

ROBERTS BROS. FUNERAL DIRECTORS



Guide to Funeral Pricing

Winter 2022

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Please note that all cost's and charges shown to the best of our knowledge and are subject to change, all costs and charges will be detailed in full at time of need

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Payment Terms

If you instruct us, you are legally responsible for paying the funeral expenses.

We will provide you with a written financial estimate of the funeral expenses and at the time of booking our services you will be asked to sign an agreement to accept this.

Deposit

We will request a deposit to be paid, no later than 48hrs in advance of the funeral date. Failure to pay the requested deposit will result in the funeral being cancelled or some elements not being provided.

The deposit will be calculated for you. This will usually be the total of the disbursements to be paid on your behalf or 50% of the total cost (whichever is greater). If the funeral is pre-paid and you request additional services, they will form your deposit.

When a D.W.P. application for help with funeral expenses is being made, the deposit will be the difference between any anticipated grant and the total funeral cost.

Final Account

The final account will be issued approximately 10 days after the funeral date. Unless we agree in writing, in advance of the funeral date, the invoice is due for payment within 30 days of the invoice date. Payments should be made in British Pounds by credit or debit card, BACS, cheque or cash.

If you do not pay in full by the due date we may charge interest on the overdue amount at the rate of 4% per month above the base rate of HSBC bank. Interest will accrue on a daily basis; compounded on the first day of each month until the date of payment. If we are required to take enforcement action to recover an outstanding debt, we may recover the cost of taking such action.

Help With Funeral Costs

You may be eligible for help towards the funeral costs from the Department of Work and Pensions if you are in receipt of qualifying benefits (See Page 23). You should inform us of your intention to apply for assistance as soon as possible so that we can help and advise you regarding this. We reserve the right to discuss this with your eligibility for any assistance to help calculate your deposit.

Paying by Instalments

We are not licenced to be able to offer credit.

Payment can be made by multiple instalments but must be by the due date.

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01978 756997 (24hrs)

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) £1577.00

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.	£ 382.00
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.	£ 170.00
Care of the deceased person before the funeral in appropriate facilities. The deceased person will be kept at the funeral director's branch premises.	£ 290.00
Providing a suitable coffin – this will be made from a yew wood effect veneer. (Tilston)	£ 345.00
Viewing of the deceased person for family and friends, by appointment with the funeral director (where viewing is requested by the customer)	£ 50.00
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 directors premises) in a hearse or other appropriate vehicle.	£ 340.00

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)	£ 780.00
Cremation (funeral director's charges plus the cremation fee)²	£1219.00

FEES YOU MUST PAY

For an Attended or Unattended burial funeral, the **burial fee**.¹ **£265 - £747**

In this local area, the typical cost of the burial fee for local residents is: **£ 747.00**

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**.² **£ 750.00**

In this local area, the typical cost of a cremation for local residents is: **£ 750.00**

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

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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:

Additional mileage (price per mile)	£ 1.15
Additional transfers of the deceased person's body (e.g. to their home, to a place of worship etc.) (price per transfer)	£ 95.00
Collection and delivery of ashes	£ 50.00
Embalming	£ 120.00
Funeral officiant (e.g. celebrant, minister of religion etc.)	£ 97 - £202
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.

¹ 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.

² 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.

This standard price list is a legal requirement, and must be published in this format by all funeral directors to allow you to compare the costs between different funeral directors in a clear and simple way.

*The **Attended Funeral** includes us taking care of the necessary legal and administrative arrangements to allow the funeral to take place. It includes transfer of the deceased to our care from within 15 miles of our premises. Care of the deceased at our premises in Pentre Broughton. Providing our 'Tilston' coffin. Viewing of the deceased, by appointment, within normal working hours. Provision of a hearse direct to the cemetery or crematorium. Provision of a funeral director and bearers.*

*The **Unattended Funeral** includes us taking care of the necessary legal and administrative arrangements for the committal. It includes transfer of the deceased to our care from within 15 miles of our premises. Care of the deceased at our premises in Pentre Broughton. Providing our 'Tilston' coffin. Provision of a hearse direct to the cemetery or crematorium. Provision of bearers.*

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'Direct' professional charge

- Provision of advice regarding registration and coroners procedure.
- Meeting with you either on the telephone or at our office to take your instructions.
- Provision of required statutory and non statutory documentation to allow cremation and to engage our services.
- Assistance to complete the above documentation and delivery to the relevant authorities.
- Provision of written confirmation of arrangement and estimate of cost's.
- Provision of three bearers in addition to the hearse driver.

