



NDC Recommended Funeral Director

Information Form

As a NDC Recommended Funeral Director you will get:

- 🌳 A full page listing on our website, including description of your business and what you offer, photo and contact details. (including a direct link to your own website)
- 🌳 Your details added to the Update Sheet accompanying every copy of the Natural Death Handbook sold. (Listings are made by town.)
- 🌳 The NDC logo for you to use on your own website and leaflets.
- 🌳 A signed certificate for you to display in your office (if you choose) stating that you have adhered to the Natural Death Centre's Recommended Funeral Directors Agreement and what this covers.
- 🌳 A window sticker
- 🌳 Verbal recommendation by our helpline staff to callers from your area.

To help cover the costs of administering our Recommended Funeral Directors scheme, including adding your details to our website, and to the Update Sheet included with every copy of the Handbook that is sold, we ask for a small donation from you, on an annual basis.

The trustees have agreed that a donation of £70 is requested from firms wishing to become Recommended Funeral Directors, with an additional £40 each for the listing of each branch included.

Recommended Funeral Directors Agreement

If you agree with and can comply with the terms below, you can become one of the NDC's Recommended Funeral Directors.

- 🌳 To be flexible with the public and provide the service they request.
- 🌳 To state clearly what your services can entail including a clear breakdown of costs for each part.
- 🌳 To provide a very basic disposal service if requested.
- 🌳 To provide information regarding all disposal options to all clients.
- 🌳 To assist families who want only a part service from you and not make this difficult by selling 'packages only'
- 🌳 To explain that embalming is optional and what embalming entails.
- 🌳 To inform families that they may like to help with some aspects such as washing and dressing the deceased or pall bearing.
- 🌳 To state clearly if you are a member of a larger 'group'.
- 🌳 To inform customers that they can send feedback about the service you have provided to the Natural Death Centre.
- 🌳 To inform families if their loved one is being kept at another facility.
- 🌳 To provide families with options for other types of celebrant beyond simply a minister or

a humanist.

 To meet and make arrangements at the family home at no extra charge

We expect you to provide accurate information and clear pricing and to draw families' attention to hidden costs including expenses beyond those of the funeral such as interment plots for ashes and memorials. This will help families to understand the total cost of every disposal option.

I agree to honour the above guidelines and to the best of my knowledge all the information provided on the RFD Information form (signed and enclosed) about the stand alone services we offer is accurate.

(Company name).....

Signed.....

Print name.....




Position.....

Date/...../.....

Branch name and direct line

The Natural Death Centre Charity reserves the right to remove your details from the Natural Death Handbook Update Sheet and from our website should we receive complaints from the public that you are not honouring the information given regarding your services or flexibility.

Please return:

-  The signed copy of this agreement
-  The completed and signed information form (below)
-  Your donation

to:

The Natural Death Centre, In The Hill House, Watley Lane, Twyford, Winchester, SO21 1QX
Tel: 01962 712690 Email: contact@naturaldeath.org.uk

Information Form

Please complete the following information sheet. If you require more space than is provided, please continue onto a separate piece of paper and return to the NDC with this form.

Your Company Name:

Your Name:

Job Title:

Address:

Tel:

Email:

Website:

1. Are all families given the choice of meeting at either your premises or the home of a family member? Yes No

2. Do you charge a supplement for home meetings? Yes No

3. Do you charge a flat fee, regardless of time spent arranging the funeral? Yes No

4. Will the same person who talks to the family about the arrangements be present on the day of the funeral? Nearly always Sometimes Not usually

5. Are you a member of a professional association?

SAIF NAFD

AGFD BIFD

6. Do you provide bespoke funeral plans? Yes No

7. When collecting someone who has died at home, will the team include an experienced and knowledgeable staff member? Nearly always Sometimes Not usually

8. Do you provide details of alternative celebrants (other than Ministers and Humanists)?
Yes No

9. Do you discuss the full cost implications of burial/cremation options with families? (For example subsequent ashes interment fees, doctors' fees and grave stone costs) Yes No

10. Do you have a chapel/viewing room for families? Yes No

11. Will you provide the following without providing other services? :-

Purchase of coffin Yes No

Collection of body from place of death within office hours Yes No

Collection of body from place of death out of hours Yes No

Refrigerated body storage Yes No

Embalming Yes No

Body preparation, washing and dressing Yes No

Hearse Yes No

Limousine Yes No

Bearers Yes No

12. Do you routinely embalm? Yes No

13. Do you explain to families the issues surrounding viewings without embalming? Yes No

14. Will you enable families to transport the person who died from your premises themselves?
Yes No

15. Will you enable families to wash/dress the person who died? Yes No

16. Do you feel greener funeral options are often impractical due to cost or distance to a green burial ground? Yes No

17. Do you help with coffin free funerals? Yes No

18. Do you help families who wish to keep the deceased at home? Yes No

19. Do you have a printed price list? Yes No

20. Is all of your pricing information shown on your website? Yes No

21. Does your price list provide sufficient information for most families to be able to calculate their own estimate of the funeral costs? Yes No

22. Does your price list include the price of a low cost Basic Funeral? Yes No

23. Do you have refrigerated facilities at every branch? Yes No

Further Comments:

Signed:

Date:/...../.....

