

Clients and contracts



Who is the funeral director's client?

The 'client' is the person who completes and signs the contract between the funeral company and themselves.

- They are agreeing to arrange the funeral and pay the funeral director's expenses.
- They are legally allowed to do this if they knew the deceased, whether this was a family member or in a legal capacity.
- The Executor to the will and estate will trump all others including family members.
- The client does not have to be the same person who is applying for the burial, cremation or repatriation. They may be someone else entirely.

The contract document could be in the form of:

- A physical contract document
- The arrangement form, confirming all the arrangements
- Either of the above, alongside the estimate of costs
- The contract could be entered into in lieu of a signature using money as a pre-payment or payment in full prior to the funeral date.
- A funeral arrangement authorisation form (this is the agreement between the funeral directors and the client).
 - This can be a physical signature or digital options available.
 - When a pre-payment is made on the account. This could also be viewed as entering into a contract.