

# Standardise Price List

Published in accordance with the Competition and Markets Authority Funerals Market Investigation Order 2021

Funeral Director: Gentle Endings Funerals Ltd

Website: [www.gentleendings.co.uk](http://www.gentleendings.co.uk)



Gentle Endings Funerals

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This Standardised Price List is provided to help you understand our charges clearly and transparently.

## Attended Funeral – Funeral Director’s Charges

An attended funeral is one where family and friends gather for a ceremony or service at the time of burial or cremation.

Professional Funeral Care & Management Fee — From £2,555

This fee reflects the professional responsibility we take on as your funeral director. It is not charged per task and applies regardless of simplicity or family involvement.

This fee includes responsibility for and provision of:

- Collection of the person who has died within working hours\*
- Collection within a 30-mile radius. This will depend on the area and nearest professional mortuary.
- Care of the person who has died until the day of the funeral\*
- Gentle, experienced guidance from your Gentle Endings Guide/Funeral Director throughout the process, including meetings/phone support
- Organising all legal paperwork and liaising with relevant officials
- Washing and dressing of the person who has died where carried out by Gentle Endings, or guidance and support where families choose to do this themselves
- Managing and administering third-party payments on your behalf, where applicable
- E-invitations or digital Muchloved tribute page.
- A simple black hearse and professional driver\*
- Four professional pall-bearers
- Your own Gentle Endings Guide/Funeral Director present and overseeing the funeral on the day
- Design of an order of service, if required
- Taking a fingerprint for memorial jewellery, if wished
- A lock of hair, if wished
- Collection of ashes following cremation, where applicable
- Access to grief support resources

\*Standard working hours and provisions apply. Any requirements outside these (for example, extended care or out-of-hours collection) will be discussed and agreed upon in advance.

## Unattended Funerals

An unattended funeral is one where no family or friends are present at the burial or cremation – from £1,888

A direct cremation is one where the cremation takes place without a service or mourners present at the crematorium.

Gentle Endings Funerals Ltd offers direct cremation with the option of additional, family-led ritual support, where this feels meaningful and appropriate.

This price includes:

- Collection of the person who has died during office hours
- Collection within a 30-mile radius. This will depend on the area and nearest professional mortuary.
- Care of the person who has died at our professional mortuary
- Organising and completion of all legal paperwork required for the cremation
- Liaising with relevant officials
- Managing and administering third-party costs on your behalf
- Cremation at a crematorium of our choosing, on a date and time of our choosing
- A lock of hair, if wished
- A fingerprint for memorial jewellery, if wished.

## Important Notes

- This service takes place without attendance at the crematorium.
- All prices above apply during office hours only; the cost outside office hours from £2,288
- Services outside office hours or beyond a 30-mile radius may incur additional charges, which will be discussed and agreed in advance

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## **Optional: Direct Cremation/Unattended Funeral plus Sacred Washing & Blessing Ceremony (Family-Led) from £2,555**

As an optional and unique offering, Gentle Endings Funerals Ltd can provide 1-to-1 support for families who wish to hold a sacred washing and blessing ceremony at the place where their person has died before they are brought into our care.

This may include:

- Gentle guidance and holding of the space
- Support for a family-led washing and blessing ritual
- Time to be present, say goodbye, and honour the person who has died
- Careful transition into our professional care following the ceremony

This option is entirely family-led and non-religious unless otherwise requested. It is offered where appropriate and within the same office hours and 30-mile radius parameters.

Please contact us to discuss whether this option is right for you.

### Important Notes

- This service takes place without attendance at the crematorium.
- All prices above apply during office hours only; the cost outside office hours from £3,300
- Services outside office hours or beyond a 30-mile radius may incur additional charges, which will be discussed and agreed in advance.

