

TEWHICKTON.CO.UK

Hickton Family Funeral Directors

Our Family Are Here, To Help Yours



FUNERAL SERVICE GUIDE

FROM MARCH 2025

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Hickton Family
General Directors
for E.W. Hickton Ltd

WHITMC



OUR FAMILY ARE HERE, TO HELP YOURS

The company was first established in 1909 and is currently in its fourth generation of ownership, under the personal attention of Ross, Greg and Jodie Hickton. Our family and our staff are here to guide and support you with the utmost care and guidance following the loss of a loved one.

The Hickton family have been funeral directors since 1909. The family business started in Cradley Heath in the Black Country originally as local builders, but also the conducting of funerals. Over time, the company gave up the building arm and dedicated itself as a funeral directing business.

The company has funeral home branches across the West Midlands, enabling them to serve all areas with care, dignity and respect. Many funeral directors in the region have sold their companies to much larger corporate entities, losing the family ownership and care only a family-owned business can give. The Hickton family saw this happening and grew their business to ensure families have a family-owned funeral director to turn to in their time of need. They uphold their age-old traditions with a modern 21st century view on death, bereavement and business management.

Originally the local undertakers of Cradley Heath, they are now one of the leading funeral directors in the West Midlands with funeral home branches in Cradley Heath, Halesowen, Bartley Green, Castle Bromwich, Penn and Codsall. In early 2023, the family funeral business opened a new funeral home in Kidderminster, and a further location on Comberton Hill in Kidderminster opened in 2025.

The family also own Jones Memorials of Dudley, a long-established memorial stonemasonry company dating back to 1881, able to provide quality memorial headstones and grave services.

1ST GENERATION



THE LATE JOSEPH ELEY WHITMORE HICKTON

1885-1961

Joe was a well-known carpenter, builder, councillor and one-time mayor of Rowley Regis. He founded the funeral business in 1909 and in 1921 moved to Lower High Street where we are today.



THE LATE ROSE HICKTON

1890-1952

Rose, wife of Joe, was the local midwife and supported Joe with the business. The local saying at the time was that "she brought them in to the world, and he takes them out" - people still mention this today.

2ND GENERATION



THE LATE JOSEPH WILLIAM WHITMORE HICKTON

1921-2000

Bill came into the business in 1937 and worked closely with his father. Upon Joe's retirement, Bill took over the business and it flourished further. Bill is fondly remembered today by the community.

3RD GENERATION



THE LATE TREVOR ELEY WHITMORE HICKTON

1955-2024

Trevor came into the business in 1971 working with his father Bill and helped build the business to the strength and size it is today. Trevor passed away in 2024 and is sadly missed by the family and the local community.

4TH GENERATION



ROSS WHITMORE HICKTON

1990

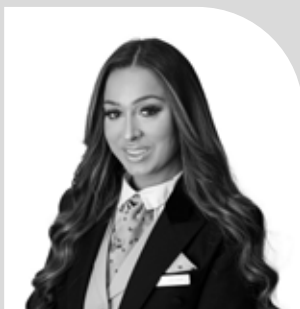
Ross came into the business in 2006; he learnt and worked in all aspects of the business. Today he conducts and looks after families on the day of the funeral, and manages the day-to-day running of the company.



GREG WHITMORE HICKTON

1992

Greg joined the business in 2010; he learnt and worked in all aspects of the business. Today he mainly conducts and arranges funerals across the company.



JODIE LOUISE WHITMORE HICKTON

1994

Jodie joined the business in 2014, learning how the office and the funeral arrangement process worked. Today she is based at Cradley Heath and manages all of the funeral arrangements across the company.

OUR LOCATIONS



CRADLEY HEATH

Whitmore House,
8-11 Lower High Street,
Cradley Heath, B64 5AB

Mon-Fri | 9am-5pm
Sat | 9am-12pm

01384 569569
contact@tewhickton.co.uk



CODSALL & BILBROOK

9 Bilbrook Road,
Codsall, South Staffs,
WV8 1EU

Mon-Fri | 9am-3pm

01902 539317
codsall@tewhickton.co.uk



HALESOWEN

181 Stourbridge Road,
Halesowen,
B63 3UD

Mon-Fri | 9am-5pm

0121 289 4540
halesowen@tewhickton.co.uk



CASTLE BROMWICH

320 Bradford Road,
Castle Bromwich,
B36 9AD

Mon-Fri | 9am-5pm
Sat | 9am-12pm

0121 747 7900
castlebromwich@tewhickton.co.uk



BARTLEY GREEN

2 Curdale Road,
Bartley Green,
B32 4HB

Mon-Fri | 9am-4pm

0121 478 1200
bartleygreen@tewhickton.co.uk



JONES MEMORIALS

Eley House,
140 Wellington Road,
Dudley, DY1 1UA

Mon-Fri | 9am-5pm
Sat | 9am-12pm

01384 252337 
jonesmemorials@tewhickton.co.uk 



WOLVERHAMPTON

262 Penn Road,
Wolverhampton,
WV4 4AD

Mon-Fri | 9am-3pm

 01902 338888
 penn@tewhickton.co.uk



KIDDERMINSTER & STOURPORT

6 Lisle Avenue,
Kidderminster,
DY11 7DE

Mon-Fri | 9am-3pm

 01562 66903
 kidderminster@tewhickton.co.uk



KIDDERMINSTER COMBERTON HILL

10 Comberton Hill,
Kidderminster,
DY10 1QG

Appointment only

 01562 215211
 kidderminster@tewhickton.co.uk

REGISTERING AND CERTIFYING A DEATH

The process to verify, certify and register a death in England and Wales is as follows for each location where death occurs.

What to do if someone dies at home

1. With the death being expected, we recommend you call their GP surgery immediately or the out-of-hours doctor on 111. Once in attendance, a doctor will verify the death. If the death is sudden, we recommend you call 999 immediately, and they will advise on whether they are sending paramedics, police or a doctor to verify and attend the death.
2. Once the death has been verified, you may call us on any of our funeral home numbers to attend the death and transfer the deceased person into our care.
3. The GP, or a Medical Practitioner who has seen the deceased within their lifetime, will complete a Medical Cause of Death Certificate (MCCD); this may be issued at the time of verifying the death or in the following days. If the death was sudden, suspicious or there is no clear cause of death, the death may be referred to His Majesty's Coroner.
4. Once the MCCD has been completed, it will be emailed to the area Medical Examiner's office to be scrutinised and approved. The Medical Examiner or their officers will be in touch with you to confirm the circumstances surrounding the death. Once approved, the MCCD will be emailed to the Registry office, to enable the death to be registered.
5. Once the MCCD has been issued to the Registry office, you will have five days to register the death.

The registrars will be in touch.

What to do if someone dies in a nursing or care home

1. The home staff will call the GP or out-of-hours doctor to attend and verify the death; once this has happened, the staff at the home will call us to transfer the deceased into our care, if you have already nominated a funeral director. If not, they may ask you as the family to contact one direct.
2. Once the death has been verified, you may call us, or the home may already have on any of our funeral home numbers to attend the death and transfer the deceased person into our care.
3. The GP, or a Medical Practitioner who has seen the deceased within their lifetime, will complete a Medical Cause of Death Certificate (MCCD); this may be issued at the time of verifying the death or in the following days. If the death was sudden, suspicious or there is no clear cause of death, the death may be referred to His Majesty's Coroner.
4. Once the MCCD has been completed, it will be emailed to the area Medical Examiner's office to be scrutinised and approved. The Medical Examiner or their officers will be in touch with you to confirm the circumstances surrounding the death. Once approved, the MCCD will be emailed to the Registry office, to enable the death to be registered.
5. Once the MCCD has been issued to the Registry office, you will have five days to register the death.

The registrars will be in touch.

What to do if someone dies in a hospital or hospice

1. The bereavement team at the hospital or hospice will generally contact the next of kin to inform them of the death if family are not present.
2. The Bereavement Office at the hospital will be in touch regarding the next steps which will be as follows;
3. The Doctor from the hospital, or a Medical Practitioner who has seen the deceased within their lifetime, will complete a Medical Cause of Death Certificate (MCCD); this may be issued at the time of verifying the death or in the following days. If the death was sudden, suspicious or there is no clear cause of death, the death may be referred to His Majesty's Coroner.
4. Once the MCCD has been completed, it will be emailed to the hospital Medical Examiner's office to be scrutinised and approved. The Medical Examiner or their officers will be in touch with you to confirm the circumstances surrounding the death. Once approved, the MCCD will be emailed to the Registry office, to enable the death to be registered.
5. Once the MCCD has been issued to the Registry office, you will have five days to register the death.

The registrars will be in touch.



NOTES ON THE ABOVE

Deaths must be registered in the borough where the death happened.

Deaths which take place outside of hospital will be referred to the Medical Examiner for the NHS Trust to which their GP surgery is part of.

Deaths which are reported to HM Coroner are reported to the Coroner's office for the borough the death occurred in.



REGISTERING AND CERTIFYING A DEATH

How to register a death

You will need to take, or ensure the registrars already have:

- ID for the deceased – this could be a passport, NHS number, driving licence, council tax bill (take as many as possible).

Once registered, you will then be given:

- Certificate of Registration of Death (form BD8) – you may need to fill this in and return it if the person was getting a State Pension or benefits.
- Official copy of entry of death certificate – 'The Death Certificate'.
- Registrar's Certificate for Burial or Cremation (Green Form) – we as the funeral director will need this ASAP. Please ask for it to be emailed to us.

If the death is referred to HM Coroner

In a number of cases – where the cause of death is unclear, sudden or suspicious – the Medical Examiner, hospital or registrar will report the death to the coroner. The coroner must then decide if there should be further investigation and post-mortem to find the cause of death. The registrar cannot register the death until the coroner's decision is made.

In such cases, the Death Certificate will be issued direct to the next of kin from the Coroner's Office and the relatives must then go to the Registrar to register the death when instructed to. When an inquest is to be held, the death cannot be registered until the conclusion of the inquest, but a certificate will normally be issued at the opening of the inquest to allow the funeral to take place.

