

Hickton Family Funeral Directors



MEMBER
SAIF
INDEPENDENT
FUNERAL
DIRECTORS

Trevor E.W. Hickton Ltd

Our family are here, to help yours...



Funeral Price List

November 2023–April 2024

www.TEWHickton.co.uk

Contact@TEWHickton.co.uk



[Facebook.com/Hicktons](https://www.facebook.com/Hicktons)



[hickton_family_funeraldirector](https://www.instagram.com/hickton_family_funeraldirector)

Cradley Heath

Whitmore House,
08 – 11, Lower High Street
Cradley Heath B64 5AB
01384 569569

Codsall & Bilbrook

09, Bilbrook Road,
Codsall, South Staffs
Wolverhampton WV8 1EU
01902 539317

Bartley Green

02, Curdale Road,
Bartley Green,
Birmingham B32 4HB
0121 478 1200

Jones Memorials

Eley House,
140 Wellington Road
Dudley DY1 1EU
01384 252 337

Halesowen

181, Stourbridge Road
Halesowen
B63 3UD
0121 289 4540

Wolverhampton

262, Penn Road,
Penn,
Wolverhampton WV4 4AD
01902 338888

Castle Bromwich

320, Bradford Road,
Castle Bromwich,
Birmingham B36 9AD
0121 747 7900

Kidderminster & Stourport

06, Lisle Avenue
Kidderminster
DY11 7DE
01562 66903

The following section:

Local Third Party Fees + Charges

Our Fees and Charges

Local Direct Cremation

Repatriation Information

Estimate of Costs

Terms and Conditions

5, LOWER HIGH STREET, CRADLEY HEATH.

COFFIN MAKER and
FUNERAL DIRECTOR.

Building Repairs
in all its Branches.

Estimates Free.

Oct 31st 1928

Mr. Moore

Dr. to J. E. W. HICKTON,
Builder and Contractor.

TELE. CRADLEY HEATH 25

To Furnishing Funeral with			
Elm Coffin Patent Hearse &			
Burial Fee One Doz Memorial cards	7	10	0
& Button Holes		1	9
	<u>7</u>	<u>11</u>	<u>9</u>

Local Crematoria and Cemetery Fees

Correct at time of print, these fees are out of our control and could differ to as printed (Nov 23)

LOCATION	ATTENDED CREMATION FEE	DIRECT CREMATION FEE	PURCHASE FEE NEW GRAVE (Resident of Borough)	INTERMENT FEE / REOPEN	USE OF CHAPEL ONLY
BRANDWOOD END	NO CREMATORIUM	NO CREMATORIUM	NO NEW	£1,065.00	NO CHAPEL
BUSHBURY	£940.00	NOT OFFERED	£2,110.00	£1,040.00	£128.00
DANESCOURT	NO CREMATORIUM	NO CREMATORIUM	£2,110.00	£1,040.00	NO CHAPEL
DUDLEY, HOMER HILL, BRIERLEY HILL, LYE	NO CREMATORIUM	NO CREMATORIUM	£2,360.00	£1150.00 - 1 Depth £1300.00 - 2 Depth £1600.00 - 3 Depth	NO CHAPEL
GORNAL WOOD & STOURBRIDGE	£975.00	NOT OFFERED	£2,360.00	£1150.00 - 1 Depth £1300.00 - 2 Depth £1600.00 - 3 Depth	£410.00
HANDSWORTH	NO CREMATORIUM	NO CREMATORIUM	£2270.00 - lawn grave £ 2470.00 - lawn with concrete header	£1,065.00	£424.00
KINGS NORTON	NO CREMATORIUM	NO CREMATORIUM	£2270.00 - lawn grave £2470.00 - lawn with concrete header	£1,065.00	NO CHAPEL
KIDDERMINSTER PARK LANE CEMETERY	NO CREMATORIUM	NO CREMATORIUM	NO NEW GRAVES	£665.00 resident £1335.00 non resident	NO CHAPEL
LODGE HILL	£833.00	£580.00	NO NEW	£1,065.00	£424.00
MERCIA					
PERRY BARR	£1000.00 + energy surcharge of £35.00	£499.00	NO CEMETERY	NO CEMETERY	NO CEMETERY
QUINTON	NO CREM	NO CREMATORIUM	£2270.00 - lawn grave £2470.00 - lawn with concrete header	£1,065.00	NO CHAPEL
ROBIN HOOD & WOODLANDS	£865.00	N/A	£2625.00	£1105.00 - 1 Depth £1205.00 - 2 Depth £1305.00 - 3 Depth	£242.00
ROWLEY REGIS & SANDWELL VALLEY	£904.00	N/A	£2233.00 (Lawn) £2697.00 (Traditional)	£1,197.00	£165.00
SUTTON COLDFIELD	£833.00	£580.00	£2270.00 - lawn grave £2470.00 - lawn with concrete header	£1,065.00	£424.00
TELFORD	£997.00 + energy surcharge of £35.00	£499.00 (Unattended) £675.00 (Attended)	NO CEMETERY	NO CEMETERY	£476.00
WASELEY HILLS	£915.00 + energy surcharge of £29.00	£295.00 (Unattended) £595.00 (Attended)	NO CEMETERY	NO CEMETERY	£440.00
WITTON	NO CREMATORIUM	NO CREMATORIUM	NO NEW	£1,065.00	£424.00
WYRE FOREST	£1,115.00 + energy surcharge of £35.00	£499.00	£1100.00—single £1871.00—double	£1015.00	£492.00
YARDLEY	£833.00	£580.00	NO NEW	£1,065.00	£424.00

