

Riverstone, 18 Dart Mills, Buckfastleigh TQ11  
0NF

7 High Street, Totnes TQ9 5NN

01803 840779 / 01364 643522

[info@heartandsoulfunerals.co.uk](mailto:info@heartandsoulfunerals.co.uk)

[www.heartandsoulfunerals.co.uk](http://www.heartandsoulfunerals.co.uk)

## **Direct Cremation - Terms and Conditions**

Cost £1,590

A Direct Cremation does not include a funeral ceremony. This is an unattended funeral, with no mourners present and it takes place on a date of our choosing, early or late in the day. Unlike many direct cremation packages, we will meet with you in person and the cremation will take place locally and we will let you know the date and time chosen.

If you wish, you can still hold a memorial service in your own time, wherever and however you choose – at home, in a function room, in a favourite place or at a local hall. We can also suggest a suitable celebrant to lead a service, should you want one.

### **The fixed fee covers all of the following:**

- A meeting at our office with a funeral director to explain what will happen and to plan the Direct Cremation. We can also meet online, if preferred.
- Completion of the necessary paperwork.
- Collection and care of the person who has died, from 8am - 6pm, Mon - Fri.  
(Please note - there's an additional charge of £200 for collecting the person who has died outside of these hours, from a private home, hospice or care home.)
- A simple, cardboard coffin.
- Heart & Soul will take the person who has died to the crematorium in our grey estate hearse.
- The cost of the unattended cremation at Torbay Crematorium.
- The ashes can be scattered in the Garden of Rest at the crematorium, or you can collect them from us.
- Support from our team throughout, during our office hours.

No additions can be made to our Direct Cremation service.

The cremation will take place locally and no part of this service is carried out by third parties.

**The fixed fee does not include:**

- Visits with the person who has died.
- Dressing of the person who has died. (We ensure that everyone in our care receives an excellent standard of care. We wash and gently enshroud a person in a natural cotton calico material.)

**Payment terms**

We are transparent in our costs and will confirm the fee of £1,590 during our meeting with you. We will issue you with an invoice before the funeral takes place.

We require full payment **in advance of a direct cremation** unless a claim is being made to the DWP Social Fund.

We accept payment by bank transfer or cheque. Funeral expenses can also be paid from the estate of the person who has died by submitting the funeral invoice and an original death certificate to the bank.