Transfer of the deceased to our care*

- The provision of two of our own team of staff to transfer the deceased from any address (within 10 mile radius of our office) to our premises. The costing includes the use of a suitable vehicle, all necessary protective clothing, an ambulance-style stretcher with cover, sheets and identity bracelets as required.

'Direct' transfer of the deceased to the crematorium

- Provision of traditional hearse of our choice with driver; from our premises in Pentre Broughton direct to the Crematorium.

The Tilston Coffin & Simple Gown

- Tilston coffin as described in our current coffin brochure, with a simple traditional gown for dressing of the body.

The Direct Committal can be adapted to burial but will be subject to churchyard/ cemetery, minister, gravedigging and monumental mason costs in place of the charges to be paid on your behalf.

No other changes will be permitted to this choice of ceremony.

Please note that the full cost of the direct committal is payable when booking the funeral with us.

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The Simple Funeral

The information below explains how the costs of our Simple Attended funeral are broken down:

Our charges:

- | | |
|---|----------|
| • Our 'Simple' Professional charges as your funeral directors | £ 797.00 |
| • Transfer of the deceased to our private chapel of rest* | £ 95.00 |
| • Transfer to the crematorium in a traditional black hearse | £ 170.00 |
| • The Tilson Coffin | £ 345.00 |

Charges to be paid on your behalf (Disbursements):

- | | |
|---|----------|
| • Pentrebychan Crematorium Charge | £ 750.00 |
| • Form No. 4** (<i>Medical Certificate for Cremation</i>) | £ 82.00 |
| • Fee for Minister / Celebrant | £ 200.00 |

Total Cost £ 2439.00

- | | |
|--|----------------|
| * <i>Additional Charge outside normal working hours (Anytime - day or night)</i> | £ 75.00 |
| <i>Additional mileage is charged per mile after 20 Running Miles</i> | £ 1.15 |
| <i>Additional charge per extra staff member if required for transfer</i> | £ 45.00 |

- ** *Form No. 4 will not be required if the Coroner issues a Form No.6 for cremation.*

Please see page 10 over the page for additional services and their costs

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'Simple' professional charge

- Provision of advice regarding registration and coroners procedure.
- Meeting with you either on the telephone or at our office to take your instructions.
- Provision of required statutory and non statutory documentation to allow cremation and to engage our service's.
- Assistance to complete the above documentation and delivery to the relevant authorities.
- Provision of written confirmation and estimate of costs.
- Date and time of funeral convenient to both client and ourselves.
- Dressing of deceased in own clothes or traditional gown.
- Care of the deceased for up to 14 days, with use of our viewing rooms during normal working hours only.
- Viewing the deceased during normal working hours.
- Provision of funeral director to oversee the funeral service.
- Provision of pre-recorded music and music operator.
- Provision of an on-line announcement, memorial and donations collection page.

Transfer of the deceased to our care

- The provision of two of our own team of staff to transfer the deceased from any address (within 10 mile radius of our office) to our premises. The costing includes the use of a suitable vehicle, all necessary protective clothing for the staff, an ambulance-style stretcher with cover, sheets and identity bracelets as required.

Transfer of the deceased to the crematorium

- Provision of traditional hearse of our choice with driver from our premises in Pentre Broughton, via the family home and on to the Crematorium.

Tilston Coffin

- As described in our coffin brochure.

Please note that the full cost of the Simple Attended Funeral is payable when booking the funeral with us. This may be paid in conjunction with a D.W.P. application for help with funeral cost.

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Additional Professional Charges for Simple Funeral

We have tried to keep the costs of the simple funeral to a minimum. We also understand that you may wish to arrange a simple funeral but require the odd additional service not included.