Please note a number of crematoriums are currently applying an surcharge for use of gas and electric at their crematoriums. These fees are stated above.

Bespoke Funeral Costings for Pre Paid and At Need Funerals

Pre-Payment required on funeral options where terms not stated below | 15% Premium on all our fees for Weekend/Bank Holiday funerals

"Basic Attended Adult Funeral"- Standard Pre Payment

"Our Professional Fees"-

Making all arrangements, taking care of all necessary legal & administrative arrangements	£700.00	
Funeral Director and Staff required for day of funerals	Included	
Transfer of deceased to our premises from within a fifteen mile radius of office during office hours	£235.00	(£285.00) if out of hours
Care of deceased person before the funeral in appropriate facilities	£260.00	
Provision of a standard hearse to leave from an address	£225.00	
Six Bereavement Counselling Sessions (<i>for one client only</i>)	Free of Charge	
Sub Total: £1420.00 + Coffin Selection (<i>Does not include preparation and dressing of deceased or any viewing</i>)		

"Standard Attended Adult Funeral"- Standard Pre Payment

"Our Professional Fees"-

Making all arrangements, taking care of all necessary legal & administrative arrangements	£700.00	
Funeral Director and Staff required for day of funerals	Included	
Care of deceased person before the funeral in appropriate facilities	£260.00	
Preparation and Dressing of the deceased	£450.00	
Transfer of deceased to our premises from within a fifteen mile radius of office during office hours	£235.00	(£285.00) if out of hours
Provision of a standard hearse to leave from an address	£225.00	
Six Bereavement Counselling Sessions (<i>for one client only</i>)	Free of Charge	
Sub Total: £1870.00 + Coffin Selection		

Vehicle and Transport Costings

Provision of Limousine (<i>Including driver & seating up to seven mourners</i>):	£250.00	
Wheelchair Accessible Vehicle	£175.00	
Provision of 1989 Daimler DS420 Hearse	Upgrade Fee £140.00 on hearse/package fee	
Provision of 1964 Rolls-Royce Silver Cloud III Hearse	Upgrade Fee £240.00 on hearse/package fee	
Provision of Executive Vehicle (<i>Including driver & seating up to 4 mourners</i>):	£160.00	
Transfer of coffin to house or venue more than an hour prior to funeral service:	£275.00	
Following Floral Hearse/Estate:	£110.00	
Horse Drawn Hearse for Adult Funeral	Two Horses: £1100.00 Four Horses £1995.00	
Horse Drawn Hearse for Child Funeral (two horses):	Two Horses: £600.00 Four Horses £1200.00	
Triumph/Suzuki/Harley Davidson/Trike Motor Cycle Hearse:	£1350.00	

Other Costing

Obituary Notice on Social Media	No Charge
Set up fee for personalised order of service design	£25.00
Order of Service Sheet (cost per copy):	£2.00 Per Sheet - £3.00 with insert then 0.50p per insert
Out of Area (over 15 miles) Transfer of Deceased	£1.50 Per Mile
Embalming Fee (if required):	£200.00
Bag Piper or Bugler Fee Per Service	£210.00
Dove Release Per Service	£100.00 x2 or £120.00 x4 or £140.00 x6 then £10 per dove after 6
36" Oak Grave Cross or Grave Marker	£60.00
Removal and Re-fix to NAMM standards of Standard Headstone:	£450.00 inc cleaning
Removal and Re-fix of Kerb Set Memorial:	£1250.00
Removal and Re-fix of Flat Tablet or Single Cremation Desk	£200.00 inc cleaning
Removal and Re-fix of Cremation bookset, mini headstone or double desk	£300.00 inc cleaning
Grave Diggers Fee- Earthen Grave in a private churchyard or cemetery	£600.00 (Reopen/New for 1) £700.00 (new for 2)
Grave Diggers Fee--Ashes Plot to Prepare Grave Week Day	£150.00
Golden Charter Pre Paid Funeral Plan Administration Fee:	£285.00
Arranging of Burial of Ashes if we have not conducted funeral or masonry work	£100.00

