



Important Documents

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Price List – April 2023

Our Professional Fees - £1343

Administration Fees
Collection & Care of the Deceased
Funeral Service booked at an agreed Date & Time
Funeral Director & two Funeral Operatives on the day

Coffin Options*

Standard	Direct Cremation	£125
	Gwent	£200
	Traditional	£525
Environmentally Friendly	Willow	£650
	Bamboo	£650
	Solid Pine	£620
Veneered	Lincoln	£450
	Warwick	£650
	Cantebury	£600
	Belmont	£560
	Rutland	£530
Solid Wood	Westminster	£980
	Cromwell	£1500
	Wordsworth	£1360
	Valencia	£1500
	Austen	£1600
Artiste	Arlington	£2120
	Milano	£1550
Picture	Coffin	£850
	Casket	£1200
Coloured	Persona	£950
	Existing Design	£870
Other	Pastel	£700
	Studio	£820
	Ambassador	£870
Musgrove	Glitter	£900
	Enviroboard	£400
	Valentino	£1500
	Somerset Willow	£1000
	Rainbow & Block Colour	£1100

Third Party Associate Fees

Media Related	Upload of Photos for Visual Tribute	£20
	Recording/Live Streaming of Service	£50 - £250
Service Related	Longer Service	£50
	Saturday Service	£250
	Service in different location to Burial/Cremation	£130
	Service in Cemetery Chapel prior to Burial	£65
Ashes Related	Arrangement of Scattering/Interment	£50
	Storage of Ashes	£1 per night *

We will hold your loved ones ashes for the first 2 month free of charge.

Doctor's Fees (Cremation Only)

Cremation Form 4	£82
Coroners Form 6	£0

Hearse/ Car Options

Black Estate	Hearse	£100
	Car (4 max)	£190
Black Traditional	Hearse	£275
	Limousine (7 max)	£275
Silver Mercedes	Hearse	£350
	Limousine (7 max)	£350
Motorcycle	Triumph or Suzuki	£1,300
	Harley Davidson	£1,350
Bicycle	Hearse	£650
Horse Drawn	Pair of Blacks/Greys	£1,350
	Four Blacks/Greys	£2,000

Officiants

Religious	Church in Wales	£94
	Catholic	£94 +
	Other	Available On Request
Non-Religious	Humanist	£180 +
	Celebrant	£180 +
	Transport of Minister	£30

Funeral Stationary

Orders of Service	Standard Design	£25
	Charge per copy	£1
Donations	Donation Box	£25
Attendance Cards	Returned to you in a presentation folder	£50

Viewings (By Appointment Only)

Dressing	Own Clothing	Included
	Gown	£40
Closed Coffin	Per hour appointment	£20
First Viewing	Between 9am – 5pm Monday - Friday	£75
	Evenings & Weekends	£100
Subsequent Viewings	Between 9am – 5pm Monday - Friday	£20
	Evenings & Weekends	£50



Travel (From Branch Premises)

Deceased Collection	Within 15 miles	Included
	Outside 15 miles	£1 per mile (round trip)
	Out of Hours Collection	£250
Funeral Location	Within 15 miles	Included
	Outside 15 miles	£1 per mile (round trip)

Personnel on Day

Funeral Director	Included
Two Funeral Operatives	Included
Additional Bearers	£45 per bearer

Ashes Containers (From)

Suitable for Burial	Engraved Wooden Caskets	£70
	Environmentally Friendly	£70
	Handmade Wooden	£150
	Nature Urns	£60
For Display	Brass Urns	£150
	Stone Urns	£150
Others	Scatter Tube (Various Designs)	£30
	Water Burial Casket	£60

Flowers

Sprays	Single Spray	£100
	Double Spray	£150
Crosses	2 Foot Long	£115
	4 Foot Long	£160
Lettering	White with coloured cluster and ribbon	£50 per letter
Other	Cushion 12"/15"	£75/£90
	Wreath 12"/24"	£80/£100
	Posy Pad 8"/10"	£55/£70
	Heart 15"	£90

These are guide prices and can provide various arrangements at your request.