CONTACT DETAILS

Medical Examiner Offices:

Sandwell and West Birmingham Hospitals NHS Trust: B71 4HJ
Email: swbh.medical-examiners-officer@nhs.net;
swbh.me-office@nhs.net **Tel:** 0121 507 3473 / 3099 / 3228

The Dudley Group NHS Foundation Trust: DY1 2HQ
Email: dgft.medicalexaminer@nhs.net
Tel: 01384 456 111 ext 3250, 3251

The Royal Wolverhampton NHS Trust: WV10 0QP
Email: rwh-tr.medicalexaminerservice@nhs.net
Tel: 01902 445863; 01902 695942

University Hospitals of North Midlands NHS Trust: ST4 6QG
Email: medicalexaminer.uhnm@nhs.net
Tel: Royal Stoke office (main site): 01782 675597

University Hospitals Birmingham NHS Foundation Trust: B15 1NU
Email: medicalexaminers@uhb.nhs.uk; mesupportteam@uhb.nhs.uk
Tel: 0121 371 2454

Worcestershire Acute Hospitals NHS Trust: WR5 1DD
Email: wah-tr.medicalexaminers@nhs.net
Tel: 01905 733087; 01905 760762

Registry Office Numbers & Addresses:

Dudley Borough Register: Priory Park, Dudley DY1 4EU or Castle Street, Dudley DY1 1LQ or Stourbridge Building, Cemetery Road, Lye DY9 8AN
Tel: 0300 555 2345

Sandwell Borough Registrars: Highfields, High Street, West Bromwich B70 8RJ
Tel: 0121 368 1188

Birmingham City Council Registrars: Holliday Wharf, Holliday Street, Birmingham B1 1TJ
Tel: 0121 675 1004

Wolverhampton City Council Registrars: The Register Office - Civic Centre, St Peter's Square, Wolverhampton WV1 1LY
Tel: 01902 551234

Staffordshire Borough Registrars: Council Offices, Beecroft Road, Cannock WS11 1BG or Boscobel Room, 1 Staffordshire Place, Stafford ST16 2DH
Tel: 0300 111 8001

Worcestershire Registrars: Kidderminster Registry Office, Finepoint Way, Wyre Forest House, Kidderminster DT11 7WF - County Hall, Spetchley Road, Worcester WR5 2NP or 29 Easemore Road, Redditch B98 8ER
Tel: 01905 768181

HM Coroner Telephone Numbers:

Sandwell, Dudley, Walsall and Wolverhampton (Black Country Coroners): 0121 569 7200
Birmingham: 0121 303 3228 | **Staffordshire:** 01785 276126 | **Worcestershire:** 01905 822330

SAIF BEREAVEMENT SUPPORT

As part of our services, you are eligible for up to six free sessions of SAIF Bereavement Support.

We understand that after the funeral is the beginning of your future journey. We want to continue to support you as you embark upon this journey, and are therefore very proud that we are partners with SAIF Care and can offer you the professional bereavement support if needed.

SAIF Care provides a range of services to bereaved people, over the age of 18, including:

- A freephone helpline 0800 917 7224
- Email support and information help@saifcare.org.uk
- Grief Chat 24/7 instant messaging via our website
- Up to six free sessions of counselling by telephone, Skype or face to face in your local area

SAIF Care services are offered by friendly staff who are trained in counselling and bereavement skills and who will be able to listen and support you. SAIF Care Associate Counsellors are highly skilled and qualified. They will be able to help you to understand your experience of grief, develop self-care coping strategies, and support you to deal with the challenges you may be facing.

The service is available to the clients of all SAIF Funeral Directors, Monday to Friday from 9am-9pm. It's confidential and free of charge to people who have used our services.

For more information, please call SAIF Care on 0800 917 7224.



SCAN ME



Most people expect to be very upset or distressed when someone close to them has died. What takes many people by surprise is how strong the emotions can be, how they can change very quickly, and how long they last.

People around you may seem to think you should be 'back to normal' after a few weeks or months. You might appear to be your usual self to other people, but you know that on the inside, you're not even sure what normal is anymore.

Everyone grieves in a way that is unique to them and their relationship with the person who has died. Well-intentioned people may say to you, 'time is a great healer.' Sometimes, however, it can seem that life is more difficult as the weeks and months go by.



ARRANGEMENTS CHECK LIST FOLLOWING ARRANGEMENT

During the initial arrangement

- Have you decided on hymns and/or music?
- Order of service sheets – have you arranged your own or would you like us to produce them? If we are to produce them, we would need photos if you wish. These can be emailed, sent on WhatsApp or given to us.
- Would you like the funeral cortege to leave from an address? If so, which address and is there any route to take?
- Where is the funeral cortege to return you back to after the funeral?
- Would you prefer our staff to bear the coffin, or are there family and friends who wish to?
- Is the death and funeral to be announced in any newspapers, online or on social media in the form of an obituary notice?
- Do you want any bespoke or alternative transport for the funeral?

Floral tributes

- Have you arranged your own or would you like us to arrange them?
- Tribute cards can be brought back to the office prior to the funeral or given to our staff on the day when we arrive at the house.
- Are the flowers to be delivered to the funeral home or an address where the funeral is to leave from?

Donations

- Any donations raised will be handed back to you after the funeral, in a sealed collection box provided. It is then your responsibility to handle and forward the collection to your chosen charity.
- Unfortunately, we are unable to handle the cash element of this process. If you wish to bank any cash and raise a cheque for the amount, we are happy to send that off to the chosen charity on your behalf along with any other cheques received.

Viewing your loved one in the chapel of rest

- Is there anyone wishing to see your loved one in our chapels of rest? This needs to be made by appointment. If you have chosen to have your loved one dressed, we will require clothing. Or we can provide a gown.
- We would also require an up-to-date photograph of your loved one, so we can prepare and dress your loved one as they would generally look.
- Our chapels of rest are generally open Monday to Friday during office hours.
- Weekend visits are by appointment only.

In the days and weeks following the funeral

- We shall send out our final invoice 5-7 days after the funeral if there is a balance outstanding on the account.
- If it is a cremation taking place, and you have requested to collect the cremated remains (ashes) or have them buried, please contact us when you wish to receive them. We will always collect the ashes a few working days after the cremation, once the paperwork at the crematorium has been completed. We will also contact you once in our care.
- If we have removed a memorial in order for the burial to go ahead, we will contact you within 4-6 weeks with regards to your memorial report and to discuss the additional inscription and/or renovation work required.
- Please note: most cemeteries stipulate that the memorial cannot be re-fixed for a minimum of 6-12 months in order for the ground to settle, however during this time you can still arrange any work required should you wish.



GOLDEN CHARTER FUNERAL PLANS

GOLDEN CHARTER



What is the Independent Way funeral plan?

We offer the Independent Way funeral plan from Golden Charter. An Independent Way funeral plan allows you to pre-arrange the funeral you want, as well as giving you the opportunity to fix the cost of the funeral director's services included in your plan.

Examples of funeral director services you can include within your plan:

The services you select are guaranteed to be covered by your Independent Way funeral plan at the time of passing.

- Professional services and making arrangements for cremation or burial.
- Transportation of the deceased from place of death to the funeral director's premises, a chapel of rest or other suitable location. All plans cover the transport of the deceased to the chosen funeral director if you die away from home whilst on holiday in mainland United Kingdom.
- Caring for the deceased and attending to the preparation necessary to allow viewing, if requested by family or friends.
- Advice on the certification and registration of death and related documentation.
- Provision of funeral vehicles.
- Advice on bereavement counselling and aftercare support.
- The provision of a suitable coffin or casket, or the choice of an alternative from our coffin brochure.

Who can buy the Independent Way funeral plan?

Our plans are available to all UK residents, regardless of age or state of health. If you choose to pay by the instalment payment option, then you must be 78 or under when you apply.

How can I pay for my plan?

OPTION 1

Single payment option

You can make a one-off single payment for immediate cover.

OPTION 2

12 monthly payment option

If you would like to spread the cost, Independent Way funeral plans can be paid over 12 monthly payments by Direct Debit at no extra charge with a minimum £49 deposit. You will be covered once all payments are made.

OPTION 3

Instalment payment option

For a lower monthly payment, you can choose to spread the cost of your plan between two and 15 years. You will be covered after the agreed term of payment, as long as all premiums have been made. An instalment charge is included based on the term you select and is included in the overall cost of your funeral plan. This option includes the added benefit of our Golden Charter Pledge, which ensures that if you die at any time after you have made 12 payments and all payments are up to date, the benefit of your plan will be provided, with no further sums to be paid.

Third party costs

These are the costs for essential, non-funeral director services required to carry out a cremation or burial. They may include, but are not limited to, crematorium or cemetery fees, purchase of a burial plot, or the minister or officiant's fee.

If the amount you agree with your funeral director to include in your plan for third party costs does not fully cover these, then the extra will need to be paid at the time of your funeral by your family or estate.

The allowance included in your plan may grow over time and there would only be more to pay at the time of the funeral if the third party costs exceed the allowance when you buy your plan, or if the costs increase by more than the growth of your plan.

You can arrange a funeral plan in our funeral homes, at home or by purchasing on our website. Please scan the QR code to find out more.



SCAN ME



Trevor E W Hickton Limited is an appointed representative of Golden Charter Limited trading as Golden Charter Funeral Plans which is authorised and regulated by the Financial Conduct Authority (FRN:965279).

LEGAL SERVICES AND ADVICE

It can be daunting dealing with the estate of your loved one once they have died. Below are a number of generic questions and answers which may help with the process.

My loved one has passed away, what do I need to do from a legal perspective once I have registered the death?

Firstly, you will need to check if your loved one has a Will in place. Normally you can make enquiries with close family/friends or alternatively if you know your loved one had a family solicitor, then you may want to contact them to see if they are holding a Will.

Once you have located a Will, the executor/s named therein will need to administer the estate in accordance with the Will and the last wishes of the deceased. To do this, you will need to apply for a Grant of Probate. You can do this yourself or by using a solicitor.

Our loved one had no Will, what do we do next?

Do not worry if your loved one died without a Will. This is quite common and you can still obtain a Grant of Probate to administer the Estate; this is called a Letters of Administration. In

this instance, the Law dictates how the Estate is to be divided and therefore it is very important to ensure the rules are correctly followed.

Firstly, you will need to find out whether there are any assets left by your loved one which will require a Letters of Administration to deal with. An example of some common assets which may require a Letters of Administration could include bank accounts with large sums of money held, property or private pensions.

We have a Will and I am named as the Executor, what do I do next?