Package Funeral Costings for Pre Paid and At Need Funerals

Pre-Payment required on funeral options where terms are not stated below.

15% Premium on all our fees for Weekend/Bank Holiday funerals Disbursements/3rd Party costings not included in below figures, unless stated

Please let us know at time of arrangement if you wish to opt for one of below packages. Packaged services can not be altered.

"The Traditional Attended Client Funeral Package" - Standard Pre Payment

Making all arrangements, administrative office work, provision of donations box, completion of paperwork

Funeral director and staff required

Transfer of deceased to our premises from within a fifteen mile radius of office during office hours (£50.00 extra charge if out of hours)

Care, 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 & seating up to seven mourners)

Floral Tribute of Double Ended 4ft Coffin/Casket Spray

Obituary Notice on Social Media

Fifty Order of Service Booklets, with insert from brochure only (£20.00 additional fee for bespoke)

Six Bereavement Counselling Sessions (for one client only)

Provision of a cremated remains Scatter Tube (if cremation) a choice of four. (If casket required, £100.00 extra charge)

Provision of a Solid Oak Grave marker (if burial)

Provision of a Donations Box

New Black Granite OG Headstone, 100 Letters, Fixed with NAMM system—*only available on new grave purchase burial funeral

Total Amount: £2700.00 (Cremation) or *£4150.00 (Burial) If new stone is not required, discount £1475.00 + if out of hours transfer add £50.00

"The Simple Inclusive Attended Package" - Payment due in full prior to cremation

Making all arrangements, administrative office work, provision of donations box, completion of paperwork

Transfer and care of deceased to our premises from within a fifteen mile radius of office during office hours (£50.00 extra charge if out of hours)

The Simplistic Coffin

Provision of a standard hearse to leave from an address with funeral director and staff

Cremation Fee (up to £1100.00)

Doctors Fees for Cremation Certificates

Celebrant / Ministers Fee (up to £220.00)

Forty Single Order of Service Sheets

Floral Tribute of 3ft Mixed Coffin Spray

Obituary Notice on Social Media

£100.00 discount already included in final package figure.

This option does not include: preparation, dressing or viewing of deceased

Total Amount: £2750.00 + if out of hours transfer add £50.00

Coffin Selection As Per Brochure	Cost		Cost
Simplistic Coffin	£300.00	Painted Colour Wenlock Coffin	£525.00
Wenlock Coffin	£425.00	Painted Colour Arley Coffin	£575.00
Arley Coffin	£475.00	Last Supper Bradnam	£950.00
Highley Coffin	£525.00	The Milano	£1,750.00
Richmond Coffin	£700.00	Balmoral Casket	£1,350.00
Willow Coffin/Casket	£995.00	Britannia Casket	£1,450.00
Cardboard Coffin	£350.00	Artiste Coffin	£975.00
Bespoke Printed Coffin	£895.00	Corpus Christi Casket	£2,300.00
Alveley Coffin	£995.00	Purity	£2,500.00

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 2023.