Keepsakes

We proudly work with, and can offer discounts from:

Recollections
Ashes Into Glass
This Dad Made That
Hold Upon Heart
And many more.

Church Fees

Church Hire	Church Fee	£100 - £200
	Warden Fees	£40 - £70
	Organist Fee	£50 - £120
Church in Wales Burial Fee	Ashes Interment	£176
	Full Interment	£528
	Ministers Fee	£24

Please note, that although we have tried to be as thorough as we can be, because there are thousands of coffin options, tens of hearse options (including tank and tractor hearses) and many other addons such as dove releases, ice cream vans and musicians; it is impossible for us to provide a definitive list.

If there is something that we can give you a bespoke price for, please contact us on **02921 69 00 22** or info@ivorthomasfunerals.co.uk.



Terms of Business

We know everyone's situation is different, so we want to work with you in order to find the most convenient way for you to pay. See below our terms of payment and ways that you can pay, it isn't a comprehensive list of payment methods so if there is anything you would like to ask, please just get in touch through the details found at the bottom of the page.

Standard Terms

- A deposit of £1000.00 should be paid one week before the funeral.
- The final balance would need to be paid within 14 days of the funeral.
- If the full balance has not been paid within 14 days of the funeral and a signed payment agreement is not in place, there will be a late payment charge of 15% of the initial balance.
- If the full balance has not been paid within 3 months of the funeral and a signed payment agreement is not in place, we will instruct a debt recovery agency, and the client would be liable for any additional fees.
- ***We cannot stress enough that we want to work with you in order for the balance to be paid, we know that this is a difficult time and do not want to add any more stress, please please talk to us if you have any difficulty paying.***

A Payment Agreement

- We are happy to spread the cost of the funeral over a period of up to six months after the date of the funeral.
- A deposit to be paid a week before the funeral will be asked for.
- Although we do not charge interest, there will be an additional fee of £250.00 if there is an outstanding balance of over £1000.00 two months to the day after the funeral.
- If the agreement is broken by the client, we reserve the right to instruct a debt recovery agency, and the client would be liable for any additional fees.
- ***We understand that situations change, so are happy to revise any payment agreement at any time. Again, we want to work with you rather than telling you what to do; so if you are in any financial difficulty, please just call.***

The DWP Funeral Payment

- We are happy to undertake funerals where the client wants to apply for the DWP Funeral Payment.
- Please be aware that the DWP Funeral Payment will most likely not cover the full balance of the funeral.
- When arranging the funeral, a decision on the payment would not have been made, so you will be asked if you would like to abide by the standard terms or arrange a payment agreement in case the client's application is refused.
- If your application is successful, any outstanding balance would either need to be paid within 14 days of the funeral or a new Payment Agreement signed.

Paying Through The Deceased's Bank Account

- If you take the funeral invoice and death certificate to the deceased's bank, they can often make a payment directly to Ivor Thomas Funerals Limited from the funds left in the account.
- If this is an option you would like to use, we will mark it on the contract; but please know that the payment would need to take place before the funeral and any outstanding balance would be subject to the standard terms unless a payment agreement is made.

Funeral Plans / Life Insurance

- We accept Funeral Plans and Life Insurance payments towards the funeral costs.
- Depending on the Funeral Plan/ Life Insurance company, any payment may be made to Ivor Thomas Funerals Limited directly or to the client for them to pay the balance. It is the client's responsibility to confirm the method of payment.
- Please be aware that the amount in the plan or insurance may not cover the full balance of the funeral. Any outstanding balance would be subject to the standard terms unless a payment agreement is made.



Disclosure of Interests

Because of the Competition and Markets Authority Order which came into force September 2021, we need to disclose a list of interests that could affect your choice of funeral director.

