



3 The Pavement
Pope's Lane
Ealing
London
W5 4NG

020 8814 8738
Email: office@gallafd.com

TERMS OF BUSINESS

We are a member of the National Association of Funeral Directors (NAFD) and The National Society of Allied and Independent Funeral Directors (SAIF) and subscribe to their current Codes of Practice, copies of which are available upon request. We aim to act in a professional manner and provide a courteous, sensitive and dignified service to you

.PROFESSIONAL SERVICES

These include all arrangements in connection with the funeral, assistance and advice in matters relating to the funeral, attendance and services of staff, attending to all documentation, care of the deceased and use of the Chapel of Rest, provision of motor hearse, funeral director and embalming of deceased if required.

PAYMENT OF ACCOUNT

A.Galla Funeral Directors Ltd operates a pricing policy in compliance with the Code of Practice mentioned above. Our price list provides clients with comprehensive explanation of our charges as required by the Code. In addition to our charges, disbursement must be paid to doctors, minister of religion or celebrant, cemetery or crematorium and such like.

When the funeral plans are completed you will be given a written estimate of all charges incurred by the service you have requested. We make every effort to ensure the accuracy of the estimate, the charges may alter where third parties are involved.

We ask for the estimate to be signed as consent that you accept the charges and will be liable for payment of the account when submitted. This is usually 7-10 days after the funeral. If wished, the account may be forwarded to your solicitor

We require a deposit to cover the cost of the coffin and disbursements which is due 5 days prior to the funeral. The outstanding balance must be paid within 30 days from receiving the invoice.

We reserve the right to add interest on all outstanding accounts that remain unpaid after 60 days at 2% per month and any legal and court costs incurred due to non-payment.

If because of your circumstances, you have to make a claim for assistance from the Department of Work and Pensions, please note that stringent rules apply as to the amount of help available. Please talk to us, in confidence for guidance.



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GENERAL DATA PROTECTION REGULATION

A.Galla Funeral Directors Ltd holds your data in accordance with the General Data Protection Regulation (GDPR). The personal data provided by you is controlled by A. Galla Funeral Directors, 3 The Pavement, Pope's Lane, W54NG, London.

We respect the confidential nature of the information given to us, and where you provide us with personal data ("data") we will ensure that the data will be held securely and in confidence. The personal data we gather will be used and processed for the purpose of administering and making the funeral arrangements and to contact you regarding the funeral arrangements, In processing the funeral arrangements we may pass on your personal data to third parties, for example (but not limited to) members of the clergy, doctors, cemetery or crematorium personnel and credit agencies. By signing this estimate you are expressly consenting to the collection, processing, disclosing or transferring of your personal data, including sensitive personal data, for the purpose of arranging and administering the funeral. If you have any questions arising out of the information we have requested in this form, please contact Mr Artur Galla, Managing Director, A.Galla Funeral Directors, Tel. 020888405188

Under Article 17 of the GDPR, individuals have the right to have personal details erased. The 'right to be forgotten' will be applicable for data held once payment has been received for the funeral and any associated costs incurred. This request will need to be made in writing and sent to the above address or via email to office@gallafd.com

RIGHT TO CANCEL (Arrangements made in the client's home only)

You have the right to cancel the contract if you wish. **The right can be exercised by contacting A.Galla Funeral Directors in writing within the period of 7 days** from the day arrangement was made.

The right to cancel can be lost during the cancellation period if the service is provided in full before the 7 days elapses.

Where applicable, payment may be required to be made in respect of any services carried out or disbursement paid, once the performance of the contract has begun and prior to the cancellation notice being received.

CONDUCT

The SAIF Code of Practice requires that we provide a high quality service in all aspects. If, however, you have any questions or concerns about the service we provide to you, please raise them in the first instance with Artur Galla, our Managing Director. If he does not resolve the problem to your satisfaction then please contact SAIF, who provides independent conciliation and arbitration.

SAIF Business Centre
3 Bullfields
Sawbridgeworth
Hertfordshire
CM21 9DB

Tel: 03452306777 or 01279726777
E mail: info@saif.org.uk

A.Galla Funeral Directors Ltd
A company registered in England; Company Number 08390249
Website: www.gallafd.com