You will need to obtain a Grant of Probate to administer your loved one's estate in accordance with their Will. Acting quickly will provide the Estate with protection; the longer it's left, the more likely the Estate will be to a claim. There are legal implications of being an Executor and you will need to ensure you fulfil your duties correctly and in line with the last wishes of

the deceased. Most solicitors can apply for a Grant of Probate for you which can usually be returned from the Probate Registries in 8-12 weeks.

Do we need a Grant of Probate?

This will depend on the size of the estate and the assets which your loved one held. For example, if the estate is of a relatively small value, it is unlikely probate will be required. However, if you are unsure, please contact a solicitor directly and they will provide you with a phone consultation to advise whether a Grant of Probate will be required.

We have money in our loved one's bank account, can this be used to pay the funeral costs?

Yes, as long as you take a copy of the funeral invoice and death certificate to the bank or building society, they should be able to issue payment direct to the funeral directors.





JONES MEMORIALS

We aim to provide a different approach to stonemasonry by not only providing you with a beautiful and fitting tribute for your loved one, but by offering personalised arrangements throughout. If you have used one of our funeral homes before, you will know the high standard that we strive to achieve. We want all our customers to know that we are here to help, every step of the way.

We have a beautifully renovated showroom with over 75 memorials on display in an array of materials and ranging from traditional and lawn headstones to cremation plaques and flat tablets. We also have a vast website with even more memorials for you to choose from.

We have included costs for all our memorials on our website and this is purposeful as we pride ourselves

on being as transparent as possible. Unlike many other masons, we have no hidden extras and any items that are an additional cost are always displayed.

The prices quoted are for our standard black granite, however a memorial can be ordered in any other colour and/or material – cost may vary, please enquire.

All prices are plus VAT and do not include any cemetery or church permit fees which vary by location.

If your memorial is still in the cemetery or churchyard, we offer a range of services with regards to additional inscriptions or renovations. We offer a free no-obligation quote where we will go to visit the memorial and give a full itemised quotation for all and any work required.

All our costs include:



Our administration



Lettering/engraving of the stone (up to 100 letters)



Up to two flower containers



Fitting of the stone to the National Association of Memorial Masons approved fixing standard

Discounts available: %

New memorials

If you have used one of our branches for your loved one's funeral, we offer a discount of £100.00 for any new memorial ordered within six months of the burial taking place.

If an order is placed within 14 days of the funeral arrangements being made, we also allow an extra 20 letters of inscription on top of the £100.00 discount.

Please note: you do not have to decide on your inscription at this point, only order your preferred memorial.

Added inscriptions

If you have an existing memorial and have used us for your loved one's funeral, we offer a free cleaning of the memorial (granite memorials only) and new flower containers. If an order is placed within 14 days of the funeral arrangements being made, we will provide a free silk floral arrangement when the memorial is refitted.

VISIT OUR SHOWROOM

Eley House
140 Wellington Road
Dudley
DY1 1UA

Tel: 01384 252337

Email: jonesmemorials@tewhickton.co.uk

jonesmemorials.co.uk



SCAN ME



OUR CLASSIC MEMORIALS

FROM: £1600.00

- Our most popular classic memorials as shown below are fitting for any churchyard or cemetery and are available in a range of colours.
- Cost will include any of the below shapes in black granite with up to two flower containers, 100 letters of inscription, 20% VAT and fixing with a ground anchor system.
- We have classic memorials on display at our showroom should you wish to come and view them.



SCAN ME



STANDARD MEMORIAL SIZE

Headstone: 30in x 24in x 4in

Base: 4in x 30in x 12in

Overall height: 2ft, 10in

(Other sizes available)



Classic Ogee



Classic Half Ogee



Classic Off Centre Peon



Classic Camber Top



Classic Centre Peon



Classic Square Top



FUNERAL TRANSPORT OPTIONS

We pride ourselves on our hearse and limousine fleet. Currently we have a full matching fleet of Volvo hearses and limousines.

However, we can provide other funeral vehicles and transport. We can also provide disabled transport.

OUR OWN 1964 ROLLS-ROYCE SILVER CLOUD III

(Subject to size of coffin,
due to size of hearse)

Upgrade Fee **£300.00**



OUR OWN 1989 DAIMLER DS420

Upgrade Fee **£200.00**



MORRIS MINOR HEARSE

(Subject to size of coffin,
due to size of hearse)

£995.00



TWO BLACK OR WHITE HORSES

Matching hearse carriage

£1100.00

FOUR BLACK OR WHITE HORSES

Matching hearse carriage

£1995.00

(Please note that one of our hearses will lead the cortege for traffic reasons and to convey floral tributes)



MOTORCYCLE HEARSES

Triumph - Bonneville or Thunderbird
Suzuki
Harley-Davidson
Trike

£1350.00

(Please note that one of our hearses will lead the cortege for traffic reasons and to convey floral tributes)



LAND ROVER DEFENDER HEARSE

£995.00



ROUTE MASTER BUS HEARSE

Seating up to 40 mourners and coffin

£1990.00

(Please note that one of our hearses will lead the cortege for traffic reasons and to convey floral tributes)



NISSAN ELECTRIC ATHENA HEARSE

£500.00



LETTER FLORAL DESIGNS

Words and names can be created of your choice.

PRICE LIST:

Mom/Mum, Dad, Nan, Son **£120.00**

Wife **£160.00**

Grandad, Husband **£280.00**

Bespoke designs or single letters **£45 per letter**





ROSE CROSS

3ft	£135.00
4ft	£155.00
5ft	£175.00
6ft	£205.00



RED ROSE SPRAY

Made in your rose colour of choice.
Sizes start from 3ft

3ft	£150.00
4ft	£190.00
5ft	£210.00
6ft	£230.00



HEART TRIBUTE

£95.00



LILY SPRAY

Made in your chosen lilies.
Sizes start from 3ft

3ft	£150.00
4ft	£190.00
5ft	£210.00
6ft	£230.00



PILLOW TRIBUTE

Small	£85.00
Large	£95.00



SINGLE ROSES

Colour of your choice

Medium	£2.50
Large	£3.00

MIXED SPRAY

Made in your chosen flowers and colours. Sizes start from 3ft

3ft	£135.00
4ft	£155.00
5ft	£175.00
6ft	£210.00

GARLANDS

Garlands are becoming very popular with Wicker Coffins. The garlands are delicately made to measure and fitted directly onto the coffin.

Prices start from £75.00

Matching sprays can be ordered separately.



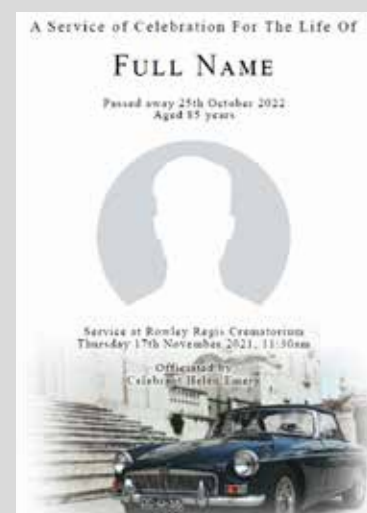
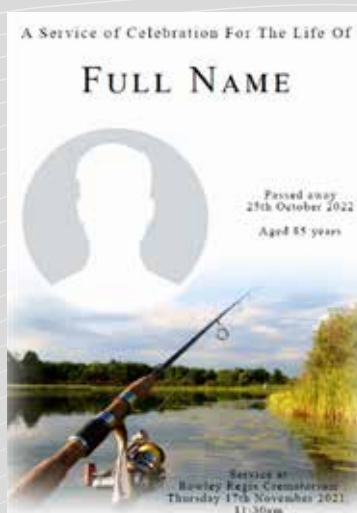
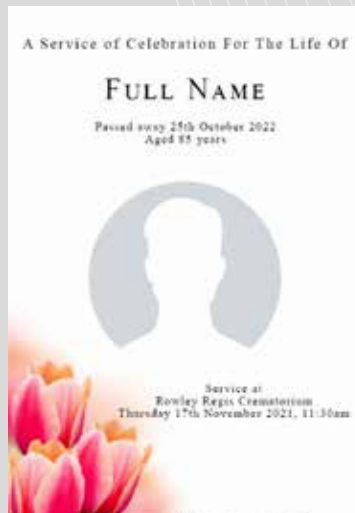
SCAN ME



Please visit tewhickton.co.uk for our full Floral Tribute Brochure.

ORDER OF SERVICE SHEET EXAMPLE DESIGNS

Please visit tewhickton.co.uk or view our Order of Service Brochure for more designs.

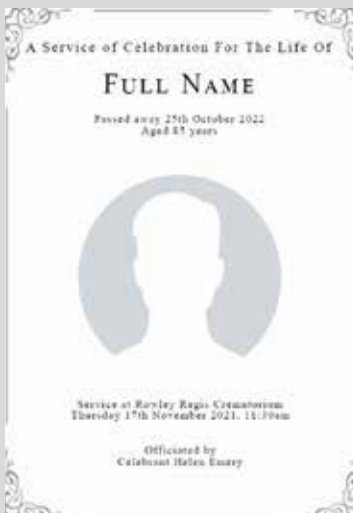
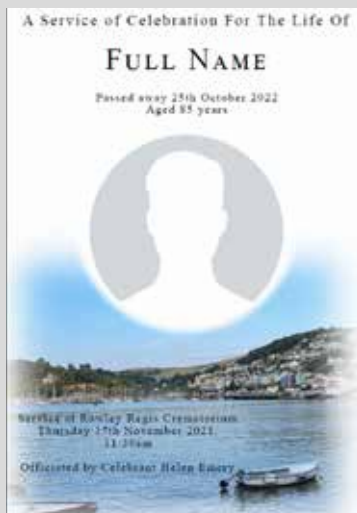
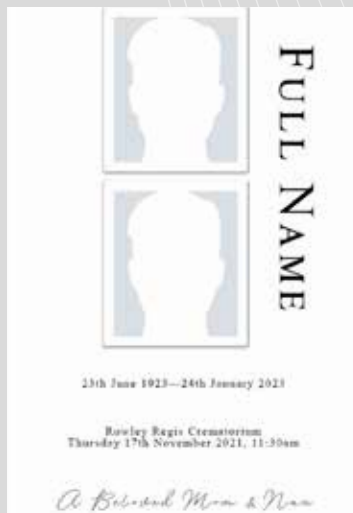




SCAN ME



Please visit tewhickton.co.uk for our full Order of Service Brochure.