Ultimate Owner

- Ivor Thomas Funerals Limited is proudly owned by father and son, Ivor Neil Thomas and Mark Ivor Thomas.
- Ivor Thomas Funerals Limited is proudly run by Neil & Mark's family and specially selected others.

Price Comparison Websites

- We do not pay to appear on any price comparison websites.
- We do however pay a referral fee if you come to us through www.yourfuneralchoice.com.

Donation Register

- We do not make any donations worth more than £250 annually to any funeral or bereavement related organisation or individual.
- The closest we get to this is that we give our hired drivers a beer or box of chocolates (their choice) to take home with them because they work extremely hard for us and we thoroughly appreciate it.
- We do also give out a token of our appreciation to people and organisations that we work with during the Christmas/New Year period, because the sector we work in is hard, people need to be appreciated and we think it's nice to.
- We do however do donate more than £250 annually to local charities and organisations. We're in the process of moving our advertising budget away from traditional means as we think it can be put to better use in the community. If you would like to see if we can help, please get in touch with us through the details at the bottom of the page.



Terms & Conditions

If you would like to discuss anything below, please call us on 02921690022, or if you want to contest anything raised, please email admin@ivorthomasfunerals.co.uk.

The terms “we” and “us” refers to Ivor Thomas Funerals Limited at 81 Rhydheilig Avenue, Heath, Cardiff, CF14 4DB. The “applicant” is the person who signs the contract with Ivor Thomas Funerals.

1. We can only take instructions regarding the funeral from the applicant.
2. We are not at fault or liable for any error made by a third party, e.g. crematorium, cemetery, officiant, carriage master etc.
3. We cannot guarantee any particular member of staff on the day of the funeral. Please note that Neil is normally away on Mondays & Tuesdays and Mark is normally away on Wednesdays.
4. We always aim to collect the deceased as soon as possible. However, this does depend on the availability of the hospital and our staffing levels.
5. Sometimes due to the circumstances of death, we reserve the right to not offer our full range of services. This is only in extreme circumstances and we will communicate with you fully the reasons why.
6. Viewings must always be booked in advance and any viewings outside the times of 9am to 5pm, Monday to Friday will incur an additional fee of £30.00.
7. Viewings can only be booked either by the applicant or a designated individual whom the applicant states can book.
8. Any clothing needs to be with us 48 hours before a viewing.
9. We reserve the right to remove any items which would contravene crematorium rules and guidance. What these are can vary depending on the crematorium in question. Please speak to us if you would like more information.
10. There is an out of hours call out fee of £250.00, for when we attend a collection of a deceased from a private address outside the hours of 9am to 6pm, Monday to Friday.
11. On every funeral we will provide a minimum of one funeral director, two pall bearers and one driver per vehicle required.
12. A minimum of four bearers are required for pallbearing at a cremation and six bearers are required for pall bearing at a burial.
13. Although we will place out reserved signs on seats, we cannot guarantee that we will know who is to be seated in this area or if this will be respected by others. If you would like us to ask people to move, please speak to the funeral director or a funeral operative.
14. Flower orders need to be made one week before the date of the funeral.
15. We will always endeavour to provide flowers that have been specifically requested, however this is not always possible depending on time of year and availability from wholesalers.
16. Photos, pictures, poems or anything else which is wanted to be included in the order of service needs to be provided to us no later than four working days before the funeral. Otherwise, we cannot guarantee that they can be included.
17. Any orders of service not kept by the congregation, will need to be received within 2 weeks of the funeral. If not collected, these will be destroyed.

81 Rhydheilig Avenue, Heath, Cardiff, CF14 4DB

T: 02921690022

E: info@ivorthomasfunerals.co.uk

W: ivorthomasfunerals.co.uk

Ivor Thomas Funerals is a company registered in England and Wales with company number 11723359.



