

Pre-Paid Application Form

Service Number:

Person to be covered by the 'Your Cremation' (Service Holder)

Title	Surname	Date of Birth
-------	---------	---------------

Postcode	Telephone No.
----------	---------------

Customer

Title	Surname	Date of Birth
-------	---------	---------------

Postcode	Telephone No.
----------	---------------

Bramcote Bereavement Services

Bramcote Crematorium, Coventry Lane, Nottingham NG9 3GJ

0115 917 3849

yourcremation@broxtowe.gov.uk

www.bramcotebereavement.org

What is included in Your Cremation Service	Your Cremation Unattended	Your Cremation Intimate Service	Your Cremation Celebration Service
Transfer of deceased in a private ambulance from place of death into our care (within 30 miles of Bramcote Crematorium)	✓	✓	✓
The deceased rests peacefully at our facilities receiving Care and preparation	✓	✓	✓
Professional services including taking care of all necessary legal and administrative arrangements	✓	✓	✓
Embalming	✗	✗	✗
Viewing	✗	✗	✗
Coffin suitable for cremation	✓	✓	✓
An unattended cremation at Bramcote Crematorium with no service and no mourners present	✓	✗	✗
A 15-minute service Monday to Friday at 08:45hrs at Bramcote Crematorium in the Reflection chapel. Attended by 20 mourners. 2 pieces of music chosen by family. Service and Eulogy delivered by Bramcote Bereavement Services	✗	✓	✗
A 40-minute service Monday to Friday at 09:00 to 16:00hrs at Bramcote Crematorium in either the Reflection or Serenity chapel. Attended by up to 150 mourners. 5 pieces of music chosen by family. Service and Eulogy delivered by Bramcote Bereavement Services	✗	✗	✓
Medical referee fees included	✓	✓	✓
Cremation, ash box and cremation certificate. Collected by Applicant or nominated representative	✓	✓	✓
Scattering of ashes in Bramcote crematorium grounds with or without family present (Monday – Friday)	✓	✓	✓
Please clearly indicate your choice of Service Plan (Payment in full)	*£995 <input type="checkbox"/>	*£1,200 <input type="checkbox"/>	*£1,895 <input type="checkbox"/>
Please clearly indicate your choice of Service Plan (12 monthly payments)	1x £255 11x £90 <input type="checkbox"/>	1x £350 11x £100 <input type="checkbox"/>	1x £440 11x £155 <input type="checkbox"/>

*You must be aged 50 or over at the time of purchasing a Your Cremation Service. Fees are fixed at this rate until 31 March 2027. All plans incur a £250 set up fee upon application.

PAYMENT: Please return this form with full payment to Bramcote Bereavement Services, Coventry Lane, Bramcote, Nottingham NG9 3GJ. All cheques made payable to Bramcote Crematorium, or alternatively we take Credit or Debit card. If you wish to pay by 12 monthly instalments, please call 0115 917 3849.

Your Cremation Service fees will be held in line with the Councils Financial Regulations in a ring fenced reserve account until such time that the Service is activated and Service provided or upon request of refund through cancellation from the Service holder.

DECLARATION: Please read the Terms and Conditions and let us know if you have any queries. Please sign below to confirm you have read, understood and accept the Terms and Conditions and that the details on this Application Form are correct.

I accept all the information, policies and procedures outlined within these Terms and Conditions and agree to be bound by them.

Signature

Date

Print Name

Data Protection Act 1998

Broxtowe Borough Council, Bramcote Bereavement Services as the data controller will always act responsibly with your personal data and we will use the information to process Your Cremation Service. Bramcote Bereavement Services will also keep details of your application to carry out the Service when the time comes.

Definitions

"Service holder" is the person who the Your Cremation Service is for.

"Customer" is the person who is applying for the Your Cremation Service (often they are also the Service holder, but not always as someone can complete the application for another person).

"Nominated representative" is the person we will liaise with when the Service holder dies (usually the next of kin but can be anyone the customer chooses).

When we say **"you"**, **"your"** and **"I"** we mean the customer, your personal representatives and anyone who takes over your legal rights and duties under the plan.

"We", **"us"** and **"our"** refers to Broxtowe Borough Council- Bramcote Bereavement Services, the Your Cremation Service provider.

"Service" is the Your Cremation Service and is the agreement between you and us. This agreement is made up of this document and your application.