PRICE LIST:

Standard Design from brochure,
4 pages with 2 images*

£2.00

Standard Design from brochure,
8 pages (insert) with 2 images*

£3.00

Per additional insert

£0.50

Complete bespoke design +
standard fee per sheet copy

£25.00

Photo collage of up to 8 images

£15.00

Any of our Standard Designs can be personalised at no extra cost e.g. flower colour/football team.

Images can be brought into our office to be scanned, emailed to your funeral arranger's email address or sent on the company WhatsApp number 07955 466121.

All of our Service Sheets are printed in-house on high quality card. Order of Service Booklets are taken to the Funeral Service prior to the funeral date by the funeral director, where accepted.

The wording inside the booklets is generally provided by the officiant taking the funeral service, however if you wish for any specific wording or a poem to be inserted, please let us know.

**Included in Client and Fully Inclusive Funeral Packages*

COFFIN AND CASKET EXAMPLES

Please visit tewhickton.co.uk or view our Coffin & Casket Brochure for full options.



THE WENLOCK

£475.00



THE ARLEY

£500.00



THE HIGHLEY

£550.00



THE RICHMOND

£725.00



WILLOW

£995.00



WILLOW

£995.00



PAINTED COFFIN

£600.00



YORK ARTISTE

£650.00



THE ALVELEY

£995.00



BESPOKE PRINTED

£995.00



SCAN ME



Please visit tewhickton.co.uk for our full Coffin and Casket Brochure.



THE SIMPLISTIC

£325.00



PURITY CASKET

£2500.00



THE BALMORAL

£1350.00



THE BALMORAL

£1350.00



THE BRITANNIA

£1450.00



THE ARTISTE

£975.00



SOLID OAK
ASHES CASKET

£150.00

BESPOKE
ASHES CASKET

£185.00



SCATTER TUBES

Included with Clent package

LARGE £50.00

240 cubic inch capacity (ideal for adult ashes). Glue and labels supplied.

Max. width: 13cm

Max. height: 37cm

MEDIUM £30.00

120 cubic inch capacity (ideal for child or split ashes). Glue and labels supplied.

Max. width: 11cm

Max. height: 25cm

SMALL £20.00

25 cubic inch capacity (ideal for baby or token ashes). Glue and labels supplied.

Max. width: 7.5cm

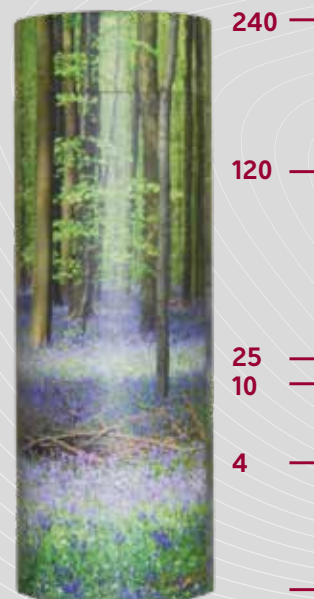
Max. height: 13.5cm

TOKEN ASHES TUBE £10

4 cubic inch capacity (ideal for keepsake ashes or jewellery returns).

Max. width: 3.5cm

Max. height: 9cm



KEEPSAKES URNS, MEMORY BEARS



MEMORY BOXES



ADDITIONAL SERVICES

DOVE RELEASE

2 doves	£100.00
4 doves	£120.00
6 doves	£140.00
Per dove after 6	£10.00



BUGLER OR BAGPIPER FOR HIRE

Per funeral service **From £210.00**



WEBCASTING AND VIDEO RECORDING OF FUNERAL

Most local crematorium chapels have the option of live webcasting and recording funeral services. We are also able to provide recording services at churches. Prices vary at locations, please ask your arranger for a cost.



VISUAL TRIBUTES

Most local crematorium chapels have the option of displaying visual tributes on a screen or projector. Prices vary at locations, please ask your arranger for a cost.



CREMATED REMAINS (ASHES) OPTIONS

When making arrangements for a cremation, there must be a decision made on what to do with the ashes (cremated remains). The below options are what is available.

Scattering

You can opt to have your loved one's ashes scattered at the crematorium which held the cremation, or at another crematorium where others may be scattered. We can arrange this for you. You can choose to attend the scattering or have the crematorium staff do it for you. Equally, we are able to attend with you and say a few words when the scattering is taking place.

You can also scatter the ashes in a favourite spot or place, as long as you seek permission of the landowner.

Burial

You can opt to have your loved one's ashes buried at the crematorium which held the cremation, or at a local cemetery or churchyard. We can arrange this for you. You can choose to attend the burial or have the crematorium staff do it for you. Equally, we are able to attend with you and say a few words when the burial is taking place. If it is a churchyard you choose to have the ashes buried in, the minister from the church would usually also be in attendance to say their religious words.

In most circumstances you would have to either own a grave or have a grave/plot in the cemetery or churchyard able to accommodate the burial. We are able to organise this for you and undertake any investigations to find an old family grave if need be.

We are able to provide a fitting memorial stone once the ashes are buried or add an inscription to an existing stone.

Keep at home

Some people choose to take their loved one home and keep them safe with them. This is perfectly normal and we can provide a nice urn, tube or casket for the remains to be kept in and transported home.

Other options

- Burial at sea
- Repatriate the ashes abroad
- Create a firework

SOCIAL MEDIA OBITUARY NOTICE

As part of our services, we provide a free of charge obituary notice which will be placed on our Facebook social media page. This can then be shared via your own friends list, or on local community pages to announce

the death and funeral details. These are only produced when asked for; we will not automatically publish one. Photos are not required if you do not wish for one to be used, we can use text only.

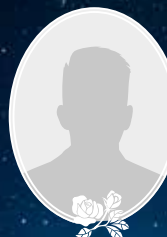


Obituary Notice

The family are sad to announce the sudden passing of Mr Carl Anthony Carter, age 56, late of Kidderminster.

Carl was very well-known in the motor trade. He passed away suddenly at his home in Kidderminster on 06.02.2023. Son of the late Roy Carter, Carl will be deeply missed by his loving and heartbroken mother Rita, sisters, family and friends.

Funeral Service Details
A celebration of Carl's short but colourful life and achievements will take place on Thursday, 23rd March 2023. Wyre Forest Crematorium at 12.30 pm
More details to follow in due course.

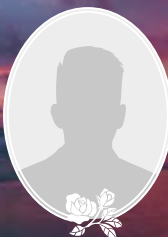


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MEMORIAL JEWELLERY AND KEEPSAKES

We offer a wide range of memorial jewellery and keepsake items. Within our funeral homes are display items from the below memorial jewellery specialists. A selection of the items can be viewed within our funeral homes or online by viewing the below websites.

We can delicately handle your loved one's ashes, separating a small amount which can be used for jewellery or memorial items. Please advise your funeral arranger that you may wish for keepsakes, we can then carry out the procedure and take care of any orders you wish to place. The timescale in which the items are produced vary depending on the company; please ask a member of staff for more information.

Cremated remains, hair and fingerprints can also be used to custom make the handmade pieces.

EverWith Memorial Jewellery everwith.co.uk

EverWith offers an extensive choice of pendants, rings, bracelets, lockets, cufflinks and earrings in a range of styles and designs to suit all tastes. Most of the memorial jewellery pieces are crafted from hallmarked 925 Sterling Silver. However, as even Sterling Silver can tarnish and discolour, each piece is coated with a Rhodium Plating that keeps the surface looking bright and shiny. Memorial jewellery designs are also available in solid 9k Yellow, White or Rose Gold, and the option of adding some real diamond dust in with the ashes to give a subtle sparkle. Ashes, hair and personalised engraving can be used to create an everlasting item



Legacy Expressions legacyexp.co.uk

We are here to celebrate the high moments in life – the anniversaries, the arrival of a new member in the family, or the beginning of a wonderful love story. We are here to also help remember and treasure those who are most important in your life. Offering a unique line of jewellery, ornaments, pendants and more, Legacy Expressions customises each product to perfectly fit your style and whatever memory you wish to treasure. We are able to place a loved one's fingerprint on jewellery, giftware and more, creating special one-of-a-kind keepsakes. Please ensure you inform Hickton Family Funeral Directors to take your loved one's fingerprint.



Ashes into Glass ashesintoglass.co.uk

The Ashes into Glass process of transforming ashes into jewellery uses traditional techniques combined with a unique, patented process to create a beautiful, lasting tribute to the one you hold dear. Like your loved one, each Ashes into Glass stone is different to all others. Yours may remind you of a starry night's sky, a wispy cloud up above or maybe the ashes floating on a gentle breeze. Ashes into Glass offers jewellery, cufflinks, paperweights and more.



LOCAL CREMATORIA AND CEMETERY FEES

Correct at time of print; these fees are out of our control and could differ to as printed (as of 27th December 2024)

