

Tony Clarke Funeral Directors **Hylton House Ltd.**

TERMS OF BUSINESS - Key Terms **(2025)**

Arrangements: We offer clear guidance and provide written estimates before you commit.

Payments: Full payment (including third-party fees) is required two working days before the funeral. Direct cremation/burial must be paid in full at arrangement. We accept bank transfer, card, cash, or cheque.

DWP/Social Fund: If applying for help or using a prepaid plan, tell us at booking—exceptions may be agreed.

Cancellations: If you cancel, we only charge for work done and third-party fees already paid; unused funds are refunded.

Late Payment: A 4% charge applies to overdue balances.

Complaints: Please contact us with any issues; you may refer unresolved complaints to the NAFD Funeral Arbitration Scheme.

Full terms available at arrangement or on request.