Venue	Visual Tribute Fees	Webcasting Fees
Birmingham CC	£20.00 setup fee £2.00 per image £6.00 per minute of video	£50.00 Webcast+ Download Link
Dudley MBC	£12.00 Single Photo £40.00 Basic Slideshow (25 Images) £75.00 Professional Slideshow with Music (25 Images) <i>£21.00 for each additional 25 photos</i>	£55.00 Webcast + Download Link £50.00 DVD/USB of Webcast
Perry Barr	£18.00 Single Photo £38.00 Basic Slideshow (25 Images) £70.00 Professional Slideshow with Music (25 Images) <i>£21.00 for every additional 25 photos</i>	£50.00 Webcast inc 7 days on demand £60.00 DVD/USB of Webcast
Sandwell MBC	£22.00 Single Photo £43.00 Basic Slideshow (25 Images) £74.00 Professional Slideshow with Music (25 Images) <i>£22.00 for every additional 25 photos</i> <i>£22.00 Miscellanies Fee</i>	£78.00 Webcast + Download Link £26.00 DVD/USB of Webcast
Solihull MBC	Not offered	£68.50 Webcast + Download Link £62.00 DVD/USB of Webcast
Telford Crematorium	Single Halo image - <i>Free of Charge</i> £45 Basic Slideshow (25 Images) £70 Professional Slideshow with Music (25 Images) <i>£21 For every additional 25 images</i>	£50 Live + Download Link £55 DVD/USB of Webcast
Waseley Hills	£25.00 Single Photo £75.00 Basic Slideshow (25 Images) £85.00 Professional Slideshow with Music (25 Images)	£65.00 Webcast + Download Link £65.00 DVD/USB of Webcast
Wolverhampton CC	£10 Halo Photo £70 Basic Slideshow -up to 50 photos £90 Professional Slideshow with Music (25 Images)	£50 Live + Download Link £55 DVD/USB of Webcast
Wyre Forest	£18.00 Single Photo £38.00 Basic Slideshow (25 Images) £70.00 Professional Slideshow with Music (25 Images) <i>£21.00 For each additional 25 photos</i>	£50.00 Webcast inc 7 days on demand £60.00 DVD/USB of Webcast

Local Direct Cremation

We are proud to offer a local direct cremation service. Direct cremation is a service when there is no formal funeral service, it is normally held early morning and is a very simple no fuss choice of funeral 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, with two members of staff and with the assistance of the crematorium staff, convey the deceased to the cremator. We then collect the cremated remains in the days following the cremation. With all our direct cremation options we are able to prepare and dress your loved one for viewing in our viewing rooms.

We are able to offer a number of different options for direct cremation-

- ◇ An attended cremation with a 10 minute slot where eight people are allowed to attend. *(Option B+E Below)*
- ◇ An attended cremation with a 20 minute slot where twenty people are allowed to attend. *(Option C Below)*
- ◇ A unattended cremation option where nobody attends at all. *(Option A+D Below)*

As we are a local family owned company who have been looking after funeral arrangements for over one hundred years, we like to keep this offering local and ensure the dignity that the arrangements are handled by a local company.

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 and pre pay and arrange their funeral wishes.

Option A "Direct Local Unattended Cremation Package"

- Making all arrangements, administrative office work, completion and delivery of paperwork
- Transfer of deceased to our premises from within a fifteen 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 & Dr's Fees for Cremation Form 4

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: £1500.00 (£700.00 premium if another crematorium is required) Payment required in full prior to cremation date.

Option B "Direct Local Attended Cremation Package- No Service"

- Making all arrangements, administrative office work, completion and delivery of paperwork
- Transfer of deceased to our premises from within a fifteen 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 **only** & Dr's Fees for Cremation Form 4

(B.1) Total Amount: £1700.00 - 9.00am or 9.15am Mon - Thursday only, this is a 10 minute slot and 08 people can attend.

Option C "Direct Local Attended Cremation Package- With Short Service"

- Making all arrangements, administrative office work, completion and delivery of paperwork
- Transfer of deceased to our premises from within a fifteen mile radius of office during office hours
- Direct Cremation Coffin
- Provision of a suitable vehicle to transport coffin to crematorium
- Fee for Celebrant to take a short service
- Cremation Fee at Waseley Hills Crematorium **only** & Dr's Fees for Cremation Form 4

(C.1) Total Amount: £1900.00 - 9.00am or 9.30am only, this is a 20 minute slot and 20 people can attend.

Option D "Direct Local Unattended Cremation Package with Preparation and Viewing of Deceased"

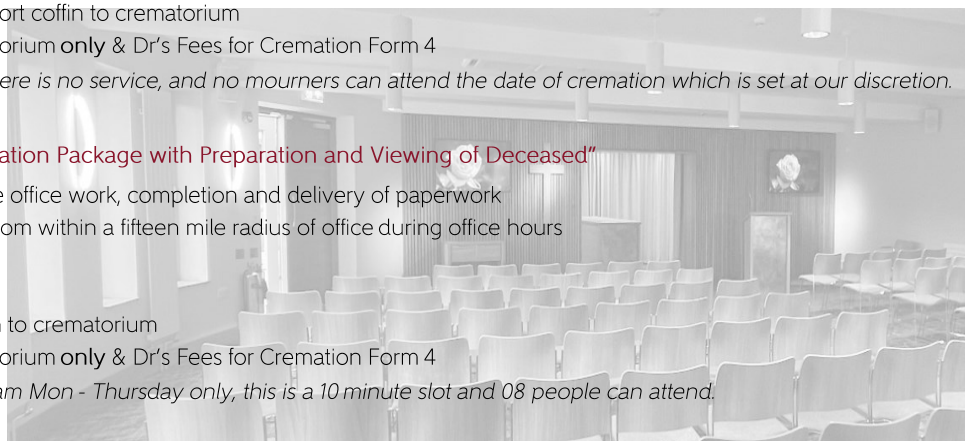
- Making all arrangements, administrative office work, completion and delivery of paperwork
- Transfer of deceased to our premises from within a fifteen mile radius of office during office hours
- Preparation and Dressing of deceased
- Wenlock Coffin
- Provision of a suitable vehicle to transport coffin to crematorium
- Cremation Fee at Waseley Hills Crematorium **only** & Dr's Fees for Cremation Form 4

