



GRAVE CARE

TERMS AND CONDITIONS

These terms and conditions apply to the purchase

Application and order confirmation

1. The client (you) will submit a completed application form to include confirmation of:
 - Chosen package
 - Date of required visits
 - Agreement to the terms and conditions described here.
2. The client is responsible for checking all details are correct when they receive the order confirmation.
3. Any changes to the order could result in delaying delivery of the service.
4. Full payment must be made before the order can be confirmed and processed.
5. All contracts become binding from the point and date of the client (you) signing and returning the order confirmation, or agreeing via email.

Grave Care Package

6. All contracted work will be carried out on the graves Monday to Friday. Seasonal Plus (the seasonal care package with 2 bespoke additional visits per year for birthdays, anniversaries etc.), will be completed within 2 days of the specific date.
7. Photographs of flowers placed on the grave will be forwarded to you via email as confirmation of the service delivered. If you do not have the facility to receive correspondence electronically, photographs of the grave will be posted to you. A photograph will also be forwarded to as proof that the grave maintenance has been carried out either bi-annually, if you have a contract for the Single Care, and in the case of the Seasonal Care you will receive quarterly notification of the work carried out.

8. We will endeavour to carry out your wishes for your floral requests, however this will depend on seasonal choice and supplier, however we will try to full fill your request as much as possible.
9. You have seven working days, cooling off period to cancel from the day on which you agree to go ahead with the agreement.
10. We will aim to begin the delivery of the service you require within 14 days of you agreeing the contract.

General terms and conditions

1. In the event that the applicant wishes to cancel the order before any deposit has been paid, confirmation of cancellation must be provided in writing within 28 days from completion of the memorial arrangement order form.
2. In the event that the applicant wishes to cancel the order, they may be asked to pay all fees/costs which have been paid or are committed to be paid. This may result in Copeland Borough Council exercising its right not to return any monies paid.
3. In the sad event, that the applicant dies while the contract is still in force, Copeland Borough Council will carry out the request on the application, until the contract is ended.
4. The memorial mason has the responsibility to erect a memorial safely. They are also legally liable for their standard of workmanship and owners are projected under general consumer protection legislation should a memorial fail in the first 6 years (5 years in Scotland)

Data Protection

Copeland Borough Council is committed to protecting your privacy when you use our services.

To learn more about how and why we manage your personal data, please visit our website to see our privacy statement in full.