LOCATION	ATTENDED CREMATION FEE	UNATTENDED CREMATION FEE	PURCHASE FEE NEW GRAVE (Resident of Borough)	INTERMENT FEE/ REOPEN	USE OF CHAPEL ONLY
BUSHBURY	£1003.00	WE DO NOT OFFER	£2250.00	£1110.00	£150.00
WOLVERHAMPTON CEMETERIES	NO CREMATORIUM	NO CREMATORIUM	£2250.00	£1110.00	NO CHAPEL
DUDLEY, HOMER HILL, BRIERLEY HILL, LYE	NO CREMATORIUM	NO CREMATORIUM	£2450.00	£1215.00 - 1 Depth £1360.00 - 2 Depth £1680.00 - 3 Depth	NO CHAPEL
GORNAL WOOD & STOURBRIDGE	£1025.00	WE DO NOT OFFER	£2450.00	£1215.00 - 1 Depth £1360.00 - 2 Depth £1680.00 - 3 Depth	£435.00
HANDSWORTH & KINGS NORTON CEMETERIES	NO CREMATORIUM	NO CREMATORIUM	£2750.00 - lawn grave £2970.00 - lawn with concrete header	£1320.00 - Single depth or second burial £1430.00 - First burial in a double grave	£495.00
KIDDERMINSTER PARK LANE CEMETERY	NO CREMATORIUM	NO CREMATORIUM	NO NEW GRAVES	£665.00 resident £1335.00 non-resident	NO CHAPEL
LODGE HILL & YARDLEY	10:00-12:15 £950.00 13:00-15:15 £995.00	WE DO NOT OFFER	NO NEW GRAVES	£1320.00 - Single depth or second burial £1430.00 - First burial in a double grave	£495.00
MERCIA FOREST	Monday-Wednesday £1050.00 Thursday-Friday £1150.00 Saturday £1025.00 Sunday £1300.00	WE DO NOT OFFER	N/A	N/A	£465.00
PERRY BARR	Monday-Wednesday £1150.00 Thursday-Friday £1250.00	WE DO NOT OFFER	NO CEMETERY	NO CEMETERY	£476.00
QUINTON	NO CREMATORIUM	NO CREMATORIUM	£2750.00 - lawn grave £2970.00 - lawn with concrete header	£1320.00 - Single depth or second burial £1430.00 - First burial in a double grave	NO CHAPEL
ROBIN HOOD & WOODLANDS	£955.00	WE DO NOT OFFER	£2885.00	£1215.00 - 1 Depth £1325.00 - 2 Depth £1430.00 - 3 Depth	£266.00
ROWLEY REGIS & SANDWELL VALLEY SANDWELL CEMETERIES	Monday-Friday £1035.00 Saturday-Sunday £1346.00	WE DO NOT OFFER	£2628.00 - 1 Depth £2729.00 - 2 Depth £2828.00 - 3 Depth	£1409.00	£189.00
SUTTON COLDFIELD	10:00-12:15 £950.00 13:00-15:15 £995.00	WE DO NOT OFFER	£2750.00 - lawn grave £2970.00 - lawn with concrete header	£1320.00 - Single depth or second burial £1430.00 - First burial in a double grave	£495.00
TELFORD	Monday-Wednesday £1195.00 Thursday-Friday £1295.00 Saturday £1549.00 Sunday £2052.00	WE DO NOT OFFER	NO CEMETERY	NO CEMETERY	£476.00
WASELEY HILLS	Monday-Wednesday £1050.00 Thursday-Friday £1150.00 Saturday £1150.00	£350.00	£2800.00 (Lawn Type) £3500.00 (Traditional)	£1200.00 Single & Double	£500.00
WITTON & BRANDWOOD END	NO CREMATORIUM	NO CREMATORIUM	NO NEW GRAVES	£1320.00 - Single depth or second burial £1430.00 - First burial in a double grave	£495.00
WYRE FOREST	£1140.00	WE DO NOT OFFER	£1155.00 (Single) £1965.00 (Double)	£1119.00	£500.00

PACKAGE FUNERAL COSTINGS FOR PRE-PAID AND AT NEED FUNERALS

COFFIN SELECTION AS PER BROCHURE	COST	COFFIN SELECTION AS PER BROCHURE	COST
Simplistic Coffin	£325.00	Painted Colour Wenlock Coffin	£600.00
York Artiste	£625.00	Alveley Coffin	£995.00
Wenlock Coffin	£475.00	Last Supper Bradnam	£950.00
Arley Coffin	£500.00	The Milano	£1,750.00
Highley Coffin	£550.00	Balmoral Casket	£1,350.00
Richmond Coffin	£700.00	Cardboard Coffin	£350.00
Artiste Coffin	£975.00	Britannia Casket	£1,450.00
Willow Coffin/Casket (Iris/Grass)	£995.00	Corpus Christi Casket	£2,300.00
Bespoke Printed Coffin	£995.00	Purity	£2,500.00

LOCAL CREMATORIUM VISUAL TRIBUTE AND WEBCASTING FEES

A number of local crematoria offer visual tributes.

This is where a video or slideshow of images and video can be shown with music during the service. Webcasting of a service is also available, along with copies of the service recorded for future playback. Below are the local fees as of April 2024.

VENUE	VISUAL TRIBUTE FEES	WEBCASTING FEES	FAMILY MADE VIDEO TRIBUTE FEES
Birmingham CC	£22.00 single photo £43.00 basic slide show (25 images) £24.00 per extra 25 images	£50.00 webcast + download link	£34.00
Dudley MBC	£14.00 single photo £44.00 basic slideshow (25 images) £85.00 professional slideshow with music (25 images) £22.00 per extra 25 images £98.00 themed tribute	£58.00 webcast + download link £58.00 DVD/USB of webcast	£21.00
Perry Barr	£18.00 single photo £38.00 basic slideshow (25 images) £70.00 professional slideshow with music (25 images) £21.00 per extra 25 images	£50.00 webcast inc. 7 days on demand £60.00 DVD/USB of webcast	£30.00
Sandwell MBC	£26.00 single photo £49.00 basic slideshow (25 images) £85.00 professional slideshow with music (25 images) £26.00 per extra 25 images £26.00 miscellaneous charges for media services £118.00 themed tribute	£89.00 webcast + download link £61.00 DVD/USB of webcast	£21.00
Solihull MBC	X	£73.00 webcast + download link £66.00 DVD/USB of webcast	X
Telford Crematorium	Single Still Image - Free of Charge £49 basic slideshow (25 images) £74 professional slideshow with music (25 images) £22 per extra 25 images	£54 live + download link £55 DVD/USB of webcast	£30.00
Waseley Hills	Single Still Image - Free of Charge £80.00 basic slideshow (25 images) £85.00 professional slideshow with music (25 images) £30.00 per extra 25 images	£00.00 webcast + download link £65.00 DVD/USB of webcast	£30.00
Wolverhampton CC	£10.50 halo photo £70 basic slideshow - up to 50 photos £90 professional slideshow with music (25 images)	£60 live + download link £55 DVD/USB of webcast	£20.00
Wyre Forest	£18.00 single photo £38.00 basic slideshow (25 images) £70.00 professional slideshow with music (25 images) £21.00 per extra 25 images	£60.00 webcast inc. 7 days on demand £60.00 DVD/USB of webcast	£30.00

BESPOKE FUNERAL COSTINGS FOR PRE-PAID AND AT NEED FUNERALS

Pre-payment required on funeral options where terms not stated below | 20% premium on all our fees for weekend/bank holiday funerals

Bespoke attended adult funeral costings – standard pre-payment

"Our Professional Funeral Directing Fees" – Core Services	£800.00
Taking care of all administrative arrangements, liaising with all third parties and putting together the funeral service with relevant parties. Provision of dedicated Funeral Conductor for on the day, along with staff required.	
Care of deceased person before the funeral in appropriate facilities	£300.00
Preparation and dressing of the deceased	£450.00
Transfer of deceased to our premises from within a 15-mile radius of office during office hours	£240.00
	(£285.00 if out of hours)
Six Bereavement Counselling Sessions (for one client only)	NO CHARGE
Obituary notice on social media	NO CHARGE

Vehicle and transport costings

Provision of a Standard Hearse to leave from an address or meet at funeral	£240.00
Provision of Limousine (including driver and seating up to seven mourners)	£265.00
Wheelchair accessible vehicle	£240.00
Provision of 1989 Daimler DS420 Hearse	£200.00
	UPGRADE FEE ON HEARSE/PACKAGE FEE
Provision of 1964 Rolls-Royce Silver Cloud III Hearse	£300.00
	UPGRADE FEE ON HEARSE/PACKAGE FEE
Provision of Executive Vehicle (including driver and seating up to 4 mourners)	£195.00
Transfer of coffin to house or venue more than an hour prior to funeral service	£300.00
Following floral hearse/estate	£110.00
Horse drawn hearse for adult funeral	£1100.00
	TWO HORSES
	£1995.00
	FOUR HORSES
Horse drawn hearse for child funeral (two horses)	£600.00
	TWO HORSES
	£1200.00
	FOUR HORSES
Triumph/Suzuki/Harley-Davidson/Trike Motorcycle hearse	£1350.00
Morris Minor hearse	£995.00

BESPOKE FUNERAL COSTINGS FOR PRE-PAID AND AT NEED FUNERALS

Other costings

Set-up fee for personalised order of service design	£25.00
Order of service sheet (cost per copy)	£2.00
	PER SHEET
	£3.00
	WITH INSERT
	£0.50
	PER ADDITIONAL INSERT
Out of area (over 15 miles) transfer of deceased	£1.50
	PER MILE
Embalming fee (if required)	£200.00
Bagpiper or bugler fee per service	£210.00
Dove release per service	£100.00
	FOR TWO
	£120.00
	FOR FOUR
	£140.00
	FOR SIX
	£10.00
	PER DOVE AFTER SIX
36" Oak Grave Cross or Grave Marker	£60.00
Removal and re-fix to NAMM standards of Standard Headstone	£450.00
	INCLUDING CLEANING
Removal and re-fix of Kerb Set Memorial	£1250.00
Removal and re-fix of Flat Tablet or Single Cremation Desk	£200.00
	INCLUDING CLEANING
Removal and re-fix of Cremation bookset, mini headstone or double desk	£300.00
	INCLUDING CLEANING
Grave diggers fee – Earthen Grave in a private churchyard or cemetery	£700.00
	(REOPEN/NEW FOR 1)
	£800.00
	(NEW FOR 2)
Grave diggers fee – ashes plot to prepare grave weekday	£200.00
Golden Charter Pre Paid Funeral Plan administration fee	£325.00
Arranging of burial of ashes if we have not conducted funeral or masonry work	£100.00
Delivery and arrangement of cremated remains to family, attendance at burial ground, or to attend scattering following a direct cremation	£75.00

PACKAGE FUNERAL COSTINGS FOR PRE-PAID AND AT NEED FUNERALS

20% premium on all our fees for weekend/bank holiday funerals.

Disbursements/third party costings not included in below figures, unless stated. Please let us know at the time of arrangement if you wish to opt for one of the below packages. Packaged services cannot be altered, nor can core services be added or taken away as that would be classed as a bespoke funeral.