Below is a brief list of costs for additional services not included in the simple funeral

Provision of matching limousine (Within 20 Running Miles)	£185.00
Attendance of a funeral arranger (Usually within normal working hours) at an address of your choice (within a 10 mile radius of our office) to discuss the funeral arrangements.	£ 30.00
Wording, (proofing if requested) and placing announcements in newspapers as required.	£ 20.00
Wording, proofing, collecting and delivering funeral stationery.	£ 20.00
Receiving, handling and administering physical donations, including banking, administration and postage of correspondence between the charity and the client.	£ 70.00
Delivery of floral tributes to one address (within a 10 mile radius of our office) following the funeral service.	£ 30.00
Provision of 3 additional professional, uniformed bearers as required.	£ 75.00
Collection of cremated remains from the local crematorium and delivery to an address within 10 miles of our office. (Halved if collection only)	£ 50.00
Storage of cremated remains for up to three months.	£ 30.00
Design and production of a visual memory presentations.	£ 45.00
Attendance at interment of cremated remains during normal working hours - this includes making the necessary arrangements with the required authorities, transferring floral tributes to the interment if required, attendance of a member of our team to assist and oversee the interment.	£ 55.00
Attendance at interment of cremated remains outside of normal working hours, or on a weekend or Bank Holiday - this includes making the necessary arrangements with the required authorities, transferring floral tributes to the interment, attendance of a member of our team to assist and oversee the burial.	£ 85.00
Hire of White Silk Flower Coffin Spray (3ft)	£ 35.00

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Our Traditional Service

This is the type of funeral service we have offered to our clients for over 70 years.

'Traditional' professional charges

Funeral service in one venue followed by burial or cremation elsewhere	£ 1095.00
Cremation ceremony at crematorium chapel only	£ 995.00
Burial with graveside service only	£ 955.00

Our traditional professional charge may include, but may not be limited to any of the following services as required or requested:-

- Provision of a 24hour, 365day, internally staffed telephone support and advice service.
- Care and presentation of the deceased, including hygienic treatment when required, use of our private visiting rooms (*by appointment only*).
- Attendance of a funeral arranger (Usually within normal working hours) at an address of your choice (within a 10 mile radius of our office) or at our office to discuss the funeral arrangements.
- Fully staffed reception available Monday - Friday 8:30am to 5:45pm. & 9:30am - 12noon Sat.
- Liaison with all required statutory authorities - e.g. ministers, churches, cemeteries, crematoria, coroners office, doctors, hospitals etc. including all telephone calls.
- Help and advice on registering a death.
- Provision of any photocopies of funeral-related documents.
- Providing and making arrangements for the completion of all relevant forms.
- Collection of all necessary forms, and delivery of all forms to the relevant authorities.
- Providing full and clear advice on all funeral-related services available.
- Confirming funeral arrangements in writing to the family and/or clergy.
- Wording, (proofing if requested) and placing announcements in newspapers as required.
- Providing full colour brochures for floral tributes, ordering from our florist, providing message cards and laminating message cards.

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- Wording, proofing, collecting and delivering funeral stationery.
- Booking and confirming reception venues and liaising with caterers as required.
- Dealing with all enquiries relating to the funeral.
- Receiving and transporting floral tributes.
- Providing a funeral director to deal with mourners, conduct the funeral and provide guidance and control during the funeral ceremony.
- Provision of a wheelchair and step-ramp when requested.
- Provision of pre-recorded music, with all broadcast equipment and operator.
- Provision of generator for audio power at graveside when required for P.A. system.
- Provision of temporary seating for graveside service (when requested)
- Provision of a choice of coffin drapes and flags.
- Provision of a polished stainless steel-wheel bier to support the coffin.
- Provision of an on-line announcement, memorial and donations collection page.
- Receiving, handling and administering donations, including banking, administration and postage of correspondence between the charity and the client.
- Delivery of floral tributes to one address (within a 10 mile radius of our office) following the funeral service.
- Provision of an usher to reserve seating and ensure the venue is prepared as required prior to the arrival of the funeral cortège.
- Provision of professional, uniformed bearers as required.
- Collection of cremated remains from the local crematorium and delivery to an address within 10 miles of our office.
- Storage of cremated remains for up to three months.
- Design and production of a visual memory presentations.
- Taking fingerprints for memorial jewellery (when requested).
- The provision of umbrellas for main mourners (when required)

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Additional Traditional Professional Charges

Our traditional professional charge covers a huge range of services we provide.

Below is a brief list of costs for additional services not included in our traditional professional fee.

