

CMA Funeral Director Information

Important information about our business, prices, payment arrangements, care of the deceased and the documents published under the Funerals Market Investigation Order 2021.

Effective from: 23 July 2026 Last reviewed: 23 July 2026

KEY PAYMENT TERMS

A deposit equal to 10% of our estimated charges is due when we agree to act. Estimated third-party costs are due when the estimate is accepted. The remaining balance is due three working days before the funeral service.

1. Purpose of this information

The Competition and Markets Authority made the Funerals Market Investigation Order 2021 to improve transparency and make it easier for families to understand and compare funeral prices and services.

This page brings together information about Wealden Funeral Services Ltd and signposts the price documents and business terms that are relevant when arranging a funeral with us. It should be read alongside the written estimate and terms provided for an individual funeral.

2. Business details

- Trading name
 - Wealden Funeral Services
- Registered company
 - WEALDEN FUNERAL SERVICES LTD
- Company number
 - 12670306
- Ownership
 - Independently owned solely by Andrew Kirk, with no parent company or wider corporate group
- Registered office
 - 3 Browning Road, Heathfield, East Sussex, TN21 8DB
- Funeral premises
 - 3 Browning Road, Heathfield, East Sussex, TN21 8DB

Further ownership and financial-interest information is provided in our [Disclosure of Interest](#) .

3. Our price information

Our price information is separated into documents with different purposes. Prices should be read together with any applicable third-party fees and the written estimate for the funeral being arranged.

Published funeral price information

Document	What it contains	View online
Standardised Price List	The prescribed CMA comparison format for attended and unattended funerals and certain additional services.	View the Standardised Price List

Document	What it contains	View online
Additional Options Price List	Prices for other funeral products, services and choices that we normally offer.	View the Additional Options Price List

A bespoke request that is not part of our normal advertised range may not appear on an Additional Options Price List. We will disclose its price before the customer agrees to purchase it.

4. Local crematorium prices

The CMA requires us to display specified prices supplied by local crematorium operators. Our local information covers:

- Wealden Crematorium;
- Kent and Sussex Crematorium; and
- Eastbourne Crematorium.

CURRENT OPERATOR INFORMATION

Local crematorium prices

View the CMA price information supplied by the local crematorium operators, including their attended, reduced-fee and unattended services where offered.

[View local crematorium price information](#)

[Download local crematorium prices \(PDF\)](#)

Crematorium charges are set by the crematorium operator and are not controlled by Wealden Funeral Services. The charge applicable to a particular funeral will be identified in the written estimate.

5. Estimates and changes

We provide a written, itemised estimate based on the funeral arrangements discussed and the information available at the time. It distinguishes our charges from estimated payments to third parties.

If the arrangements change, or an external provider changes a price, we will explain the financial effect and provide an updated estimate or other written confirmation as appropriate. We will obtain agreement before adding an optional product or service, except where urgent action is reasonably necessary and it is not practicable to obtain instructions.

6. Deposit and disbursements

When we agree to act, a deposit equal to **10% of our estimated charges** becomes due.

The estimated disbursements are due when the customer accepts the estimate. Disbursements are amounts that we pay or arrange to pay to third parties in connection with the funeral, such as crematorium, cemetery, officiant, doctor, floral or other external-provider fees.

The estimate will identify the deposit, disbursements and relevant payment dates. If a third-party charge changes, we will tell the customer as soon as reasonably practicable.

7. Final balance

The remaining estimated balance must be received in cleared funds no later than **three working days before the funeral service**, unless we agree a different arrangement in writing.

A later adjustment may be necessary if an agreed item, service or third-party charge changes after the balance has been calculated. Any additional amount or refund will be clearly explained.

8. Payment methods

We accept payment by:

- cash;
- debit or credit card; and
- bank transfer.

Payment is treated as received when cleared funds reach us. Please use the reference shown on the estimate or invoice when paying by bank transfer.

9. Late payment

If an undisputed balance remains unpaid for fourteen calendar days after its due date, we reserve the right, after giving written notice, to:

- apply a single administration fee of **£25**; and
- charge simple interest on the overdue balance at **4% per year above the Bank of England base rate**.

Interest will be calculated daily from the end of that fourteen-day period until cleared payment is received. It will not be backdated to the original due date.

These charges are discretionary and are not applied automatically. We may waive either charge where there is financial hardship, bereavement-related difficulty, an agreed payment arrangement or another reasonable circumstance. Charges will not be applied while a genuine dispute concerning the invoice remains unresolved.

IMPORTANT

We will provide written notice before applying either charge. These terms do not restrict any legal right to challenge an invoice or any protection available under consumer law.

10. Difficulty paying

If payment may be difficult, please speak to us as early as possible. We will treat the conversation sensitively and consider whether a reasonable alternative arrangement can be agreed. An alternative arrangement must be confirmed in writing.

We can also explain which costs are ours, which are payable to third parties and where information about possible external financial help may be obtained. We cannot guarantee that assistance or funding will be available.

11. Where the deceased is cared for

A deceased person entrusted to Wealden Funeral Services is cared for at our premises at:

*3 Browning Road
Heathfield
East Sussex
TN21 8DB*

We do not routinely transfer the deceased to a central hub or another funeral director's premises. Transport to a crematorium, cemetery, place of worship or another agreed location will take place when required for the funeral arrangements.

12. Choice and independence

Families are free to compare funeral directors and choose the products, services and third-party providers that meet their needs. We will not require the purchase of an optional item as a condition of providing another service unless there is a legal, practical or safety reason which we explain.

We do not have referral arrangements with hospitals, hospices, care homes or similar institutions that encourage or require them to give preference to our business. Our relevant interests are set out in the [Disclosure of Interest](#) .

13. Requesting copies

Printed or electronic copies of our Standardised Price List, local crematorium price information and payment terms are available on request. If someone cannot visit our premises and cannot access the website, we can arrange to send a physical copy.

Please tell us if larger print or another reasonable accessible format would help. Further information is available in our [Accessibility Statement](#) .

14. Contact details

ASK ABOUT PRICES OR PAYMENT

Wealden Funeral Services Ltd

3 Browning Road

Heathfield

East Sussex

TN21 8DB

Telephone: 01435 868844

Online: use our contact form