PACKAGE OPTIONS	LOCAL UNATTENDED DIRECT CREMATION	UNATTENDED DIRECT CREMATION WITH VIEWING & OPTION OF A SHORT SERVICE	CLENT INCLUSIVE FUNERAL PACKAGE (CREMATION)	SIMPLE INCLUSIVE PACKAGE (CREMATION)
TOTAL PRICE	£1,700.00	£2,455.00	£4,120.00	£2,995.00

Our funeral director charges

Taking care of all necessary legal and administrative arrangements	✓	✓	✓	✓
Taking care of all administrative arrangements, liaising with all third parties and putting together the funeral service. Dedicated Funeral Conductor for on the day and staff required	✗	✗	✓	✓
Transfer of deceased to our premises from within a 15-mile radius within working hours	✓	✓	✓	✓
Care of the deceased before the funeral in appropriate facilities	✓	✓	✓	✓
Preparation and dressing of deceased, along with viewing if requested	✗	✓	✓	✗
Provision of vehicle to the funeral service, crematorium or cemetery location	Private Ambulance (Van)	Private Ambulance (Van)	Standard Black Hearse	Standard Black Hearse
Provision of one limousine seating seven passengers	✗	✗	✓	✗
Type of coffin	Suitable Direct Cremation Coffin	Wenlock Coffin	Wenlock Coffin	Simplistic Coffin
Floral tributes	✗	✗	4ft Coffin Spray Double Ended	3ft Mixed Coffin Spray
Cremated remains container	✗	✗	Scattering Tube	Scattering Tube
Order of service sheets	✗	✗	50 Sheets with Insert	40 Single Sheets
Donation box	✗	✗	✓	✓
Online obituary notice	✗	✗	✓	✓
SUBTOTAL OF OUR FEES	£1,350.00	£2,130.00	£2,900.00	£1,775.00

Third-party fees/disbursements

Cremation or burial fee	Cremation fee of £350.00 included	Cremation fee of £325.00 included	Up to £1000.00	Up to £1000.00
Minister/celebrant fee up to £220.00	✗	Extra fee	✓	✓

LOCAL DIRECT CREMATION

We are proud to offer a local direct cremation service. Direct cremation is a service where there is no funeral service. It is normally held early morning and is a very simple no-fuss choice of cremation, generally unattended.

We will arrange a date and time to suit our diary; this could be at short notice. On the day, we will arrive in a discreet vehicle and, with two members of staff and the assistance of the crematorium staff, convey the deceased to the cremator. We then collect the cremated remains in the days following the cremation.

We offer two direct cremation options:

- An unattended cremation option where nobody attends at all.
- An unattended cremation which includes preparation, dressing and viewing of the deceased with a short service in our funeral home.

As we are a local family-owned company who have been looking after funeral arrangements for over 100 years, we like to keep this offering local and ensure dignity for you and your loved one.

We are able to offer this service for families who have sadly lost someone at present and wish to arrange for a direct cremation now, or for those people who wish to plan ahead, pre-pay and arrange their funeral wishes.

Option A "Direct Local Unattended Cremation Package"

- Taking care of all necessary legal and administrative arrangements
- Transfer of deceased to our premises from within a 15-mile radius of office during office hours
- Direct Cremation Coffin
- Provision of a suitable vehicle to transport coffin to crematorium
- Cremation fee at Waseley Hills Crematorium

Please note: there is no service, and no mourners can attend the date of cremation which is set at our discretion.

(A.1) Total Amount. (£800.00 premium if another crematorium is required). **£1700.00**
Payment required in full prior to date of cremation.

Delivery and arrangement of cremated remains to family, attendance at burial ground, or to attend scattering following a direct cremation **£75.00**

Option B "Direct Local Unattended Cremation Package with Preparation and Viewing of Deceased and a Short Service in Our Funeral Home"

- Taking care of all necessary legal and administrative arrangements
- Transfer of deceased to our premises from within a 15-mile radius of office during office hours
- Care, preparation and dressing of deceased, along with viewing if requested
- Wenlock Coffin
- Provision of a suitable vehicle to transport coffin to crematorium
- Short service at our funeral home
- Cremation fee at Waseley Hills Crematorium only

(B.1) Total Amount. Payment required in full prior to date of cremation. **£2455.00**

Delivery and arrangement of cremated remains to family, attendance at burial ground, or to attend scattering following a direct cremation **£75.00**



STANDARDISED SET 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).

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

ATTENDED FUNERAL (funeral director's charges only)

£2530.00

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

£1100.00

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

£240.00

Care of the deceased person before the funeral in appropriate facilities. The deceased person will be kept at the funeral director's branch premises and/or at other branch premises.

£450.00

Providing a suitable coffin – this will be made from oak wood-effect veneer. The Wenlock Coffin, as per our coffin brochure

£475.00

Viewing of the deceased person for family and friends, by appointment with the funeral director (where viewing is requested by the client).

£25.00

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 director's premises) in a hearse or other appropriate vehicle

£240.00

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)

£1325.00

Cremation (funeral director's charges plus the cremation fee at Waseley Crematorium Direct Slot)²

£1700.00

FEES YOU MUST PAY

For an Attended or Unattended burial funeral, the burial fee.¹

£1040.00 - £1536.00

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

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

£829.00 - £1250.00

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

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)

£1.50

Additional transfers of the deceased person's body (e.g. to their home, to a place of worship etc.) (price per transfer)

£200.00

Collection and delivery of ashes

£1.00

Embalming

£200.00

Funeral officiant (e.g. celebrant, minister of religion etc.)

£150.00 - £250.00

Services supplied outside of normal office hours

20% ADDITIONAL

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.

REPATRIATION OUTSIDE OF ENGLAND AND WALES

Repatriation package – full transfer

- Making all arrangements, administrative office work, completion and delivery of legal paperwork
- Transfer of the deceased during working hours into our care within a 15-mile radius of office
- Preparation and dressing of deceased
- Embalming of deceased with international certificate
- Use of viewing room for visitations
- Zinc Lined Wenlock Coffin with interior suite
- Transport to airport or ferry dock

REPATRIATION PACKAGE	SELECTED ☐
Taking care of all necessary legal and administrative arrangements	Included
Transfer of deceased to our premises from within a 15-mile radius of office within office hours	Included
Preparation and dressing of deceased	Included
Embalming of deceased with international certificate	Included
Provision of a Zinc Lined Wenlock Coffin with interior suite (value of £550.00)	Included
Transport to _____ Airport / Dock	Included
Subtotal of our core charges for the repatriation	£2300.00
Our additional fees	
Hire of hearse and staff for service prior to repatriation	£350.00
Other services: _____	£
Other services: _____	£
Disbursements (payments to third parties on your behalf)	
☐ Flight and airway bill charge to _____	£
☐ Embassy fees	£
☐ Additional mileage: £1.50 per mile x by _____ miles	£
☐ Service fee at _____ prior to repatriation	£
☐ Other fees _____	£
Total amount for repatriation:	£
Payment required in full prior to repatriation date	

Checklist for repatriation

When arranging a repatriation, we will assist and arrange in all aspects during the process. The documents required when repatriating a deceased overseas are as follows:

- ☐ Certified Copy of Entry (Death Certificate)
- ☐ Original passport
- ☐ Out of England Order 103 – issued by the coroners
- ☐ Embalming Certificate
- ☐ Free From Infection Form
- ☐ Funeral Directors Declaration
- ☐ Embassy Consulate Documents or Certificates

Repatriation of cremated remains

We can help and assist with Repatriation of Cremated Remains Overseas. For more information, please speak with a member of staff who can provide the correct information based on the requirements of the country.

ESTIMATE OF COSTS AND TERMS AND CONDITIONS OF BUSINESS

Any other additions to account after estimate is given will incur further costs. These figures are an estimate and could differ to final invoice.

(1.) FUNERAL DIRECTOR'S CHARGES - BESPOKE		SELECTED ☐
☐ Taking care of all administrative arrangements, liaising with all third parties and putting together the funeral service with relevant parties. Provision of dedicated Funeral Conductor for on the day, along with staff required		£800.00
☐ Transfer of deceased to our premises from within a 15-mile radius of office within office hours		£240.00 (delete appropriately)
☐ Transfer of deceased to our premises from within a 15-mile radius of office outside of office hours		£285.00 (delete appropriately)
☐ Care of the deceased person before the funeral in appropriate facilities		£300.00
☐ Preparation and dressing of deceased		£450.00 (delete appropriately)
☐ Provision of a Standard Hearse		£240.00
☐ Hearse upgrade to _____		£
(2.) Our limousines/passenger vehicles		
Number of limousines required _____ x £265.00 per limousine		£
Other passenger transport vehicle required? Type:		£
(3.) Choice of coffin, casket or remains container		
☐ Name of coffin or casket:		£
☐ Cremated remains container:		£
(4.) Additional items/services		
☐ Order of service - number of sheets:		£
☐ Bespoke order of service charge:		£25.00
☐ Grave marker or cross:		£
☐ Memorial stone (inc. VAT at current rate) Ref:		£
☐ Additional mileage: £1.50 per mile x by _____ miles		£
☐ Embalming procedure		£200.00
☐ Other:		£
(1,2,3,4) Subtotal of our charges for an attended funeral:		£

SET PACKAGE PRICES	SELECTED ☐
(1.) The Clent Attended Funeral – funeral director’s charges only	
Taking care of all administrative arrangements, liaising with all third parties and putting together the funeral service with relevant parties. Provision of dedicated Funeral Conductor for on the day, along with staff required. Transfer of deceased to our premises from within a 15-mile radius of office within office hours. Care of the deceased person before the funeral in appropriate facilities. Preparation and dressing of deceased, with unlimited use of viewing room. The Wenlock Coffin with fully fitted interior suite, suitable for burial or cremation. Provision of a standard hearse to leave from an address. Provision of limousine (including driver and seating up to seven mourners). Floral tribute of double-ended 4ft coffin/casket spray, obituary notice on social media. Up to 50 order of service booklets, with insert and photos only (£25.00 additional fee for bespoke). Provision of a cremated remains scatter tube (if cremation) or ashes casket for £100.00 extra Provision of a Solid Oak Grave Marker (if burial)	Extras in addition to package _____ _____ _____ Subtotal of extras £ _____ + below figure
Subtotal for the Attended Clent Funeral Package (Cremation)	£2900.00 + (Sec 5) ☐
Subtotal for our charges	£

SET PACKAGE PRICES	SELECTED ☐
The Simple Inclusive Package – Attended Funeral	
Taking care of all administrative arrangements, liaising with all third parties and putting together the funeral service with relevant parties. Provision of dedicated Funeral Conductor for on the day, along with staff required. Transfer of deceased to our premises from within a 15-mile radius of office within office hours. Care of the deceased person before the funeral in appropriate facilities. The Simplistic Coffin, provision of a standard hearse to leave from an address. Cremation fee (up to £1000.00) + Celebrant/Minister’s fee (up to £220.00) 40 single order of service sheets, 3ft Mixed Coffin Spray, obituary notice on social media	Extras in addition to package _____ £ _____ Payment due in full prior to funeral £50.00 discount not applicable. No preparation or viewing of your loved one is included in this package.
Total for the Attended All Inclusive Funeral Package (Cremation)	£2995.00

ESTIMATE OF COSTS AND TERMS AND CONDITIONS OF BUSINESS

(5.) DISBURSEMENTS (PAYMENTS TO THIRD PARTIES ON YOUR BEHALF)

☐ Cremation fee	£	
☐ Grave purchase fee at _____ Cemetery Depth:	£	(out of borough fee?)
☐ Interment/grave diggers fee Location: Depth:	£	(out of borough fee?)
☐ Removal and refix of memorial stone – headstone/kerb set/cremated remains	£	
☐ Service fees – place of service:	£	
☐ Officiant fee – name of officiant:	£	
☐ Organist fee/webcasting fee/visual tribute fee	£	
☐ Floral tributes	£	
☐ Obituary/thank you notices – newspaper/social media	£	
☐ Interment of cremated remains – Cemetery:	£	
☐ Extras:	£ £ £	
(5) Subtotal of disbursements:	£	
(1+2+3+4+5) Total estimated funeral cost	£	

Funeral for the late _____

Funeral date _____ Our reference _____

Disbursements £ _____ + 50% of our fees £ _____

Total pre-payment required £ _____ by: ____/____/____

Date estimate given and funeral arrangements made: ____/____/20__

Payment required 3 days prior to the funeral date, failure to pay pre-payment will result in the funeral being postponed.

