



## STANDARDISED PRICE LIST

All funeral directors are legally required to publish this Price List for a standardised set of products and services. This is to help you think through your options and make choices, and to let you compare prices between different funeral directors (because prices can vary).

### **ATTENDED FUNERAL (funeral director's charges only) £2,120**

This is a funeral where family and friends have a ceremony, event or service for the deceased person at the same time as they attend their burial or cremation.

Taking care of all necessary legal and administrative arrangements	£900
Collecting and transporting the deceased person from the place of death (normally within 15 miles of the funeral director's premises) into the funeral director's care (office hours)	£250
Care of the deceased person before the funeral in appropriate facilities. The deceased person will be kept at the funeral director's branch premises	£100
Providing a suitable coffin – this will be made from teak/mahogany wood effect veneer	£600
Viewing of the deceased person for family and friends, by appointment (during office hours) with the funeral director (where viewing is requested by the customer)	£50
At a date and time you agree with the funeral director, taking the deceased person direct to the agreed cemetery or crematorium (normally within 20 miles of the funeral director's premises) in a Rosedale Hearse.	£220

### **UNATTENDED FUNERAL**

This is a funeral where family and friends may choose to have a ceremony, event or service for the deceased person, but they do not attend the burial or cremation itself.

**Burial (funeral director's charges only) £1,600**

**Cremation (funeral director's charges plus the cremation fee)<sup>2</sup> £1,400**

### **FEEs YOU MUST PAY**

For an Attended or Unattended burial funeral, the burial fee.<sup>1</sup>

In this local area, the typical cost of the burial fee for local residents is: £806

For a new grave, you will also need to pay for the plot; for an existing grave with a memorial in place, you may need to pay a removal/replacement fee. In addition, the cemetery may charge a number of other fees.

For an Attended cremation funeral, the cremation fee.<sup>2</sup>

In this local area, the typical cost of a cremation for local residents is £958 - £981

Please discuss any specific religious, belief-based and/or cultural requirements that you have with the funeral director.

### **ADDITIONAL FUNERAL DIRECTOR PRODUCTS AND SERVICES**

This funeral director may be able to supply a range of optional, additional products and services, or to arrange (on your behalf) for a third party to supply them. Examples include:

Hire of seven seater limousine (per car)	£175
Additional mileage (price per mile)	£4
Additional transfers of the deceased person's body (e.g. to their home, to a place of worship etc) (price per transfer)	£100
Collection and delivery of ashes	£15
Embalming	NOT OFFERED
Funeral officiant (e.g. celebrant, minister of religion etc.)	£170-£200
Services supplied outside of normal office hours	Prices on request

The funeral director can give you a full list of what they can supply. They are likely to charge for these additional products and services, so you may choose to take care of some arrangements without their involvement, or you can use a different supplier.

<sup>1</sup>This fee (which is sometimes called the interment fee) is the charge made for digging and closing a new grave, or for reopening and closing an existing grave.

<sup>2</sup>In England, Wales and Northern Ireland, you will usually need to pay doctors' fees as well. This is the charge for two doctors to sign the Medical Certificates for Cremation.

## ADDITIONAL OPTIONS PRICE LIST

Limousine for Procession (per car) from	£175
Funeral Robe	£40
Burial Grave Cushion	£40
Wicker Coffin from	£750
Cardboard Coffin from	£350
Wooden Ashes Casket from	£100
Metal Urn from	£60
Flower Fee Charges	as selected from brochure
Obituary / acknowledgement paper notice fee as requested by family	charged by tabloid
Church fee from	£50
Church officer from	£50
Minister or priest fee from	£50
Organist fee in church or parlour from	£60

## **TERMS OF BUSINESS**

### **RB STEELE LTD**

**42-48 BYRES ROAD  
KILWINNING  
KA13 6JU**

**5 BALLOT ROAD  
IRVINE  
KA12 0HW**

- Deposit is payable during arrangements before booking is processed and a minimum of 7 days before the funeral.
- A minimum deposit of £1000 is required to be paid for an attended cremation.
- The full price is required to be paid for an unattended cremation.
- A minimum deposit of £1,000 is required to be paid for an attended burial in an existing lair.
- A minimum deposit of £1,800 is required to be paid for an attended burial if a new lair.
- A minimum deposit of £1,000 is required to be paid for an unattended burial.
- The balance is due within 30 days from the date of the funeral unless agreed prior to the funeral.
- We do not charge fees for late payment as funeral will not be processed until full deposit received
- 4% interest fee will be calculated on the first day of each month followed by a sheriff court legal action to recover outstanding balance.

