



TERMS OF BUSINESS

Terms of Business for Fenix Funeral Ltd, a company incorporated in England and Wales with company number 12275003 having its registered address at 24 Old Queen Street, London, United Kingdom, SW1H 9HP.

The below sets out our Terms of Business specifically in relation to the charges and payment.

Please find out full terms and conditions [here](#).

1. Estimates and expenses

Our cost estimates are 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 an 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. If you amend your instructions, an updated estimate will be provided. We may need to make an extra charge in accordance with prices published in our current price list.

We will add VAT to our charges where applicable, and at the rate applicable when we prepare the invoice.

2. Payment arrangements

Other than in the case of a Direct Cremation, the funeral account is due for payment in full 5 working days prior to the funeral.

For Direct Cremations, payment is due in full at the time of ordering the services.

If you fail to pay us in full on the due date, we reserve the right to postpone the funeral until payment is made.

Where a funeral is postponed due to lack of payment in full by the due date, additional charges may be incurred.