Additional professional charge for a funeral service on a Saturday, Sunday or Bank Holiday day.	£250.00
Interview to arrange funeral service outside of normal working hours (per hour).	£ 30.00
Transfer of the deceased using our traditional hearse, with driver and conductor to a family address or church during normal working hours prior to the funeral service.	£ 95.00
Provision of additional bearers for above (per bearer) during normal working hours.	£ 22.00
Embalming (when required or requested)	£120.00
Transfer of the deceased using our hearse, with driver and conductor to a family address or church outside normal working hours prior to the funeral service.	£145.00
Provision of additional bearers for above (per bearer) outside normal working hours.	£ 33.00
Attendance at interment of cremated remains during normal working hours - this includes making the necessary arrangements with the required authorities, transferring floral tributes to the interment if required, attendance of a member of our team to assist and oversee the interment.	£ 55.00
Attendance at interment of cremated remains outside of normal working hours, or on a weekend or Bank Holiday - this includes making the necessary arrangements with the required authorities, transferring floral tributes to the interment, attendance of a member of our team to assist and oversee the interment.	£ 85.00

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Transfer of the deceased into our care

The provision of two of our own team of staff to transfer the deceased from any address (within 10 mile radius of our office) to our premises. The costing includes the use of a suitable vehicle, all necessary protective clothing for the staff, an ambulance-type stretcher with cover, sheets and identity bracelets as required.

- Within normal working hours (*Mon - Fri, 8:30am - 5pm excluding Bank Holidays*) **£ 95.00**
- Outside normal working hours (*Anytime - day or night*) **£ 170.00**
- Additional mileage is charged per mile after 20 running miles **£ 1.15**
- Additional charge per extra staff member required **£ 45.00**

Funeral Vehicles

Our fleet of vehicles are all generally expected to be involved in a funeral service for approximately up to three hours and generally within 10 miles of our office, additional waiting and travel time may incur additional charges, please see our vehicle brochure for full details:-

- Provision of our Jaguar XJ hearse and driver. **£ 170.00**
- Provision of our matching limousine and driver. (*Six Passengers*) **£ 185.00**
- Provision of our matching Jaguar saloon vehicle. (*Three Passengers*) **£ 75.00**
- Provision of our wheelchair accessible vehicle (W.A.V.). **£ 135.00**
- Additional charge for collection from reception venue (W.A.V only). **£ 50.00**
- Provision of transport for priest / minister. **£ 25.00**
- Additional mileage for all vehicles after 20 running miles (*per mile, per vehicle*) **£ 1.15**
- Horse drawn hearse and two black horses **£ 850.00**
Horse drawn hearse and two white horses **£ 940.00**
Horse drawn hearse and four black horses **£1440.00**
Horse drawn hearse and four white horses **£2400.00**

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Wooden Grave Markers

Three-quarter Inch thick - 2 Foot length	£ 38.00
Three-quarter Inch thick - 4 Foot length	£ 47.00
Inch and Three-quarter thick - 4 Foot length	£ 79.00

Visual Memory Presentations

Please note some crematoriums charge extra to display presentations

Provide display equipment and operator at funeral	£180.00
Provide display equipment and operator for funeral reception	£180.00
Staff member (Operator) after first 2 hours (Per Hour)	£ 25.00

Live Stream / Funeral Recordings

Provision of private on-line Live Stream and 12 month recorded link.

Recording ceremony at one location	£ 90.00
Recording ceremony at two locations	£150.00

Some crematoriums are able to livestream funeral service's using fixed internal equipment, where this is possible, this will be the more cost effective option, we will be able to provide this information to you.

Dove Release

Up to 3 doves	£ 155.00
4 - 8 doves	£ 255.00

Celtic Piper **From £ 150.00**

Bugler **From £ 150.00**

Coffins and Caskets

[Please see coffin and casket brochure](#)

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Cremated Remains Urns

[Please see cremated remains brochure](#)

Floral Tributes

[Please see floral tribute brochure](#)

Stationary

[Please see printing brochure](#)

Memorial Jewellery and Keepsakes

Please ask for supplier brochures or on-line links. All brochures and links will have individual supplier charges detailed.

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A Guide To Disbursements

Disbursements are payments made by us on your behalf to allow the funeral arrangements to proceed, such as the likes of ministers, churches, organists, cemeteries, crematoria, florists, reception venues etc. We cannot list every disbursement, but below are a few local examples, correct at time of print. We are able to provide full and detailed information for you at any time.