Full payment required for Direct or Fully Inclusive Package and not applicable of discount.

Notes:

DIRECT UNATTENDED CREMATION OR BURIAL		SELECTED ☐
Direct cremation at Waseley Hills Crematorium only, or burial (cemetery on request)		
Taking care of all necessary legal and administrative arrangements		
Transfer of deceased to our premises from within a 15-mile radius of office within office hours		
Care of the deceased person before the funeral in appropriate facilities		
Provision of a vehicle with staff to transport coffin to crematorium		
Provision of a coffin		
Subtotal of our charges for a direct cremation or burial		£1350.00
(2a) Disbursements (payments to third parties on your behalf)		
☐ Cremation fee - unattended direct cremation slot at Waseley Hills Crematorium		£350.00
☐ Grave purchase fee Cemetery: Depth:		£
☐ Interment/grave diggers fee Location: Depth:		£
☐ Removal and refix of memorial stone - headstone/kerb set/cremated remains		£
(2b) Additional items/services:		
☐ Additional mileage: £1.50 per mile x by _____ miles		£
☐ Other:		£
Total for direct cremation/burial:		£

Any other additions to account after estimate is given will incur further costs. These figures are an estimate and could differ to final invoice.



ESTIMATE OF COSTS AND TERMS AND CONDITIONS OF BUSINESS

DIRECT UNATTENDED CREMATION OR BURIAL WITH VIEWING AND SHORT SERVICE	SELECTED ☐
Direct cremation at Waseley Hills Crematorium only, or burial (cemetery on request)	
Taking care of all necessary legal and administrative arrangements	
Transfer of deceased to our premises from within a 15-mile radius of office within office hours	
Care of the deceased person before the funeral in appropriate facilities, with preparation, dressing and viewing	
Provision of a vehicle with staff to transport coffin to crematorium	
Provision of a Wenlock Coffin	
Option of a short service in our funeral home	
Subtotal of our charges	£2130.00
(2a) Disbursements (payments to third parties on your behalf)	
☐ Cremation Fee - unattended direct cremation slot at Waseley Hills Crematorium	£350.00
☐ Grave purchase fee Cemetery: Depth:	£
☐ Interment/grave diggers fee Location: Depth:	£
☐ Removal and refix of memorial stone - headstone/kerb set/cremated remains	£
(2b) Additional items/services:	
☐ Additional mileage: £1.50 per mile x by _____ miles	£
☐ Other:	£
Total for direct cremation/burial:	£

Funeral for the late _____

Funeral date _____ Our reference _____

Disbursements £ _____ + 50% of our fees £ _____

Total pre-payment required £ _____ by: ____/____/____

Date estimate given and funeral arrangements made: ____/____/20__

Payment required 3 days prior to the funeral date, failure to pay pre-payment will result in the funeral being postponed.

Full payment required for Direct or Fully Inclusive Package and not applicable of discount.

Any other additions to account after estimate is given will incur further costs. These figures are an estimate and could differ to final invoice.

Notes:

PAYING THE FUNERAL ACCOUNT AND OPTIONS



Make
payment
here

As detailed in our terms of business and estimate page, we require a pre-payment of all disbursements (third party fees) plus 50% of funeral director's fees prior to the date of the funeral, or full payment upfront (depending on funeral choice).

If the pre-payment is not received three days prior to the funeral taking place, the funeral may be cancelled or postponed.

Making payment on and for a funeral account to us, we accept:

- Debit or credit card (American Express not accepted)
- Cheques to be made payable to: Trevor E. W. Hickton Limited
- Cash
- Bank transfer (BACS)
 - o Account name: Trevor E.W. Hickton Limited
 - o Sort Code: 30-90-88
 - o Account No: 19005268
- Payment direct from deceased's bank account or solicitors dealing with estate
- Funeral finance (application via Funeral Safe Finance)

Payment can be made in full before the funeral date. A £50.00 discount will be applied to the account if this is the chosen option, however this is not applicable to packages where payment is required in full prior to the funeral date. You may wish to make the pre-payment before the funeral, and we will then send over the account with balance 5-7 days after the funeral. We expect payment within 30 days. Below are other options or scenarios which may assist with the account payment.

Department for Work and Pensions (DWP) – Funeral Expenses Payment

The DWP Funeral Expenses Payment is released to us as the funeral director, not the person applying for the payment. The claim can take three weeks or more to be processed.

Please make us aware if you are planning to make a DWP claim for help towards funeral expenses as soon as possible. Depending on each individual circumstance, following a means test they may grant an amount towards the funeral. Being awarded a grant is not guaranteed.

Please note, this is not guaranteed, and we do still require the pre-payment prior to the funeral date. If a DWP grant is being used towards the pre-payment amount, 50% of the balance once the DWP payment has been taken into account will be payable prior to the funeral taking place.

If the Funeral Expenses Payment is received following the funeral taking place, and an overpayment on the account occurs, our client (the signed payee) will receive a reimbursement for the amount in credit.

**A claim to the Department for Work and Pensions (DWP) can be made via telephone and online:
0800 151 2012 or gov.uk/funeral-payments
Or by completing paperwork which is available at your local Job Centre Plus.**



SCAN ME

PAYING THE FUNERAL ACCOUNT AND OPTIONS

Insurance policies, solicitors and frozen bank accounts and building societies

We understand that there may be insurance policies in place; we can happily liaise with the insurance policy on your behalf if you wish.

Quite often if solicitors are involved, we can send our invoice to the solicitor direct. Please note, a pre-payment is still required. Then, once funds are available, they will at that point send the amount outstanding for the funeral account direct to us.

It is quite common that following the passing of your loved one, their bank accounts may be temporarily frozen. To release funds and close bank accounts, you will need to take the Certified Copy of Entry of Death – known as The Death Certificate – which you will receive from the registrars and take to the bank along with your ID and our invoice. If there are enough funds in the bank account, they should be able to pay us directly.

If your loved one had a Building Society account and the monies in the account are for the funeral payment, it is highly likely they will require an invoice from ourselves (not the written estimate). Once this is received, they will issue a cheque/BACS payment for the amount required. If you wish for an invoice at the same time of the written estimate, please inform us.

Paying the remaining balance of funeral account options

The funeral invoice will be posted or, if requested, emailed to you 5-7 days following the funeral. You then have 30 days to pay the remaining balance, however if the account is in the hands of a solicitor, DWP or any other organisations in which may prolong releasing funds, the 30-day payment term can be lifted.

If there are limited funds for the funeral, we do offer a direct cremation package and a simple basic funeral at a set cost.

Applying for Funeral Safe finance to cover the expenses (a loan to cover the funeral expenses)

Apply online via our website at tewhickton.co.uk/funeral-options/funeral-finance/

You can apply when arranging a funeral with us. Just ask your arranger for Funeral Safe finance options and they can arrange for you to apply online or by phone. The website offers a pre-approval check, which can indicate whether or not you will be granted the loan.

You can use the calculator online and click the 'Apply' button and this will take you through the application. You can also apply over the phone by calling them on 0330 002 0872.

Following a successful application, you will receive a text message and email – this contains your loan agreement. If you are happy with everything in the loan agreement, you can accept it via the email using our electronic signature. This evidence must be shown to us.

Once you have accepted the agreement, your funeral director is notified and the funeral balance is paid directly to your funeral director. You will receive your personal login account details to manage your loan.



SCAN ME



TERMS AND CONDITIONS OF BUSINESS

FUNERAL ARRANGEMENTS AND ACCOUNT PAYMENT

Once signing our arrangement form and/or making a payment to us, you are lawfully and faithfully accepting our business, payment and trading terms and conditions, which are listed below and on our website. Therefore entering into a contract with Trevor E. W. Hickton Limited.

The contract entered into is for the provision of our funeral services, products and services which we provide directly to you only. The contract between us and yourself does not cover third party services you have requested us to arrange on your behalf. This includes, but is not limited to, Crematoria, Councils, Grave Diggers, Ministers, Civil Celebrants, Florists, Printers, Vehicle Hire, Newspapers, Hospitals, Doctors, Coroner, Registrar, International Repatriation Service Providers etc.

You also accept authority to commence the performance of this contract within the cancellation period**

1. Estimates and expenses – Estimates are given in writing and/or verbally at the time of arrangements to an indication of the charges likely to be incurred on the basis of the information and details we know at the date of 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. If we have issued an estimate of costs prior to you signing and agreeing to the funeral arrangements contract, we are only obliged to honour the estimate provided on the day of the contract being signed.

We may not know the amount of third-party charges in advance of the funeral, however we will give you a best estimate of such charges on the written estimate. The actual amount of the charges will be detailed and shown in the final account. We do offer a £50.00 discount if the account is paid in full prior to the funeral date.

If you feel after the initial arrangement and after reading our estimate of costs, you may be unable to afford the funeral arranged, please contact our offices and we shall amend the funeral arrangements to suit you financially or offer a lower cost option. This must be done within four days of receiving our estimate of costs.

