not affect your statutory rights.

12. Collection of Cremated Remains – Cremated remains will be released only to the funeral applicant or to a person authorised by them in writing. Please refer to our Cremated Remains Policy for further details.

13. Events Outside Our Control – We cannot be held responsible for delay or non-performance caused by circumstances beyond our reasonable control, including acts of God, extreme weather, government action, disease or failure of third-party suppliers. Where possible, we will contact you to discuss alternative arrangements.

14. Data Protection and CCTV – We collect and process personal data in accordance with UK data protection legislation. Details may be shared with relevant third parties where necessary to deliver the services agreed. Further information regarding lawful basis, retention and your rights is available in our Privacy Policy.

CCTV operates at our premises for safety and security purposes. Recordings are retained for no more than 30 days.

15. Social Media – Where social media notices or content are created at your request, we will take reasonable steps to monitor and remove inappropriate third-party content where possible. Please inform us if you do not wish any content to be shared.

16. Cancellation Rights – Where funeral arrangements are made in your home or at a distance, you have the right to cancel within 14 days in accordance with the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013. Where you have requested that services commence within the cancellation period, you may be liable for services provided or disbursements incurred up to the point of cancellation.

17. Complaints Procedure – Any complaint must be made in writing within three months of the funeral date. Complaints must be submitted by **email only** to accounts.admin@tewhickton.co.uk and should include sufficient detail to allow the matter to be properly investigated.

If a concern or complaint arises prior to the date of the funeral, we ask that it is raised immediately so that it may be investigated and, where possible, resolved before the funeral takes place.

If the matter cannot be resolved to your satisfaction, you may refer the complaint to SAIF for independent adjudication.

Hickton Family
Funeral Directors
Our Family Are Here, To Help Yours

**Trevor E W Hickton Limited (also trading as Hickton Family Funeral Directors) Registered in England No. 6210974
Registered Office: Whitmore House, 8-11 Lower High Street, Cradley Heath B64 5AB**

FUNERAL ARRANGEMENT CONFIRMATION

The Funeral of the late: _____

Is to take place on: _____ the _____ of _____

Funeral to leave from: _____ at _____

The service will be held at:

_____ at _____

Cremation/burial to take place at:

_____ at _____

Notes/checklist

| | |
|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> |

Contact Methods

Funeral arranger's name: _____

Email address: _____@tewhickton.co.uk

WhatsApp: 07955 466121



Facebook.com/Hicktons



hickton_family_funeraldirector



www.tewhickton.co.uk



To offer you peace of mind and assist you in making informed decisions, we encourage our clients to share their experiences through customer reviews. These heartfelt testimonials serve as a beacon of comfort for those of you seeking guidance, giving an insight into the quality of our services and the heartfelt support we provide. Your feedback not only helps us improve but also extends a comforting hand to those embarking on a similar journey.

