

Terms Of Business:

- We will provide you with an itemized estimate (to include third party fees) promptly after an arrangement has taken place, as well as written confirmation of funeral arrangements,
- Any additional services requested after the itemized estimate is signed that incur additional costs will be confirmed with the instructor in writing.
- We do not require a deposit prior to the funeral (excepting 'Direct' and 'Simple' packages which is explained below), however we do require payment for all third party costs (disbursements) to be paid in full in advance of the funeral taking place.
- Payment is required in full, in advance of a 'Direct' or 'Simple' funeral service package taking place, as detailed on the respective specifications for these economical services.
- We offer a Prompt-Payment discount of £1000, which is deducted from our professional service charge if the funeral is paid for in full before taking place. (This discount does not apply to our 'Direct' or 'Simple' packages, nor to any prepaid plans).
- Any items ordered by someone other than the Instructor will be payable on ordering.
- After the funeral has taken place we will issue the Instructor with an invoice for an outstanding amount within 5 working days.
- Payment is due within 28 days of the invoice date, we accept the following payment methods: Card Payment, Bank Transfer, Cash or Cheque.
- Any remaining balance due after the 28 day period may be subject to a 5% a month interest charge.
- We can accept a wide variety of insurance policies, as well as a number of different Funeral Plan providers.

Disclosure Of Interests:

Ultimate Ownership: Otter Valley Funerals is owned by Otter Valley Funerals Limited in its entirety and is not owned or supported by any larger organization or corporate entity.

Managing Director: Simon Savage. Company type: Limited Company. Company number: 13674796.

Registration address: 1 Brook House, Brook Road, Budleigh Salterton, EX9 6AY.

Otter Valley Funerals Limited has no material or financial interests in any price comparison websites and/or Crematoria services.

Register of charitable donations and gratuities: We have made no material charitable donations, gratuity or payment to any third party within the last twelve months which totals £250 or more and which does not relate to a cost incurred or a service provided.