16th September 2021



Robert Steele

## DISCLOSURE OF INTEREST STATEMENT

RB Steele Ltd

42-48 Byres Road  
Kilwinning  
North Ayrshire  
KA13 6JU

Company Reg Number: 029160

RB Steele Ltd declare that:-

- They are owned by Directors Robert Steele and Donna Reid.
- They have no interest in any price comparison website which compares funeral director services or crematorium services and their respective prices.
- We have made the following gratuities and charitable donations within the last 12 months:-  
Mortuary Staff, £695 between September 2020 and September 2021  
Cemetery Staff, £660 between September 2020 and September 2021



Robert Steele

## CLYDE COAST AND GARNOCK VALLEY CREMATORIUM

### **Sunrise Services**

A direct unattended cremation service

8:45am, 9:00am, 9:15am

£395

### **Serenity Services**

There is no officiant or ancillary media services, however a short poem or eulogy can be read during this 20 minute service and you can choose up to 3 pieces of music. Maximum of 20 attendees.

9:30am, 9:50am, 4:00pm and 4:20pm

£525

### **Celebration of Life Services**

Full adult cremation services, 60 mins between services

First Service 10:00am, last service 3:00pm

£958

### **Memorial Service**

The use of the Ceremony Hall for an hour for a memorial service.

Includes use of Wesley digital music system.

£325

### **Child and Young Person Service**

Under 18 years old

No charge

### **Saturday Service**

Service times 9:00am, 10:00am, 11:00am

£1,425

### **2 family members to share 1 service**

We are aware that there are times, sadly, where 2 family members have both been lost, they

Can share the service time in the Ceremony Hall.

£1,440

### **Double Service**

If a family feels an hour is not enough time to say their goodbyes, we can extend the time

By a further hour

£1,283

### **Interment of ashes from elsewhere**

Ashes brought to site from another crematorium for interment in our garden of remembrance Cairn.

£70

### **Separating ashes**

Separating ashes into 2 boxes with cremation certificates

£45

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All professional services relating to the legal and statutory administration and registration of the cremation.

A full abated, environmentally sensitive cremation.

The use of our Ceremony Hall along with the assistance of trained staff members on the day of the service.

The provision of Wesley digital music system.

The preparation for the removal of ashes in a biodegradable ashes box, together with the Certificate of Cremation.

The interment of ashes in our Communal Garden of Remembrance Cairn from Monday to Friday with family present, if the service was held here.

**Webcast**

A high-quality live webcast, viewed via secure, easy-to-use Wesley Media website, with 7 day on-demand watch again facility. £80

**Keepsake Copy (DVD/MP4 video file/USB stick)**

A recording of the webcast on DVD, or USB memory stick £72

A recording of the webcast on DVD, or USB with slideshow included £80

A recording of the webcast on downloadable MP4 video file £36

A recording of the webcast on downloadable MP4 video file with slideshow included £55

**Visual Tributes****Single Photo**

Once photo shown throughout the service or at a time of your choosing. £22

**Slideshow**

Up to 25 photos with simple fade transitions, played on a loop or at a time of your choosing. £46

**Slideshow with music**

Up to 25 photos set to music, professionally edited into a video-style tribute, and shown at a time of your choosing. £90

**Slideshow**

For each extra 25 photos on a slideshow £25.50

**Keepsake copy of Visual Tribute**

A copy of the visual tribute

On downloadable MP4 video file £22

On DVD or USB £32

**Family Video file**

Checking and preparation of video created by you, shown at a time of your choosing. Wesley can add music to your video at no extra cost. £22

All professional services relating to the legal and statutory administration and registration of the cremation.

A full abated, environmentally sensitive cremation.

The use of our Ceremony Hall along with the assistance of trained staff members on the day of the service.

The provision of Wesley digital music system.

The preparation for the removal of ashes in a biodegradable ashes box, together with the Certificate of Cremation.

The interment of ashes in our Communal Garden of Remembrance Cairn from Monday to Friday with family present, if the service was held here.