(D.1) Total Amount: £2000.00 - Please note: there is no service, and no mourners can attend the date of cremation which is set at our discretion.

Option E "8 Mourners Attended Direct Cremation Package with Preparation and Viewing of Deceased"

- Making all arrangements, administrative office work, completion and delivery of paperwork
- Transfer of deceased to our premises from within a fifteen mile radius of office during office hours
- Preparation and Dressing of deceased
- Wenlock Coffin
- Provision of a Hearse to transport coffin to crematorium
- Cremation Fee at Waseley Hills Crematorium **only** & Dr's Fees for Cremation Form 4

(E.1) Total Amount: £2250.00 - 9.00am or 9.15am Mon - Thursday only, this is a 10 minute slot and 08 people can attend.



Payment required in full prior to cremation date on all options above.

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).

ATTENDED FUNERAL (funeral director's charges only)	£2200.00
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	£840.00
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	£235.00
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	£425.00
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	£225.00

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)	£1203.00
Cremation (funeral director's charges plus the cremation fee at Waseley Crematorium Direct Slot)²	£1418.00

FEES YOU MUST PAY

For an Attended or Unattended burial funeral, the **burial fee**.¹ - In this local area, the typical cost of the burial fee for local residents is: **£1040.00 to £1536.00**

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—In this local area, the typical cost of a cremation for local residents is: **£829.00 to £1000.00**

Please discuss any **specific religious, belief-based and/or cultural requirements** that you have with the funeral director.

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)	£200.00
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	15% 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 in to our care within a fifteen 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

Our Fees Subtotal: £2300.00

+ Flight/Ferry costs and embassy costs



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 fifteen 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
Sub Total of Our Core Charges for the Repatriation	£2300.00
Our Additional Fees	
Hire of Hearse and staff for service prior to repatriation	£300.00
Other Services: _____	£
Other Services: _____	£
Disbursements (Payments to 3rd 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 follow's;

- ◇ Certified Copy of Entry (Death Certificate)
- ◇ Free From Infection Form
- ◇ Original Passport
- ◇ Funeral Directors Declaration
- ◇ Out of England Order 103–Issued by the Coroners
- ◇ Embassy Consulate Documents or Certificates
- ◇ Embalming Certificate

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.

Paying the Funeral Account and Options

As detailed in our terms of business, and estimate page, we require a Pre-Payment of All Disbursements (3rd Party Fees) plus 25% of Funeral Directors Fees Prior to the date of the funeral, or full payment up front (depending on funeral choice)

*If the Pre-Payment is not received 3 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) Account name: Trevor E.W. Hickton Limited, Sort Code – 30 90 88 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 £100.00 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 05-07 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 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 in to 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 <https://www.gov.uk/funeral-payments>

Or by completing paperwork which is available at your local Job Centre Plus.



Insurance Policies, Solicitors and Frozen Bank Accounts & Building Society's

We understand that there may be Insurance Policies in place, we can happily liaise with the Insurance Policy 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 I.D 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—<https://www.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.



Terms and Conditions of Business

Funeral Arrangements and Account Payment

Once signing our arrangement form and/or making a pre payment to us, you are lawfully and faithfully accepting our business, payment and trading terms & conditions, which are listed below and on our website. Therefore entering in to a contract with Trevor E W Hickton Limited, you also accept authority to commence the performance of this contract within the cancellation period**

1. Estimates and expenses - Estimates are given in writing and/or verbally at the time of arrangements to an indication of the charges likely to be incurred on the basis of the information and details we know at the date of estimate. While we make every effort to ensure the accuracy of the estimate, the charges are liable to alteration particularly where third parties change their rates or charges.