2. Who will be responsible for paying the account and who do we take instruct from – You as the signatory and applicant/client are responsible for paying this account, either in person or via solicitor, banks, insurance policies or other methods. You as the signatory and our client take exclusive right to handle the arrangements, you may let us know of other people who can act on your behalf. Any family disputes or concerns have to be dealt with by the family, and we will only deal with our client.

3. DWP Funeral Expenses Grant – If you are making a claim to the DWP for this funeral account (SF200 funeral claim form from Job Centre Plus), you must inform us at the time of making arrangements, or as soon as possible. The DWP is a means-tested grant toward the funeral costings. Ourselves as a company can advise you of the criteria which would potentially make you eligible for the claim, however we cannot be liable if a claim is not granted. The DWP will not pay the full amount of the funeral account, therefore you will be responsible to pay the balance after the funeral grant has been issued, or the balance on the funeral account if no claim has been granted. If a DWP Grant is being used towards the pre-payment amount, 50% of the balance once the DWP payment has been taken into account will be payable prior to the funeral taking place.

4. Advanced pre-payment of disbursements (third party fees) + 50% of funeral director's charges – We will require a pre-payment for services and disbursements in advance of the funeral date, due three working days before the funeral date.

For an attended funeral, this comprises of all the disbursements (third party fees) as well as 50% of our funeral director's fees. We do offer a £50.00 discount if the account is paid in full prior to the funeral date, however this does not apply to packages where the funeral amount is due in full prior to the funeral date.

If a DWP Grant is being used towards the pre-payment amount, 50% of the balance once the DWP payment has been taken into account will be payable prior to the funeral taking place.

For direct option funerals, or a fully inclusive funeral, we do require full payment of the account, due three working days before the funeral date. If a client fails to make payment by the required date, the contract for the provision of the services/funeral will be deemed to be breached and we will not provide those goods and services, the funeral will be postponed. We will only make a new arrangement to provide those services when a full payment for those services is received.

5. Out of borough burial fees and charges – If a burial is requested, full or cremated remains, where the deceased or grave purchaser is classed as 'out of area/borough', we are required to ask for proof of residency at point of arrangement on behalf of the local authority. If we are not provided the correct evidence to provide to the local authority in question, we as a company cannot be held responsible for any additional charges by the local authority which will be passed on to you as the applicant/payee for the funeral.

6. When will the account be sent out and when do we expect payment (credit terms)? – Unless you request otherwise, the funeral account is sent out within 5-7 days of the funeral taking place. We ask for payment of the funeral account within 30 days of receipt of the invoice.

We accept Cheques, Cash, BACS, CHAPS, Credit/Debit Card, Funeral Safe Finance, or other finance products for payment.

We do not accept American Express, PayPal or Digital Currency/Crypto.

8. What if you have problems paying within the 30 days? – This could be due to solicitors, insurance policies or waiting on a decision by the DWP. We fully understand this and if you can let our office know as soon as possible when payment is expected, we can accommodate the situation and allow up to 90 days from the date of funeral for payment to be made. We are unable to wait for probate to be settled or an estate to be in credit. Any balances due which exceed the 90 days will incur interest being added to the funeral account of 2% per month until payment is made.

9. What if the funeral account cannot be paid or is not paid? – You must contact us as soon as possible to discuss the situation. We offer finance plans with Funeral Safe Financing, where a pre-payment may be required to cover the disbursements before monthly payments can start. This is subject to status of the person/s applying for the loan. Please note all accounts beyond our credit terms will be passed to our debt collection agency Sinclair Goldberg Price Ltd or a small claims court application might be applied for by ourselves directly. All accounts, without exception, will be subject to a surcharge of 15% plus VAT plus our costs to cover the debt recovery. These accounts will also be subject to any legal costs incurred in obtaining settlement. The client hereby consents to the jurisdiction of the Dudley, Birmingham, Sandwell, Wolverhampton, Worcestershire, South Staffs or Solihull County Courts for the resolution of any disputes. All court and collection fees will be added to the final balance.

10. Collecting cremated remains (ashes)? – If any cremated remains (ashes) are to be collected from ourselves, they shall be released to the applicant for the funeral, or via another person to be designated by the applicant with a signed letter. Please refer to our ashes/cremated remains policy document for further information. This can be found on our website.

11. Events outside our control – We cannot be responsible for the performance of any third parties whose services do not form part of our contract with you. These may include, but are not specifically limited to, Crematoria, Councils, Grave Diggers, Ministers, Civil Celebrants, Florists, Printers, Vehicle Hire, Newspapers, Hospitals, Doctors, Coroner, Registrar, International Repatriation Service Providers etc. Neither party shall be liable for any delay in performing, or non-performance of its obligations under the contract if such delay or non-performance is caused by circumstances beyond the reasonable control of either party. Examples of such circumstances include acts of God, war, riots, a need to comply with any law or government order, disease, fire, or extreme adverse weather conditions. Where it is known that an arrangement will not be met, we will attempt to contact you in advance and advise you of alternative arrangements.

Established 1909
01384 569569
24 Hour Service

12. General Data Protection Regulation 2018 – We will collect personal information about you, the deceased and any other persons whom you supply details for. In order to allow us to fulfil the services agreed, we will pass your details to appropriate third parties such as Hickton-Jones Stonemasonry, florists, clergy/ministers/officiants, cemetery staff etc. We treat all information confidentially and in line with UK Data Protection laws. We will never sell information collected to third parties for marketing purposes. If you would like further information on how we handle your personal information, please request a copy of our Privacy Policy or refer to TEWHickton.co.uk/privacy.

13. Social media – All clients are given the option of having a social media obituary notice created and posted to company social media accounts. As a company we cannot take responsibility for derogatory comments or illegal content; we will monitor posts and delete third party input where able, and would encourage clients to make us aware if there are any posts which are inappropriate. We will from time to time share online, compliment or thank you messages, or cards received from our clients. Client and deceased full names will be blanked out in all cases. If you do not wish for yours to be used, if sent, please make a member of staff aware. We may also from time to time share a post of a photo/video of a funeral we are conducting on a client's behalf; if this is something you would not like to happen, we ask that you inform us as soon as possible.

14. Order of service sheets/funeral stationery – All orders will be sent to the client for proof-checking, and we require final sign-off ready for print, three working days prior to the funeral date. Any mistakes or changes made after the three-day cut-off date will incur reprint costs to cover all of the order.

15. Coffin/casket sizes, selections and ordering – We work very closely with our chosen coffin and casket suppliers, ensuring the quality and finish is always to our high standards. However, on occasion the manufacturing process can go wrong, and we may not be aware until the item is delivered to us. We will aim to inform a client at the soonest possible moment if there is damage, or a concern with an item. We will always make it our priority to ensure deceased are measured and then the correct sized coffin is ordered to suit their dimensions. Due to the nature of coffins and caskets, they are all handmade to size.

16. CCTV cameras – As a company we have a duty of care to all of our employees, contractors, the general public and deceased to ensure that all areas of our premises are safe and secure. We operate CCTV camera systems

in all of our premises. The recordings are held for no more than 30 days and the systems are held behind our company firewall. Please note that our cameras are in all areas of our buildings and will record deceased in our care.

17. Your right to cancel this contract within 14 days of receipt of this notice – The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 – You have the right to cancel this contract if you so wish. This right can be exercised by sending or taking a cancellation notice to the funeral office mentioned below at any time within the period of 14 days starting from the date of receipt of this notice in writing of your rights to cancel, only if the arrangements have been made within your own home.

Notice of cancellation will be deemed as having been served as soon as it is posted or sent to us at the address below or, in the case of electronic mail, from the day it is sent to us. You should understand that should you choose to cancel the contract having given your authority to commence work, you may be charged for services provided or disbursements incurred.

****If you wish the performance of this contract to commence within the cancellation period, you will have signed our arrangement form to give us authority to enable work to commence in agreement with the contract to provide the goods and services associated with the contract.**

18. Standards of service (complaints procedure) – At all times we, as a company, endeavour to act professionally, caringly and understandingly at these difficult times during a bereavement. However, in the unfortunate instance where you, as our client, feel that our standards of service were not completely satisfactory to you or your family's needs, and you would wish to make a complaint to resolve the issue, this must be done in writing via post or email to Mr. Ross W. Hickton (ross@tewhickton.co.uk) at the below address no later than three months after the funeral date.

If you have a concern or complaint prior to the date of the funeral, we ask that this is raised immediately for investigation, and hopefully put right before the day of the funeral. We cannot be held responsible for any complaints which could have been addressed prior to the date of the funeral. If you are not happy with the outcome, then you have the right to refer the complaint to SAIF for an independent adjudication. You can contact SAIF by completing their complaints form which is available by contacting them on 0345 230 6777 or by email to standards@saif.org.uk or by visiting the SAIF website saif.org.uk/about-saif/complaints.

Hickton Family
Funeral Directors
Our Family Are Here, To Help Yours

Trevor E W Hickton Limited also trading as Hickton Family Funeral Directors. Registered in England No: 6210974
Registered Office: Whitmore House, 8-11 Lower High Street, Cradley Heath, B64 5AB
Funeral homes for Hickton Family Funeral Directors: Cradley Heath, Kidderminster, Codsall, Bartley Green,
Wolverhampton, Castle Bromwich and Halesowen
Jones Memorials Dudley
Directors: Mr R. W. Hickton Dip. FD, Mr G. W. Hickton Dip. FD, Miss J. L. W. Hickton Dip. FD

FUNERAL ARRANGEMENT CONFIRMATION

The Funeral of the late: _____

Is to take place on: _____ the _____ of _____

Funeral to leave from: _____ at _____

The service will be held at:

_____ at _____

Cremation/burial to take place at:

_____ at _____

Notes/checklist

☐☐☐☐☐☐☐☐☐☐☐☐☐☐

Contact Methods

Funeral arranger's name: _____

Email address: _____@tewhickton.co.uk

WhatsApp: 07955 466121



Hickton Family Funeral Directors
WhatsApp Business Account



Facebook.com/Hicktons



hickton_family_funeraldirector



www.tewhickton.co.uk



To offer you peace of mind and assist you in making informed decisions, we encourage our clients to share their experiences through customer reviews. These heartfelt testimonials serve as a beacon of comfort for those of you seeking guidance, giving an insight into the quality of our services and the heartfelt support we provide. Your feedback not only helps us improve but also extends a comforting hand to those embarking on a similar journey.