## HOLMSFORD BRIDGE CREMATORIUM

Full Adult Cremation Fee (60 minute total slot length)	£981
Reduced Fee Cremation Service (9:30am service only - 60 minute total slot length)	£808
Saturday Service	£1472
Sunday Service	£1962

The above cremation fees include: -

All professional services relating to the administration and registration of the cremation, in line with statutory regulation. The use of our Chapel along with the assistance of a trained staff member on the day of the service. The provision of music during the funeral service (please contact the Crematorium for details of our available options). The sensitive handling of the cremation in line with environmental legislation. The appropriate national environmental levy for mercury abatement. The scattering or interment of the ashes within our Gardens of Remembrance, or the preparation for their removal along with the Cremation Certificate. Alternatively, we will look after the ashes for an indefinite period without charge.

Direct Cremation Fee - Unattended (no service)*	£499
Direct Cremation Fee - Attended	£675

\*Direct Cremation is an unattended service at 8.15am or 8.20am with no mourners present. Direct Cremation Attended allows a small number of mourners to be present. The Funeral Director will be required to deliver the coffin to the catafalque with sufficient bearers.

### MISCELLANEOUS FEES

#### MONDAY - FRIDAY FEES

Full Adult Cremation Fee	Full Fee
Service for a Child (up to their 18th birthday)	No Charge
Use of Chapel (extra time or memorial/burial service)	50% of Full Fee

#### WEEKEND FEES

Full Adult Cremation Fee (Saturday)	150% of Full Fee
Full Adult Cremation Fee (Sunday)	200% of Full Fee
Service for a Child (up to their 18th birthday)	Full Fee
Use of Chapel (extra time or memorial/burial service)	Full Fee
Cremation of a body part	£263
Fee for the provision of a bearer	£27
Duplicate Cremation Certificate/Out of Country Certificate	£24
Fee to split ashes	£33

### MEMORIALS

We encourage our families to make an appointment to allow us to discuss all available options so an informed decision can be made. A wide range of memorials are available to create a personal lasting memory, some examples of which are as follows:

**Book of Remembrance entry from** £144

A hand-painted calligraphy style entry made into our Leather Bound Book, which would be available to view at any time.

**Bronze Plaque or Wall Tablet from** £698

A British handcrafted bronze plaque including a personal inscription in place for 10 years.

#### The Remembrance Arrangement

We also offer a fully inclusive dedication which can be personally tailored for you and your family to enjoy visiting. This comprises the interment of ashes into a beautifully manicured and tended garden; also an urn for the safekeeping of the ashes, a bronze memorial plaque with inscription and an entry into our Book of Remembrance. For more information on any of the above, please contact our office.

## MASONHILL CREMATORIUM

	<b>FEE</b>	<b>VAT RATE</b>
Children under 18 years	<b>No charge</b>	
Persons of 18 years and over	£882	Exempt
<b>Other Services</b>		
Supply of Wood Casket	£83	Exempt
Supply of Biodegradable Cardboard Casket (if purchased out-with a cremation)	£18	Exempt
Supply of Biodegradable Scattering Urn	£23	Exempt
Supply of Clergy	£50	Zero
Disposal of Ashes from other Crematoria		
Non Attended	£26	Exempt
Attended	£26	Exempt
Use of Ante Room per night or part day	£42	Exempt

**N.B. Cremation Fee is now inclusive of an environmentally friendly container and a Cremation Certificate.**

**Cremated Remains will only be released in a container supplied by Masonhill Crematorium.**

**There will be no cremations arranged for Public Holidays.**



## **FUNERAL DIRECTORS TERMS OF BUSINESS FULL STATEMENT**

We are a member of the National Association of Funeral Directors and subscribe to its current Code of Practice, a copy of which is available on request from the office. We aim to act in a professional manner and provide a courteous, sensitive and dignified service to you.

### **Estimates and Expenses**

The estimate sets out the services we agree to supply. This estimate is an indication of the charges likely to be incurred on the basis of the information and details we know at the date of the estimate. While we make every effort to ensure the accuracy of the 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 give you a best estimate of such charges in this estimate. The actual amount of the charges will be detailed and shown in the final account.