We may not know the amount of third party charges in advance of the funeral, however we will give you a best estimate of such charges on the written estimate. The actual amount of the charges will be detailed and shown in the final account. We must point out that some crematoriums now impose a "energy surcharge" this can fluctuate, and change and short notice. Will aim to keep all clients updated if and when this is imposed after the initial estimate is issued. We do offer a £100.00 discount if the account is paid in full prior to the funeral date.

If you feel after the initial arrangement and after reading our estimate of costs, you may be unable to afford the funeral arranged please contact our offices and we shall amend the funeral arrangements to suit you financially or offer a lower cost options. This must be done within 4 days of receiving our estimate of costs.

2. Who will be responsible for paying the account and who do we take instruct from - You as the signatory and applicant/client are responsible for paying this account, either in person or via solicitor, banks, insurance policies or other methods.

You as the signatory and our client take exclusive right to handle the arrangements, you may let us know of other people who can act on your behalf. Any family disputes or concerns have to be dealt with by the family, and we will only deal with our client.

3. DWP Funeral Expenses Grant - If you are making a claim to the DWP for this funeral account (SF200 funeral claim form from Job Centre Plus), you must inform us at the time of making arrangements, or as soon as possible. The DWP is a means tested grant toward the funeral costings. Ourselves as a company can advise you of the criteria which would potentially make you eligible for the claim, however we cannot be liable if a claim is not granted. The DWP will not pay the full amount of the funeral account, therefore you will be responsible to pay the balance after the funeral grant has been issued, or the balance on the funeral account if no claim has been granted. If a DWP Grant is being used towards the pre-payment amount, 50% of the balance once the DWP payment has been taken in to account will be payable prior to the funeral taking place.

4. Advanced Pre Payment of Disbursements (3rd Party Fees) + 25 % of Funeral Directors Charges - We will require a pre-payment for services and disbursements in advance of the funeral date, due three working days before the funeral date.

For an attended funeral, this compromises of all the disbursements (3rd Party Fees) as well as 25% of our Funeral Directors Fees. We do offer a £100.00 discount if the account is paid in full prior to the funeral date, however this does not apply to packages where the funeral amount is due in full 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 in to account will be payable prior to the funeral taking place.

For direct option funerals, or a fully inclusive funeral we do require full payment of the account, due three working days before the funeral date.

If a client fails to make payment by the required date the contract for the provision of the services/funeral will be deemed to be breached and we will not provide those goods and services, the funeral will be postponed. We will only make a new arrangement to provide those services when a full payment for those services is received.

5. Out of Borough Burial Fees and Charges - If a burial is requested, full or cremated remains, where the deceased or grave purchaser is classed as "out of area/borough" we are required to ask for proof of residency at point of arrangement on behalf of the local authority. If we are not provided the correct evidence to provide to the local authority in question, we as a company cannot be held responsible for any additional charges by the local authority which will be passed on to you as the applicant/payee for the funeral.

6. When will the account be sent out? - Unless you request otherwise, the funeral account is sent out within 05-07 days of the funeral taking place.

7. When do we expect payment (Credit Terms)? - We ask for payment of the funeral account within 30 days of receipt of the invoice. We accept Cheques, Cash, BACS, CHAPS, Funeral Safe Finance or other finance product or debit/credit card for payment.

8. What If you have problems paying within the 30 days? - This could be due to solicitors, insurance policies or waiting on a decision by the DWP. We fully understand this and if you can let our office know as soon as possible when payment is expected we can accommodate the situation, and allow up to 90 days from the date of funeral for payment to be made. We are unable to wait for probate to be settled or an estate to be in credit. Any balances due which exceed the 90 days will incur interest being added to the funeral account of 2% per month until payment is made.

9. What if the funeral account cannot or is not be paid? - You must contact us as soon as possible to discuss the situation. We offer finance plans with Funeral Safe Financing, where a pre-payment may be required to cover the disbursements before monthly payments can start. This is subject to status of the person/s applying for the loan. Please note all accounts beyond our credit terms will be passed to our debt collection agency Sinclair Goldberg Price Ltd or a small claims court application may be applied for by ourselves directly. All accounts, without exception, will be subject to a surcharge of 15% plus vat plus our costs to cover the debt recovery. These accounts will also be subject to any legal costs incurred in obtaining settlement. The client hereby consents to the jurisdiction of the Dudley, Birmingham, Sandwell, Wolverhampton, Worcestershire, South Staffs or Solihull County Courts for the resolution of any disputes. All court, and collection fees will be added to the final balance.