18. Any cards or donations received by us will be placed into the donation box after the service and handed to the applicant (or designated individual) before they leave. If no donation box has been requested, any items received will be handed loosely.
19. Wording for the obituary needs to be confirmed in writing, two working days before the desired date of entry.
20. Unless we are administering the Visual Tribute, the upload link will be sent to the applicant's given email address. The cut-off date and time is stated on this email, if you upload photos after this time, extra charges can occur and will be passed onto the applicant.
21. If we are administering the Visual Tribute, all photos need to be received by us five working days before the funeral with the order specified. Any photos received after this time cannot be guaranteed to be shown in the Visual Tribute.
22. Any photos received on photographic paper (for a visual tribute or order of service) must be removed from any frames. If any pictures are received in frames, we are not liable for any damage caused to the frame or picture.
23. Digital photos should be sent to us by email to info@ivorthomasfunerals.co.uk, in .jpg or .png format.
24. Although sometimes we are able to offer to touch up some photos upon request (depending on our work load), we cannot guarantee the quality. We advise that you present the photos to us as you would like them displayed.
25. Webcast links will be sent to the applicant's given email address for them to send on to whomever they wish. We will not give out the details of the link to anyone who is not the applicant unless it is requested in writing by the applicant. Any complaints about the webcast need to be made to the webcast provider.
26. Attendance cards, if requested, will either be handed out individually or within orders of service, all funeral operatives will also have additional attendance cards in the case of additional needed or if they are asked. We cannot guarantee the completion of the cards, only that we will return all returned completed cards to you.
27. Even though we make requests to the officiant, this is overridden by their communication with you. Please make sure that all the information that you give the officiant is correct.
28. Taking a lock of hair or fingerprint from the deceased or separating a token amount of ashes is a free of charge service we offer. If you wish to make a request, please be as specific as possible and be aware that although we will always try and meet your request, this is not always possible. If we are unable to fulfil your request for any reason, we are not able to provide any financial compensation.
29. Unless confirmed otherwise, the ashes will be ready to collect within 5 working days of the funeral taking place. It is your responsibility to arrange a date and time to collect them from our care or have us deliver them to you (free of charge within 12 miles by road, any further will be charged at £1.00 per mile there and back from CF14 4DB).
30. We will hold ashes and keepsakes for up to two months after the funeral without charge, after which there will be a holding fee of £1 per night for ashes and £0.50 for keepsakes.
31. The removal of any memorial from a grave does incur a risk of damage to the memorial, therefore the removal is carried out entirely at the owner's risk.
32. If we have organised the removal of a memorial or there was not a memorial already in situ, you may receive a phone call (normally two weeks after the burial) to ask how you would like to proceed with the memorial work.

STANDARDISED PRICE LIST

All funeral directors are legally required to publish this Price List for a standardised set of products and services. This is to help you think through your options and make choices, and to let you compare prices between different funeral directors (because prices can vary).

ATTENDED FUNERAL (funeral director's charges only)		£1893.00
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		£893.00
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		£150.00
Care of the deceased person before the funeral in appropriate facilities. The deceased person will be kept at the funeral director's branch premises.		£300.00
Providing a suitable coffin – this will be made from elm wood effect.		£200.00
Viewing of the deceased person for family and friends, by appointment with the funeral director (where viewing is requested by the customer)		£75.00
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		£275.00
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)		£1143.00
Cremation (funeral director's charges plus the cremation fee)²		£1550.00
FEES YOU MUST PAY		
For an Attended or Unattended burial funeral, the burial fee . ¹		£940.00 to
In this local area, the typical cost of the burial fee for local residents is:		£1646.00
For a new grave, you will also need to pay for the plot; for an existing grave with a memorial in place, you may need to pay a removal/replacement fee. In addition, the cemetery may charge a number of other fees.		
For an Attended cremation funeral, the cremation fee . ²		£820.00 to
In this local area, the typical cost of a cremation for local residents is:		£1565.00
Please discuss any specific religious, belief-based and/or cultural requirements that you have with the funeral director.		
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)		£1.00
Additional transfers of the deceased person's body (e.g. to their home, to a place of worship etc.) (price per transfer)		£130.00
Collection and delivery of ashes		£1.00
Embalming		£150.00
Funeral officiant (e.g. celebrant, minister of religion etc.)		Prices on request
Services supplied outside of normal office hours		Prices on request
The funeral director can give you a full list of what they can supply. They are likely to charge for these additional products and services, so you may choose to take care of some arrangements without their involvement, or you can use a different supplier.		