### Additional Optional Services

The following services are optional and can be added or removed according to your wishes:

- Celebrant services (if not family-led) – price on request. Depending on the celebrants and requirements, this could be approx £300
- Additional printing of orders of service – price dependent on quantity. 4 pages: £4.50, 8 page: £5.50, 12 page: £6.50 each
- Out-of-hours collection – If you require us to come and collect the person who has died between the hours of 5pm and 9am Mon-Fri and all day Sat & Sun. Please call us – it's not always necessary for someone to be moved at night. £400
- Mileage beyond 30 miles is charged at £1.25 per mile, calculated from our office to the service location and back as required.
- Extra bearers – £85 each. If more than four bearers are required to carry the coffin.
- Extended stay - £30 per day. If the person who has died is in our care for longer than three weeks, there will be a daily charge.
- Visits to See the Person Who Has Died
- Visits to see the person who has died are available by appointment only. The first visit is included within the Professional Funeral Care & Management Fee. Additional visits are charged at £350 per visit. This charge reflects the preparation of the space, staff time, professional supervision, and the use of our mortuary facilities. Visits are private and unhurried, and staff are present throughout.

Longer visits or visits outside standard working hours may incur an additional charge, which will always be discussed and agreed upon in advance. Please contact us to discuss your needs and to arrange an appointment.

### Disbursements / Third-Party Costs

Disbursements are fees charged by third parties and are payable in addition to our charges. These costs vary by location and provider. Typical local third-party costs may include:

- Burial fee (adult grave): price varies by burial ground
- Cremation fee: price varies by crematorium
- Minister, celebrant or officiant fees (if applicable): price varies but can start at £250
- Cemetery or crematorium staff fees
- Coffin - Prices from £420
- Flowers – Dependent on requirements. Families are always welcome to create their own tributes.

Exact third-party costs will be confirmed in your estimate.

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Company no. 14085871

Company Director Holly Lyon-Hawk

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## Payment terms and timescales

Following your initial consultation with a Gentle Endings Guide (Funeral Director), you will receive a clear and detailed estimate outlining the expected costs of the funeral arrangements.

Should you choose to proceed with Gentle Endings Funerals to create and support the ceremony, the following will apply:

- **Payment Terms:** Full payment is required before the funeral takes place. This is because we will have already begun providing our services and will have made advance payments to third parties on your behalf (such as burial or cremation fees, celebrants, florists, and venues).
- **Paying from the Estate:** In some cases, funeral costs may be recoverable from the estate of the person who has died. However, this process can take time to be administered, and funds may not be immediately available.
- **If You Need Financial Support:** If you are unable to pay in full upfront, you may wish to speak to other family members or trusted friends for support. Alternatively, please visit our [Finance Options](#) page, where you will find practical information on assistance schemes and financing solutions to help you manage funeral costs with dignity and ease.

### 1. Deposit Requirement

A non-refundable deposit of 75% of the estimated cost must be paid at the point of the *engagement of our services*. Further arrangements cannot proceed without this deposit.

### 2. Final Payment

The remaining 25% balance is due within 24 hours of the funeral taking place.

### 3. Late Payment Penalties

A 2% monthly interest charge will apply to overdue amounts (compounded). A £25 administration fee will also be applied.

### 4. Accepted Payment Methods

Bank transfer (preferred)

Cash (by arrangement only, in person)

Not accepted: Card payments, cheques, PayPal, or other apps

### 5. Cancellation Policy

The 75% deposit is non-refundable, as it covers preparatory work and time already committed.

If the funeral is cancelled within 24 hours of the scheduled service, up to 100% of the total estimated cost may still be charged.

### 6. Communication

Please notify Gentle Endings if you anticipate any difficulty meeting these payment terms, as early as possible.

Please pay via bank transfer to:

Gentle Endings Ltd Account no: 14389336 Sort code: 04-03-33

Payment Terms: Full payment is due by the agreed due date, as stated on the invoice.

If payment is not received within 5 working days of this date, a late payment charge of 2% per month and a £25 administration fee may be applied.

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## Disclosure of Interests

Gentle Endings Funerals Ltd has a financial interest in Gentle Endings Natural Burials.

Gentle Endings Funerals Ltd has no financial or ownership interest in any other crematorium, cemetery, burial ground, or third-party supplier.

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