10. Collecting Cremated Remains (Ashes)? - If any cremated remains (Ashes) are to be collected from ourselves. They shall be released to the applicant for the funeral, or via another person to be designated by the applicant with a signed letter.

11. General Data Protection Regulation 2018 - We will collect personal information about you, the deceased and any other persons whom you supply details for. In order to allow us to fulfil the services agreed we will pass your details to appropriate third parties such as Hickton Stonemasonry, florists, clergy/ministers/officiants, cemetery staff etc. We treat all information confidentially and in line with UK Data Protection laws. We will never sell information collected to third parties for marketing purposes. If you would like further information on how we handle your personal information, please request a copy of our Privacy Policy or refer to www.TEWHickton.co.uk/privacy.

12. Social Media - All clients are given the option of having a social media obituary notice created and posted to company social media accounts, as a company we can not take responsibility for derogatory comments or illegal content, we will monitor posts and delete third party input where able, and would encourage clients to make us aware if there are any posts which are inappropriate. We will from time to time share online, compliment or thank you messages, or cards received from our clients. Client and deceased full names will be blanked out in all cases. If you do not wish for yours to be used, if sent, please make a member of staff aware. We may also from time to time share a post of a photo/video of a funeral we are conducting on a clients behalf, if this is something you would not like to happen we ask that you inform as soon as possible.

13. Order of Service Sheets / Funeral Stationary - All orders will be sent to client for proof checking, and we require final sign off ready for print, three working days prior to the funeral date. Any mistakes or changes made after the three day cut off date will incur re print costs to cover all of the order.

14. CCTV Cameras - As a company we have a duty of care to all of our employees, contractors, the general public and deceased to ensure that all areas of our premises are safe and secure. We operate CCTV cameras systems in all of our premises, the recordings are held for no more than 30 days, and the systems are held behind our company firewall. Please note that our cameras are in all areas of our buildings and will record deceased in our care.

15. Your right to cancel this contract within fourteen days of receipt of this notice - The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 - You have the right to cancel this contract if you so wish. This right can be exercised by sending or taking a cancellation notice to the funeral office mentioned below at any time within the period of 14 days starting from the date of receipt of this notice in writing of your rights to cancel, only if the arrangements have been made within your own home.

Notice of cancellation will be deemed as having been served as soon as it is posted or sent to us at the address below or, in the case of electronic mail, from the day it is sent to us. You should understand that, should you choose to cancel the contract having given your authority to commence work, you may be charged for services provided or disbursements incurred.

**If you wish the performance of this contract to commence within the cancellation period you will have signed our arrangement form to give us authority to enable work to commence in agreement with the contract to provide the goods and services associated with the contract.

16. Standards of Service (Complaints Procedure) - At all times we, as a company, endeavor to act professionally, caring and understandingly at these difficult times during a bereavement. However, in the unfortunate instance where you, as our client feel that our standards of service were not completely satisfactory to you or your family's needs, and you would wish to make a complaint to resolve the issue, this must be done in writing via post or email to Mr. Ross W. Hickton (ross@tewhickton.co.uk) at the below address no later than 3 months after the funeral date.

If you have a concern or complaint prior to the date of the funeral, we ask that this is raised immediately for investigation, and hopefully put right before the day of the funeral. We can not be held responsible for any complaints which could have been addressed prior to the date of the funeral. If you are not happy with the outcome, then you have the right to refer the complaint to SAIF for an independent adjudication.

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

Branches: Hickton Family Funeral Directors (Cradley Heath, Kidderminster, Codsall, Bartley Green, Wolverhampton, Castle Bromwich & Halesowen) Jones Memorials Dudley

Directors: Mr T.E.W. Hickton, Mr R. W. Hickton Dip. FD, Mr G.W. Hickton Dip. FD, Miss J.L.W. Hickton Dip. FD