Minister / Officiant Costs

Vicar / Minister / Priest (Wales)	£ 85.00 - £ 105.00
Vicar / Minister / Priest (England)	£ 100.00 - £ 199.00
Civil Celebrant	£ 150.00 - £ 200.00

Organist Costs

Crematorium or Church (Per Location)	£ 50.00 - £ 80.00
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Cremation Costs

Medical Certificates for Cremation Form No. 4	£ 82.00
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Pentrebychan (Wrexham) Crematorium:

Direct Committal 8:45am (No attendance permitted)	£ 439.00
30 Minutes Use of Chapel (standard cremation time slot)	£ 750.00
30 Minutes Time Extension	£ 157.00
Witness Scattering Fee	£ 42.00
Livestream - Service not provided by Crematorium	

Blacon (Chester) Crematorium:

Direct Committal 8:45am (Resident - No attendance permitted)	£ 492.00
Direct Committal 8:45am (Non-Resident - No attendance permitted)	£ 541.00
30 Minutes Use of Chapel (standard time slot - Chester Resident)	£ 911.00
30 Minutes Use of Chapel (standard time slot - Non Chester Resident)	£ 1002.00
30 Minute Time Extension	£ 117.00
Witness Scattering Fee	£ 42.00
Webcasting Service	£ F.O.C.

Flintshire Crematorium

Direct Committal 8:30am (No attendance permitted)	£ 410.00
40 Minutes Use of Chapel (Early Service time 9am or 10am)	£ 840.00
40 Minutes Use of Chapel (11am - 4pm)	£ 945.00
90 Minutes Use of Chapel (11am - 4pm)	£1075.00

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40 Minutes Use of Chapel (Saturday Service)	£1350.00
Livestream Service	£70.00 - £85.00
Visual Tribute	£ 27.00

Full Grave Burial Costs

Grave Costs

Churchyard Burial (<i>Church in Wales, inc. Registration Fee, New or existing</i>)	£ 493.00
Pentre Broughton Cemetery (New or Existing - Resident)	£ 400.00
Pentre Broughton Cemetery (New or Existing - Non-Resident)	£1500.00
Coedpoeth Cemetery (New Grave - Resident)	£ 540.00
Coedpoeth Cemetery (New Grave - Non-Resident)	£ 672.00
Coedpoeth Cemetery (Re-Opening - Resident)	£ 430.00
Coedpoeth Cemetery (Re-Opening - Non-Resident)	£ 539.00
Llay Cemetery (New Grave - Resident)	£ 90.00
Llay Cemetery (New Grave - Non-Resident)	£1493.00
Llay Cemetery (Re-Opening - Resident)	£ 85.00
Llay Cemetery (Re-Opening - Non-Resident)	£ 550.00
Holt Cemetery (New Grave - Resident)	£ 100.00
Holt Cemetery (New Grave - Non-Resident)	£ 500.00
Holt Cemetery (Re-Opening - Resident)	£ 50.00
Holt Cemetery (Re-Opening - Non-Resident)	£ 100.00
Marchwiell Cemetery (New Grave - Resident)	£ 450.00
Marchwiell Cemetery (New Grave - Non-Resident)	£ 900.00
Marchwiell Cemetery (Re-Opening - Resident)	£ 300.00
Marchwiell Cemetery (Re-Opening - Non-Resident)	£ 600.00
Ruabon Cemetery (New Grave - Resident)	£ 600.00
Ruabon Cemetery (New Grave - Non-Resident)	£1500.00
Ruabon Cemetery (Re-Opening - Resident)	£ 250.00
Ruabon Cemetery (Re-Opening - Non-Resident)	£ 625.00

Plus Grave Digging Costs for all of above **£ 220.00 - £ 320.00**

Gresford Cemetery (New Grave - Resident, Inc. Digging)	£ 710.00
Gresford Cemetery (New Grave - Non-Resident, Inc. Digging)	£1905.00
Gresford Cemetery (Re-Opening - Resident, Inc. Digging)	£ 290.00
Gresford Cemetery (Re-Opening - Non-Resident, Inc. Digging)	£ 750.00
Rhos Cemetery (New Grave - Resident, Inc. Digging)	£ 517.00
Rhos Cemetery (New Grave - Non-Resident, inc. Digging)	£1564.00
Rhos Cemetery (Re-Opening - Resident, Inc. Digging)	£ 344.00
Rhos Cemetery (Re-Opening - Non-Resident, Inc. Digging)	£ 846.00