The benefits of a Your Cremation Service

1. Purchasing a Your Cremation Service secures your wishes for your family, alleviating one decision in an already stressful time.
2. Prepaid costs are fixed, meaning that Your Cremation Service is secured for a set price, regardless of rising rates.
3. Our Your Cremation Service could save your family money by beating rising prices.
4. Professional advice for arranging direct cremations.
5. Planning ahead gives you the peace of mind that Your Cremation Service is in hand for when the worst happens, and that you will stay in the local area, be cared for and be cremated at Bramcote Crematorium.
6. Cremated remains will be supplied in biodegradable ashes box to be collected from our facilities by your loved ones or scattered within our Crematorium Gardens (Monday – Friday).
7. Choosing a Your Cremation Service with Broxtowe Borough Council, Bramcote Bereavement Services, gives peace of mind to your loved ones that you are still local, being cared for to the highest of standards, and giving family the opportunity to reflect in our beautiful grounds knowing you are only a few feet away in our care.

WHAT HAPPENS NEXT

This form needs to be returned with full payment to **Bramcote Bereavement Services**. Following receipt of the completed application form and full payment the Service Certificate will be produced. This and a set of the Terms & Conditions agreed will be sent directly to the "person to be covered by the Service" using the address on the application form. Please be aware this can take up to 30 days.

Please keep the Service Certificate safe and inform any next of kin/executors about its existence so that they can produce it at the time of need.



Bramcote Bereavement Services

Bramcote Crematorium, Coventry Lane, Bramcote,
Nottingham, NG9 3GJ Tel: 0115 9173849



Broxtowe Borough Council

Your Cremation Service, Terms and Conditions

WE, Broxtowe Borough Council (The Council) in consideration of the sum of: -

..... (£.....)

Paid to us by: (* Your Cremation Service Holder / Customer)
(* Delete as appropriate)

Of:
..... (Address in BLOCK CAPITALS)

..... Postcode:

Telephone Contacts: Home: Mobile:

Email Address:

1. General

Broxtowe Borough Council, Bramcote Bereavement Services, (we, us or our) operate 'The Your Cremation Service' as detailed in the Application Form. The Service allows you to arrange and make financial arrangements for the provision of your or another's Your Cremation Service before death occurs. These terms and conditions apply to the Service and form a binding contract between you and us, along with the Application Form, in these terms and conditions. 'Application Form' is the form you complete when applying for the Your Cremation Service. 'The Service Certificate' is the certificate provided to you by us confirming that you hold the Your Cremation Service; 'Charges' means the charges for the Your Cremation Service agreed by you on signature of your Application Form; 'Service Value' is the value of funds held in the Service. Funds will be held in line with the Councils Financial Regulations in a ring fenced reserve account and 'you' or 'your' is the holder and/or beneficiary of the Your Cremation Service or your personal representative (as applicable).

2. Taking out Your Cremation Service

- 2.1 You choose and apply for the Your Cremation Service by completing and sending the Application Form to us with payment of the Charges in full.
- 2.2 By sending an Application Form and payment of the Charges, you confirm the information in the Application Form is correct, you accept these Terms and Conditions and that you wish to enter into a binding contract with us to provide you with the Service.
- 2.3 If we accept your application (and we reserve the right not to) we will send you the Certificate confirming Your Cremation Service. Our

acceptance of your Application Form and receipt of funds is the binding contract between us.

- 2.4 Keep your Service Certificate in a safe place as it will be needed when making the arrangements. We recommend that you let your next of kin know where you keep the Service Certificate.
- 2.5 If you lose your Service Certificate, or other relevant papers, you can obtain copies from us by writing to Bramcote Bereavement Services, Bramcote Crematorium, Coventry Lane, Bramcote, Nottingham, NG9 3GJ. Or by email to: yourcremation@broxtowe.gov.uk

2.6 Payment:

The Your Cremation Service is for people over 50 years of age who want to arrange and pay for their funeral in advance. The cost including set up fee of £250 is £1245 for the Your Cremation Direct Unattended Service, £1450 for the Your Cremation Direct Intimate Service and £2145 for the Your Cremation Celebration Service and is fixed and paid either in advance in one lump sum, or by *12 monthly instalments.

*Should death occur before all payments have been received the balance outstanding will be the responsibility of your representative.

For comparison purposes, if you were to contact Bramcote Bereavement Services and request a funeral that was needed today, known as an 'at need' service, you would have to pay £995 for the Your Cremation Direct Unattended Service, £1200 for the Your Cremation Intimate Service and £1895 for the Your Cremation Celebration Service in a one lump-sum payment.