Estimate of Costs & 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 Directors Charges- Bespoke or CMA Attended		Selected? <input type="checkbox"/>
<input type="checkbox"/> Taking care of all necessary legal and administrative arrangements	£700.00	
<input type="checkbox"/> Transfer of deceased to our premises from within a 15 mile radius of office within office hours	£235.00 (Delete appropriately)	
<input type="checkbox"/> Transfer of deceased to our premises from within a 15mile 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	£260.00	
<input type="checkbox"/> Preparation and dressing of deceased	£450.00 (Delete if Basic Funeral Option Chosen)	
<input type="checkbox"/> Provision of a standard hearse with staff required and Funeral Director on the day	£225.00	
<input type="checkbox"/> Hearse Upgrade to Rolls Royce/Daimler/Bedford TK or Provision of a _____	£	
(2.) Our Limousines/Passenger Vehicles		
<input type="checkbox"/> Number of Limousines required _____ x £250.00 per limousine	£	
<input type="checkbox"/> 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:	£25.00	
<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"/> Other:	£	
(1,2,3,4) Sub Total of Our Charges For An Attended Funeral:	£ _____	
Package Prices		
The Clent Package—Attended Funeral - Funeral Directors Charges		Selected? <input type="checkbox"/>
Taking care of all necessary legal and administrative arrangements	Extras in additional to package	
Transfer of deceased to our premises from within a fifteen mile radius of office within office hours	_____	
Care of the deceased person before the funeral in appropriate facilities	_____	
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 with Funeral director and staff required	_____	
Provision of Limousine (Including driver & seating up to seven mourners)	_____	
Floral Tribute of Double Ended 4ft Coffin/Casket Spray, Obituary Notice on Social Media		
Up to 50 Order of Service Booklets, with insert + photos only (£20.00 additional fee for bespoke)		
Provision of a cremated remains Scatter Tube (if cremation) or ashes casket for £100.00 extra	Sub total of extras	
Provision of a Solid Oak Grave marker (if burial)	£ _____	
<u>Option 2—If Burial in New Grave</u>		
New Black Granite OG Headstone, 100 Letters, Fixed with NAMM system—*only available on new grave purchase burial funeral	+ below figure	
Sub Total for the Attended Clent Funeral Package (Cremation)	£2700.00 + (Sec 5) <input type="checkbox"/>	
Sub Total for the Attended Clent Funeral Package (Burial, with stone)	£4150.00 + (Sec 5) <input type="checkbox"/>	
Total For Our Charges £		
The All Inclusive Package—Attended Funeral		Selected? <input type="checkbox"/>
Taking care of all necessary legal and administrative arrangements	Extras in additional to package	
Transfer of deceased to our premises from within a fifteen 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 with funeral director and staff		
Cremation Fee (up to £1100.00) + Doctors Fees for Cremation Certificates	Payment due in full prior to funeral	
Celebrant / Ministers Fee (up to £220.00)	£100 discount not applicable	
40 Single Order of Service Sheets, 3ft Mixed Coffin Spray, Obituary Notice on Social Media		
Total for the Attended All Inclusive Funeral Package (Cremation)	£2750.00	

Estimate of Costs & 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.

(1a) Direct Cremation or Burial—Attended or Unattended

Selected? ☐

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 fifteen 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

Sub Total of Our Charges for a Direct Cremation or Burial: £1123.00

(2a) Disbursements (Payments to 3rd Parties On Your Behalf)

☐ Cremation Fee- Unattended Direct Cremation Slot at Waseley Hills Crematorium £295.00

☐ Cremation Fee- Attended Direct Cremation 20 Minute slot at Waseley Hills Crematorium £595.00

☐ Doctors Fees for Completion of Cremation Certificate £82.00

☐ Grave Purchase Fee - Cemetery: _____ Depth: £

☐ Interment / Grave Diggers Fee- Location: _____ Depth : £

☐ Removal & Refix of Memorial Stone- Headstone/Kerb Set/Cremated Remains £

(2b) Additional Items/Services:

☐ Additional Mileage: - £1.50 Per Mile x by _____ miles £

☐ Other: £

Total for Direct Funeral: £ _____

Payment required for direct funeral within one week of the arrangement meeting.

(5.) Disbursements (Payments to 3rd Parties On Your Behalf)

☐ Cremation Fee at Crematorium: £

☐ Grave Purchase Fee at Cemetery Depth: £ (out of borough fee?)

☐ Interment / Grave Diggers Fee- Location: Depth : £ (out of borough fee?)

☐ Removal & Refix of Memorial Stone- Headstone/Kerb Set/Cremated Remains £

☐ Doctors Fees for Completion of Cremation Paperwork £

☐ Service Fees – Place of service: £

☐ Officiant Fee – Name of officiant: £

☐ Organist Fee / Webcasting Fee / Visual Tribute Fee £

☐ Floral Tributes: £

☐ Obituary / Thank You Notices – Newspaper / Social Media £

☐ Interment of Cremated Remains- Cemetery: £

☐ Extras: £

(5) Sub Total of Disbursements: £ _____

(1+2+3+4+5) Total Estimated Funeral Cost £ _____

Funeral for the late _____ Funeral Date _____ REF _____

Disbursements £ _____ + 25% of Our Fees £ _____ = Pre Payment Required £ _____

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, & not applicable of discount.