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Wrexham (Plas Acton) Cemetery - New Plot Purchase (<i>Plus Grave Digging</i>)	£ 963.00
Wrexham (Plas Acton & Ruabon Road) Grave Digging - First interment	£ 963.00
Wrexham (Plas Acton & Ruabon Road) Grave Digging - Second interment	£ 931.50
Wrexham (Plas Acton & Ruabon Road) Grave Digging - Final interment	£ 747.00
W.C.B.C. Grave Transfer Fee	£ 56.00

Cremated Remains Plots

Churchyard Burial (Church in Wales, New or Existing plot)	£ 165.00
Pentre Broughton Cemetery (New or Existing - Resident)	£ 200.00
Pentre Broughton Cemetery (New or Existing - Non-Resident)	£ 600.00
Coedpoeth Cemetery (New Plot - Resident)	£ 275.00
Coedpoeth Cemetery (New Grave - Non-Resident)	£ 343.00
Coedpoeth Cemetery (Re-Opening - Resident)	£ 220.00
Coedpoeth Cemetery (Re-Opening - Non-Resident)	£ 275.00
Holt Cemetery (New Grave - Resident)	£ 50.00
Holt Cemetery (New Grave - Non-Resident)	£ 100.00
Holt Cemetery (Re-Opening - Resident)	£ 25.00
Holt Cemetery (Re-Opening - Non-Resident)	£ 50.00
Marchwiell Cemetery (New Grave - Resident)	£ 250.00
Marchwiell Cemetery (New Grave - Non-Resident)	£ 500.00
Marchwiell Cemetery (Re-Opening - Resident)	£ 250.00
Marchwiell Cemetery (Re-Opening - Non-Resident)	£ 500.00
Plus Grave Digging Costs for all of above	£ 90.00
Ruabon Cemetery (New Grave - Resident, inc. Digging)	£ 400.00
Ruabon Cemetery (New Grave - Non-Resident, inc. Digging)	£1000.00
Ruabon Cemetery (Re-Opening - Resident, inc. Digging)	£ 150.00
Ruabon Cemetery (Re-Opening - Non-Resident, inc. Digging)	£ 375.00
Llay Cemetery (New Grave - Resident, inc. Digging)	£ 115.00
Llay Cemetery (New Grave - Non-Resident, inc. Digging)	£ 796.00
Llay Cemetery (Re-Opening - Resident, inc. Digging)	£ 85.00
Llay Cemetery (Re-Opening - Non-Resident, inc. Digging)	£ 354.00
Wrexham (Plas Acton) Cemetery - New Plot Purchase (Plus digging fee)	£ 477.00
Wrexham (Plas Acton & Ruabon Road) Cemetery - Grave Digging	£ 382.50

Please note that some burial grounds and gravediggers charge extra for Saturday or bank holiday burials.

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Press Announcements (Approximate pricing)

Leader	£ 90.00
North Wales Daily Post	£ 95.00
Liverpool Daily Post	£ 95.00
Shropshire Star	£ 90.00
Daily Telegraph	£ 500.00+
The Times	£ 500.00+
<i>Other publications can also be priced for you</i>	

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Funeral Estimate

A typed estimate is a typical example of how a traditional funeral estimate will be sent you when the funeral arrangements are confirmed in writing.

<p>Client Name Client Address Address Address Post Code</p>	<p>Date:..... Our Ref:</p>
<p>Estimate of Funeral Costs for the late</p>	
<p><i>Our Professional Charges for arranging the funeral in accordance with instructions. Including preparation and care of the deceased; use of our Private Chapel of Rest; preparation of paperwork and liaison with the appropriate authorities as necessary, attendance of Funeral Director and staff to conduct funeral, including all telephone calls etc.</i></p>	
<p>Transfer of the deceased to Our Private Chapel of Rest.</p>	<p>£ 995.00</p>
<p>Provision of Polished oak finish coffin, furnished with six bearer handles, name plate and matching ornaments, complete with lining and best interior.</p>	<p>£ 95.00</p>
<p>Provision of Hearse from House</p>	<p>£ 395.00</p>
<p>Provision of One following limousine</p>	<p>£ 170.00</p>
	<p>£ 185.00</p>
<p>Estimated total of our charges</p>	<p><u>£1,840.00</u></p>
<p><u>Payments to be made on your behalf:</u></p>	
<p>Pentrebychan Crematorium, Wrexham</p>	<p>£750.00</p>
<p>Medical Certificate for Cremation (Form 4)</p>	<p>£ 82.00</p>
<p>Fee for Rev Hughes</p>	<p>£100.00</p>
<p>Organist -</p>	<p>£ 50.00</p>
<p>Design and print Orders of Service</p>	<p>£ 87.00</p>
<p>Death Notice - The Leader</p>	<p>£ 91.00</p>
<p>Floral D.A.D.</p>	<p>£120.00</p>
<p>Floral Coffin Spray</p>	<p>£150.00</p>
<p>Estimated Disbursements</p>	<p><u>£1,430.00</u></p>
<p>Estimated Total</p>	<p><u>£3270.00</u></p>
<p>Deposit Required</p>	<p>£1,430.00</p>