3. Your Cremation Service

- 3.1 We will provide the items and services set out in your Application Form and any accompanying

Service details subject to the provisions in these Terms and Conditions.

- 3.2 The Your Cremation Service Application Form lists the funeral services which Bramcote Bereavement Services will provide themselves. When the funeral is carried out, there will be no more to pay for these service costs (i.e. these are guaranteed).
- 3.3 The Your Cremation Service does not include:
 - (i) An allowance towards third party charges. Third party charges are all external payments which are outside the control of us for which your representatives must pay.
 - (ii) Multimedia facilities within our Chapels such as visual tributes, webcasts and videos. These are subject to additional costs and must be paid for by your representatives.
- 3.4 If you die overseas and are repatriated to the UK (not covered by the Your Cremation Service) we will carry out our obligations under the Plan. If you are not repatriated the Plan will be cancelled and your estate will be refunded as if you had cancelled.
- 3.5 An additional £1.40 per mile will be charged if transfer of the deceased into our care exceeds 30 miles of Bramcote Crematorium and payment will be the responsibility of your representative.
- 3.6 We will not be liable to arrange or to pay for a cremation unless the Service Certificate is produced.

4. The Service

- 4.1 Any details in the Your Cremation Service Brochure or Application Form are designed to give a general description of the services to be supplied. We will not be liable for any change in specification but goods and services will be of an equivalent quality and suitability.

5. How we will ensure the funds in your Cremation Service will pay for your selected Plan

- 5.1 The Charges will be used to provide the Your Cremation Service.
- 5.2 The Your Cremation Service ensures that the funds will be available to pay without further recourse to you or your personal representatives (subject to the provision of these Terms and Conditions).
- 5.3 In the event that Broxtowe Borough Council, Bramcote Bereavement Services, cannot carry out the cremation. Broxtowe Borough Council, Bramcote Bereavement Services, will arrange the cremation at an alternative local crematorium at no additional cost to the Service holder subject always to its right to refund.
- 5.4 Your Cremation Service fees will be held in line with the Councils Financial Regulations in a ring fenced reserve account, until such time that the Plan is activated and service provided or upon request of refund through cancellation from the Service holder.

6. Right to cancel and refunds

- 6.1 You may cancel the Your Cremation Service within 30 calendar days of signing the Application Form. We will refund all payments made to us in full. This does not affect any applicable statutory consumer rights.
- 6.2 Upon cancellation outside of the initial 30 days, the refund will exclude (a) the set-up fee and will incur (b) additional cancellation administrative fee of £99.
- 6.3 Once a Plan is cancelled, we will have no liability under these Terms and Conditions.
- 6.4 You may only cancel Your Cremation Service in writing to us at the registered address. **Bramcote Bereavement Services, Bramcote Crematorium, Coventry Lane, Bramcote, Nottingham, NG9 3GJ.** Or by email to: yourcremation@broxtowe.gov.uk

7. Other

- 7.1 At present, in the United Kingdom, the costs of providing a cremation are not subject to Value Added Tax (VAT). If VAT becomes payable on cremation expenses, we reserve the right to recover this cost from you or your personal representatives.
- 7.2 We will send any correspondence to the Your Cremation Service Holder at the address shown on the Application Form, unless a change of address has been notified to us.
- 7.3 You must notify us if you change your usual place of residence.
- 7.4 These Terms and Conditions are subject to the laws of England and Wales and we submit to the exclusive jurisdiction of the Courts of England and Wales for the resolution of any dispute arising from them.
- 7.5 Broxtowe Borough Council reserve the right to make changes to the Your Cremation Service if there is any change in regulation, law, tax rules or general practice that may affect the way they provide the service. In addition, where Broxtowe Borough Council are able to, they will notify the Service holder and their nominated representative (if they have chosen one) in writing and in good time about any material change before it takes effect and will provide an explanation of any implications, where necessary. We reserve the right to change the Terms and Conditions from time to time, for example if VAT rules change. We will notify you of any changes that affect you.

8. Complaints

If you have any complaint regarding the quality of the service or the items supplied in connection with a Plan, you must contact Broxtowe Borough Council, Bramcote Bereavement Services, at: **Bramcote Bereavement Services, Bramcote Crematorium, Coventry Lane, Bramcote, Nottingham, NG9 3GJ.** Telephone: **0115 917 3849** E-mail: bramcotecrem@broxtowe.gov.uk