

This funeral plan is provided by Memoria Funerals which is a trading name of Memoria Funeral Plans Limited, Units 1 & 2, Willows Gate, Stoke Lyne Road, Stratton Audley, OX27 9AU.

This document explains what is and is not included in your funeral plan, how you will pay for your plan and how to make changes. Please ensure you read this carefully. Please note this is a summary of your plan; please refer to our pre-contractual documentation and terms and conditions or contact us using the details below for further details.

What products and services are included in the Personal Plan?

- Funeral Directors fees, services and cremation fees
- Funeral service at an off-peak time in the morning
- Your choice of any crematorium in mainland UK
- Specialist family support 24 hours a day
- Collection of the deceased from anywhere in mainland UK
- Care of the deceased in a professional mortuary
- Quality wood coffin
- Removal of pacemakers
- Support with funeral arrangements and paperwork
- Online funeral notice for friends and family
- Provision of ashes for collection, or scattered in the memorial gardens

What products and services are NOT included in the Personal Plan?

- x Hand delivery of ashes
- x Embalming or viewing the deceased
- x Funeral service at peak times
- x Larger coffin
- x Burial

What products can I add to the Personal Plan at an additional cost?

- Hearse - £400
- Limousine - £250
- Officiant - £250

How do I pay for my plan?

You can pay for your plan in one single lump sum or 60 monthly instalments, over the phone, via paper application in the post or online.

How do I make changes to my plan?

If you would like to make any changes to your Funeral Plan, you can do so by contacting us. If You would like to make changes to your Funeral Plan, or change your payment method, there may be related costs. You can change your personal funeral wishes at any time.

If you would like to contact us please call us on the phone number or email below, or write to us at Memoria Funerals, Units 1 & 2, Willows Gate, Stoke Lyne Road, Stratton Audley, OX27 9AU.