Total of our charges including your choice of coffin

Total of the payments to be made on your behalf (Disbursements)

Total cost for you to pay

Deposit to be paid before the funeral

Please note that this document design is typical of how our estimate and invoice will be displayed when sent to you.

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The Funeral Account

All of our estimates and funeral accounts are broken down in to two elements.

Our charges:

The first part of a funeral account includes but is not limited to the following:

- Our Professional charges as funeral directors.
- Transfer of the deceased to our private chapel of rest.
- Preparation and care of the person who has passed away, including any hygienic treatment if necessary.
- Your chosen coffin or casket.
- Urns or caskets for cremated remains.
- Grave markers.
- Arranging the interment of cremated remains.
- Transfer of the deceased to a church or house prior to the funeral service.
- Printing funeral stationary.

Our charges are set by us, based on the type of services you require from us, and based on the cost of products we supply.

Payments made on your behalf (Also known as disbursements):

The second part of a funeral account includes any charges that we pay on your behalf, these are referred to a disbursements and will include any service or product we arrange for you but do not supply ourselves such as:

- Fees for the crematorium, cemetery or gravedigging.
- Fees for statutory medical certificates (for cremation).
- Fees for the minister or celebrant, church or organists.
- Newspaper notices and announcements.
- Reception venues and catering.
- Floral tributes.

Disbursements are charged to you at the same cost as they are charged to us, we do not add additional charges to these items but may occasionally be paid commission by the supplier.

Department of Work & Pensions Help with Funeral Costs

The following are extracts from the D.W.P. website (April 2021)

You could get a Funeral Expenses Payment (also called a Funeral Payment) if you get certain benefits and need help to pay for a funeral you're arranging.

If you receive money from the deceased's estate

Your Funeral Expenses Payment will be deducted from, by any money you get from the deceased's estate.

The estate includes any money or property they had but not a house or personal things left to a widow, widower or surviving civil partner.

What you'll get

Funeral Expenses Payment can help to pay for some of the costs of the following:

- burial fees for a particular plot
- cremation fees, including the cost of the doctor's certificate
- travel to arrange or go to the funeral
- the cost of moving the body within the UK, if it's being moved more than 50 miles
- death certificates or other documents

You can also get up to £1,000 for any other funeral expenses, such as funeral directors fees, flowers or the coffin. The payment will not usually cover all of the costs of the funeral. How much you get depends on your circumstances. This includes any other money that's available to cover the costs, for example from an insurance policy or the deceased person's estate.

How the money is paid

Funeral Payment is paid into your bank, building society or credit union account if you've already paid for the funeral. The money will be paid directly to the organiser of the funeral (for example, the funeral director) if you haven't paid yet.

Eligibility

To get Funeral Payment you must:

- Be arranging a funeral in the U.K.
- Meet the rules on your relationship with the deceased
- Get certain benefits or tax credits

Rules on your relationship with the deceased

You must be one of the following:

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- The partner of the deceased when they died.
- A close relative or close friend of the deceased.
- The parent of a baby stillborn after 24 weeks of pregnancy.
- The parent or person responsible for a deceased child who was under 16 (or under 20 and in approved education or training)

Benefits and tax credits you must get

You (or your partner) must get one or more of the following:

- Income Support
- income-based Jobseeker's Allowance
- income-related Employment and Support Allowance
- Pension Credit
- Housing Benefit
- the disability or severe disability element of Working Tax Credit
- Child Tax Credit
- Universal Credit

You can still claim a Funeral Payment if you've applied for these benefits and you're waiting to hear about your claim. If you were responsible for a deceased child but you're not their parent, the non resident parent must get one or more of these benefits. If there's a close relative of the deceased who isn't getting one of these benefits, you might not be able to claim a Funeral Payment.

