



Products & Services Available

We understand that paying for a funeral represents a significant expense. Please speak to us at the earliest opportunity about any concerns you may have about payment for our services.

Payment Options

We accept Cash, Cheque, Debit or Credit Card, or Bank Transfer.

(Please note: Credit cards may incur a 2% fee by the handler.)

Disbursements Charges

- These charges are paid by us on your behalf.
- We have no control over the amount of these charges.

Items Included in The Funeral Directors Fee

- Provision of 24-hour emergency phone line.
- Arrangement of the funeral at office or home.
- Conveyance of the deceased into our care/chapel within 20 miles
- (Additional charge of £1.50 per mile beyond).
- Careful presentation of the deceased, including embalming and presentation in the coffin of your choice.
- Full use of our Chapel of Rest up to the day of the funeral.
- All administration connected with the funeral.
- Delivery of all forms to the place of committal.
- Collection of cremated remains (if applicable).
- We will customise your exact requirements and wishes.

Data Protection

Any information given freely to us by you or our clients will be respected with the highest level of confidentiality, especially any personal data. Such information will be held safely and processed for the purpose of carrying out our services.

To fulfill our obligations, we may need to pass on your data to third parties who perform part of the funeral services for you (e.g., ministers, cemetery, crematorium). They may contact you directly.

Under the Act, you have the right to know what data we hold on you and can apply for this information by writing to us.

Cancellation Policy

There is a 10-day cooling-off period should you wish to cancel our services. However, if you have already given instructions and paid the estimate, and we have incurred charges, these payments will be deducted before a refund is issued.

Conduct

Our company standards of practice ensure we provide a high quality of service to you. If at any time you have questions or concerns about the service we are providing, please raise them in the first instance with the funeral director arranging the funeral.

Deposit/Payment

A payment will be required for disbursement charges. The remainder of the balance is to be paid before the funeral takes place.

Please inform the funeral director if there is an insurance or D.H.S.S. claim or if a solicitor is dealing with the estate.

We accept:

- Cash, Cheque, Debit, or Credit Card (Bank Transfer also accepted).
- Please make all cheques payable to: Glentrees Funeral Directors.
- (Ensure the deceased's name is on the cheque.)

Contact Us: Glentrees Funeral Service, Queens Drive / Lowerson Road, Liverpool, L11 8LW



Declaration of Interest

At Glentrees Funeral Service, we are committed to transparency and openness regarding any interests that may affect the services we provide. We hereby declare:

Ownership

Glentrees Funeral Service is an independently owned and operated business. There are no external investors, partners, or stakeholders influencing our operations or the services we offer.

Third-Party Relationships

We may work with third-party suppliers and service providers, such as crematoria, cemeteries, florists, and ministers, to ensure a high standard of service. These relationships are established based on quality, reliability, and value for our clients. Any fees associated with these services will be discussed with you transparently.

Commissions and Payments

We do not receive any financial incentives, commissions, or payments from third-party providers that influence our recommendations to clients. Our advice and suggestions are always based on what is best for your needs.

If you have any questions or concerns regarding this declaration, please do not hesitate to contact us directly. Transparency and trust are at the heart of our business.