¹ This fee (which is sometimes called the interment fee) is the charge made for digging and closing a new grave, or for reopening and closing an existing grave.

² In England, Wales and Northern Ireland, you will usually need to pay doctors' fees as well. This is the charge for two doctors to sign the Medical Certificates for Cremation.

STANDARDISED PRICE LIST - Explained

Please note that this document has been created by Ivor Thomas Funerals Limited and has not been endorsed in any way by the Competitions & Markets Authority.

ATTENDED FUNERAL (funeral director's charges only)

£1893.00

Why are the fees different to what else you have on your website?

The Competitions and Markets Authority have instructed all funeral directors to create a standardised price list to make comparing funeral directors easier for the public.

This fee does not include any third party costs (crematorium/cemetery, church, minister etc), and should include our professional fees, the Collection and care of the deceased, a coffin (we've used our Gwent Coffin), a viewing, a date and time that you agree with, suitable transport (we've used our Estate Hearse) and enough people to pall bear (we've quoted for four).

This does not mean that you need to have everything stated above, remember, we will tailor each funeral to your individual needs; meaning you don't pay for what you don't use.

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 *(these are just our fees, you will also need to add any burial and grave purchase fees)*

£1143.00

Cremation *(we've quoted for Thornhill Crematorium but there are various crematoriums for you to choose from)*

£1550.00

FEES YOU MUST PAY

Why do the fees vary so much?

Because we operate throughout South Wales (there are four local authorities within 15 minute drive from us), we wanted to make sure that we quote all the fees that may be applicable.

It is definitely worth a look at our Cremation/Burial Fee Document for a more detailed breakdown of their fees.

Please discuss any **specific religious, belief-based and/or cultural requirements** that you have with the funeral director. *Please just call us to discuss anything you may want.*

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) After 15 miles	£1.00
Additional transfers of the deceased person's body (e.g. to their home, to a place of worship etc.) e.g. Church Service	£130.00
Collection and delivery of ashes Within 15 miles of CF14 4DB	£1.00
Embalming We do not embalm as standard, only at family request	£150.00
Funeral officiant (e.g. celebrant, minister of religion etc.)	Prices on request
Services supplied outside of normal office hours	Prices on request

The funeral director can give you a full list of what they can supply. They are likely to charge for these additional products and services, so you may choose to take care of some arrangements without their involvement, or you can use a different supplier.

**Our full list of prices can be found on our full ITF price list,
or give us a call on 02921 69 00 22 to discuss.**

Ivor Thomas Funerals Limited Privacy Policy

Our contact details

Name: Mark Ivor Thomas

Address: Ivor Thomas Funerals, 81 Rhydhelig Avenue, Heath, Cardiff, CF14 4DB

Phone Number: 02921690022

E-mail: info@ivorthomasfunerals.co.uk

Website: www.ivorthomasfunerals.co.uk

The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (including name, address, phone numbers and email addresses)

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- To complete the necessary documentation to undertake a cremation, burial, exhumation or memorial service.
- Issue estimates and invoices.

We may share this information with local crematoriums and cemeteries, hospitals and doctors surgeries as well as register offices and coroners offices.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

We have a contractual & a legal obligation.

How we store your personal information

Your information is securely stored.

We keep any paper records for 7 years. We will then dispose your information by shredding and then disposing of all documents.

We keep digital files and copies of records in perpetuity.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at info@ivorthomasfunerals.co.uk if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at admin@ivorthomasfunerals.co.uk or Ivor Thomas Funerals, 81 Rhydhelig Avenue, Heath, Cardiff, CF14 4DB.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>