Make a claim

You must apply within 6 months of the funeral, even if you're waiting for a decision on a qualifying benefit. You can make a claim before the funeral if you've got an invoice or contract from the funeral director. You can't make a claim with an estimate.

If you get Universal Credit, you won't get a decision on your claim until after your next payment.

There's a different way to claim if you live in Northern Ireland.

How to claim

Claim by phone by calling the Bereavement Service helpline.

Monday to Friday, 9:30am to 3:30pm

Telephone: 0800 731 0469

Welsh language: 0800 731 0453

Textphone: 08007310464

Welsh language: 08007310456

An adviser will also help you claim any other bereavement benefits you may be entitled to.

You can also claim by post. Download and fill in the claim form SF200, then send it to the address on the form.

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www.pentrebroughton.co.uk

01978 756997 (24hrs)

Complaints Procedure

We are committed to providing high-quality facilities and services to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us with the details as soon as possible. Depending on the problem we will aim to respond immediately to resolve the matter.

1. Roberts Bros has three senior company directors, Mr Richard Roberts, Mr Philip Roberts and Mrs Susan Roberts, any of the three directors will be willing to discuss your complaint or receive your comments on our services. If your complaint is about one of the directors, please feel confident in contacting one of the other directors about this.
2. Your complaint should be made either verbally or in writing.
3. Your complaint will be acknowledged in the same way in which it is made (i.e. verbally or in writing etc..)
4. Details of the complaint will be taken, and thoroughly investigated with whoever was concerned, any incident will be treated seriously and objectively
5. The complaint will be dealt with efficiently, positively and objectively.
6. We will continue to liaise with you on a regular basis and will keep you informed of the results of our investigations.
7. Depending on the findings, if our company is at fault, we will endeavour to resolve the matter to your satisfaction.

What if I'm still not satisfied?

Through its 'NAFD Resolve' Scheme, the National Association of Funeral Directors provides a dedicated procedure for clients who feel they have not received the service they desired. To use this service a complaint must be made within twelve months of the date of the funeral. If you are unable to reach a resolution of the issues with us you should contact NAFD Resolve at 618 Warwick Road, Solihull, West Midlands B91 1AA, which provides independent conciliation and arbitration through IDRS Ltd (the Centre for Effective Dispute Resolution).

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Am I eligible for the NAFD Resolve service?

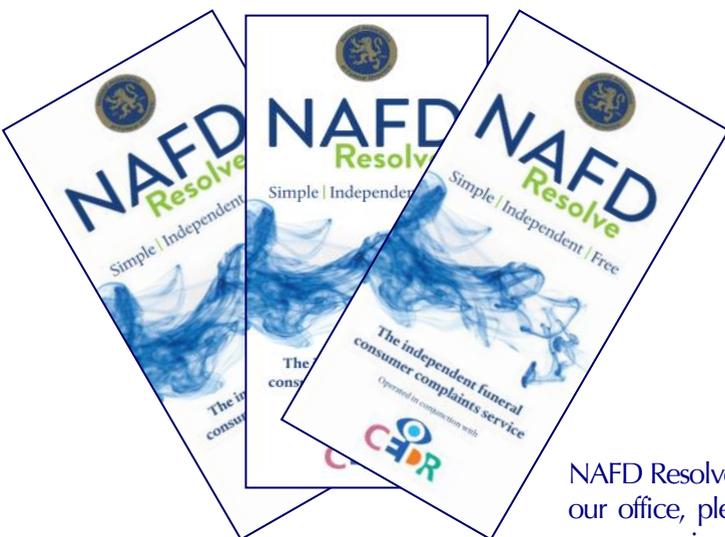
To make a complaint using NAFD Resolve, the funeral director you're making the complaint against must be a member of the National Association of Funeral Directors (or have been a member at the time they provided the service you're complaining about), we are members.

We must also have provided you with one of the following;

- A funeral,
- A direct cremation / burial,
- A funeral related product / service costing in excess of £1,000.00.

The complaint must also be made within 12 months of whichever is the latter;

- The date on which the contract was entered into,
- The date of the burial or cremation,
- The date on which the contract was (or should have been) fulfilled.



NAFD Resolve literature is always available in our office, please feel free to pick one up if you require more information or visit www.nafd.org.uk

Our Family, Helping Your Family, Since 1952

www.pentrebroughton.co.uk 01978 756997 (24hrs)

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