If you amend your instructions we may require your written confirmation of the changes. We may need to make an extra charge in accordance with our published price list.

### **Payment arrangements**

The company would request a £1,000 deposit on an attended cremation funeral. Full payment is requested for an unattended funeral. The company would request a £1,000 deposit for burial funeral and £1,700 deposit for burial funeral where a new burial layer is requested. The funeral deposit is requested during funeral arrangements, before funerals are processed and the funeral account is due for payment within 30 days of the date of the funeral, unless agreed by us in writing.

If you fail to pay us in full, by the due date, we may charge you interest:

- At a rate of 4% above our bank's Base Rate from time to time in force, calculated (on a daily basis) from the date of our account until payment.
- Compounded on the first day of each month and before and after any judgement (unless a Court orders otherwise)
- We may recover the cost of taking legal action to make you pay.

### **Indemnity**

You are to indemnify us in full and hold us harmless from all expenses and liabilities we may incur (directly or indirectly including financing costs and including legal cost on a full indemnity basis) following a breach by you of any of your obligations under these Terms of Business.

This means that you are liable to us for losses we incur because you do not comply with these Terms of Business. For example we may charge you an administration fee where we receive a cheque from you which is subsequently not honoured or if we write to remind you the account is overdue. If we instruct debt collection agents we may also recover from you the fees we incur. Further details regarding these fees are available on request. We may claim these losses from you at any time and, if we have to take legal action, we will ask the court to make you pay our legal costs.

## **Data Protection**

We respect the confidential nature of the information given to us and, where you provide us with personal data we will ensure that the data is held securely, in confidence and *processed* for the purpose of carrying out our services. In order to provide our services we may need to pass such data to third parties and those third parties, who are performing some of the services for you, may contact you directly. Under the Act you have the right to know what data we are holding on you and you can, by applying to us in writing, receive copies of that data.

## **Cooling-off period**

The Cancellation of Consumer Contracts made in the Consumer's Home or Place of Work Regulations 2013 may give you the right to terminate this agreement in the cooling-off period of fourteen days. If you wish the performance of the agreement to which this right applies to commence before the end of the cooling-off period, you must sign the authority in the form which will be handed to you. In the event that you exercise the right to cancel this contract during the cooling-off period, you may be required to pay a reasonable amount for goods and services already supplied.

## **Termination**

This agreement may also be terminated before the services are delivered

1:- by us if you fail to honour your obligations under these Terms of Business and

2:- by you communicating to us in writing, terminating your instructions.

If we or you terminate your instructions you may, depending on the reason for termination, be asked to pay a reasonable amount based upon the work carried out up to the time your termination is received.

## **Standards of service**

The National Association of Funeral Directors' code of practice requires that we provide a high quality of service in all aspects. If you have any questions or concerns about the service we provide to you, please raise them in the first instance with our Office Manager. If that does not resolve the problem to your satisfaction the National Association of Funeral Directors through the NAFD Resolve Scheme provides a "free to the user" dispute resolution service, as an alternative to legal action. You can contact the NAFD Resolve at 618 Warwick Road, Solihull, West Midlands, B91 1AA or by telephone 01217111636. THE NAFD Resolve Service and how it works can be accessed, is explained in the leaflet 'NAFD Resolve' made available to you and on display on our premises. NAFD Resolve provides independent conciliation and arbitration through CEDR, an independent non profit organisation and registered charity with conciliation and adjudication services provided by qualified professionals.

All dates and times provided on the estimate cannot be guaranteed until final bookings are made and confirmed. Although we endeavour to provide a prompt and efficient service for you, there may be instances where, because of circumstances beyond our control, we are unable to fulfil our obligations to you on the date and time specified. Where this is the case we will contact you in advance, and advise you of alternative arrangements.

## **Agreement**

Your continuing instruction will amount to your continuing acceptance of these Terms of Business.

Your instructions will not create any right enforceable by the virtue of the Contracts (Rights of Third Parties Act 1999) by any person not identified as our client.

If any of these terms are unenforceable as drafted:-

- It will not affect the enforceability of any other of these Terms; and if it would be enforceable if amended, it will be treated as so amended.
- Nothing in these Terms restricts or limits our liability for death or personal injury.
- This agreement is subject to Scots Law. If you decide to commence legal action, you may do so, in any appropriate UK Court.