

## FUNERAL PLAN TERMS AND CONDITIONS

### 1. Important Information

Please read these Terms and Conditions carefully before purchasing a funeral plan. By proceeding with your purchase, you confirm that you understand and accept the terms set out in this document. These Terms form the basis of the agreement between you and us for the provision of funeral services.

### 2. About Us

This funeral plan is provided by Grupo Soluciones Andalucía SL, trading as Serenity Funeral Services, with registered address at:

Polígono San Antonio 1  
Avenida de las Américas  
29130 Alhaurín de la Torre  
Málaga  
CIF: B56504764

Following the purchase of your funeral plan, you will receive a welcome pack which includes:

- Welcome Letter
- Terms and Conditions
- Key Features Document
- Plan Certificate
- Cancellation Form
- Funeral Plan Card

Your plan will become active once all agreed payments have been completed.

### 3. Eligibility and Validity of the Plan

Your funeral plan will remain valid provided that:

- The plan has been paid in full, or
- Monthly instalments are maintained in accordance with the agreed payment schedule

If a payment is missed:

- The plan will be suspended until a suitable payment arrangement is agreed
- During this suspension period, no services are guaranteed

If six (6) or more payments are missed within any 12-month period:

- The plan may be cancelled
- All payments made will be non-refundable

Reinstatement of a cancelled or suspended plan may be offered at our sole discretion.

### 4. What is Included in Your Plan

#### Direct Cremation Plan

This plan provides a simple cremation service without a formal ceremony or public viewing.

It includes:

- Collection of the deceased and transfer into our care (location may vary)
- Provision of a coffin suitable for cremation
- Basic preparation and care of the deceased
- Completion and handling of all legal documentation, including death registration
- Cremation arrangements and coordination
- Supply of an urn
- Delivery of ashes and documentation to the family

#### Gold Plan

This plan provides a more comprehensive service with family involvement.

It includes:

- Collection of the deceased and transfer into our care
- Provision of a coffin
- Up to four (4) days of refrigerated preservation
- Preparation and presentation of the deceased
- Arrangement meeting with the family to organise the funeral
- Completion of all legal documentation and death registration
- Private viewing of the deceased in a non-public setting (not a sala de velatorio)
- Cremation arrangements and coordination

- Supply of an urn
- Delivery of ashes and documentation to the family

### **Platinum Plan**

This plan includes an enhanced service with a personalised ceremony.

It includes:

- Collection of the deceased and transfer into our care
- Provision of a coffin
- Up to four (4) days of refrigerated preservation
- Preparation and presentation of the deceased
- Meeting with the family to arrange all funeral details
- Completion of all legal documentation and death registration
- Private viewing of the deceased in a non-public setting
- Organisation of a celebration of life service conducted by a celebrant
- Provision of a floral tribute (coffin spray)
- Cremation arrangements and coordination
- Supply of an urn
- Delivery of ashes and documentation to the family

### **Repatriation Plan**

This plan is designed for the return of the deceased to another country.

It includes:

- Collection of the deceased and transfer into our care
- Provision of a coffin suitable for repatriation
- Up to four (4) days of refrigerated preservation
- Preparation and embalming of the deceased
- Meeting with the family to arrange all funeral and repatriation details
- Completion of all legal documentation, including death registration
- Private viewing of the deceased in a non-public setting (where appropriate)
- Provision of hearse and staff for transfer to the airport

- Preparation of all required Spanish health documentation
- Preparation of all necessary consular documentation
- Supply of a sealed flight-approved container

### **5. Exclusions**

Unless expressly confirmed in writing, the following are not included:

- Burial plots or cemetery purchase costs
- Headstones, memorials, or inscriptions
- Services arranged by another funeral provider
- Weekend, public holiday, or out-of-hours services
- Non-standard or specialised funeral services
- Musicians, entertainers, or officiants not included in the selected plan
- Venue surcharges not included in the plan
- Additional equipment such as heaters, marquees, generators, or similar
- Decorative items including balloons or themed elements
- Additional costs arising from changes in legislation or regulations
- Military or ceremonial extras
- Animal-related services (e.g. doves, horses)
- Compensation for delays or changes in timing

### **6. Procedure at the Time of Death**

At the time of need, a family member or authorised representative must contact our 24-hour emergency line.

We will:

- Verify the plan details and payment status
- Proceed with arrangements in accordance with this agreement

If there is an outstanding balance:

- The family may settle the balance in full
- If the balance is not paid, the plan will not be fulfilled and payments made will not be refunded

## 7. Care of the Deceased

Once notified, we will arrange for the deceased to be brought into our care.

- All services included within the plan will be provided without additional charges
- We will manage all arrangements in accordance with this agreement

We are not responsible for delays or issues caused by third parties or circumstances beyond our control.

## 8. Death Outside Mainland Spain

This plan applies only to deaths occurring within mainland Spain.

If death occurs outside mainland Spain:

- The plan will not apply
- No services or financial contributions will be provided

## 9. Handling of Payments

All payments made are held by Grupo Soluciones Andalucía SL and will only be used for:

- The provision of the contracted funeral services, or
- Administration of cancellation in accordance with these Terms

## 10. Payment Agreement

By purchasing this funeral plan, you agree to:

- Make payments in accordance with the agreed schedule
- Comply with all Terms and Conditions of this agreement

Failure to maintain payments may result in suspension or cancellation.

## 11. Third-Party Costs

Your plan includes necessary third-party costs required to deliver the funeral (such as cremation, burial, or venue fees where applicable).

The following are not included:

- Costs arising from legal or medical investigations (e.g. coroner or forensic services)

These must be paid by the family or estate.

## 12. Transfer of Plan

The plan may be transferred to another individual during the lifetime of the plan holder.

This requires:

- Written authorisation from the plan holder

Upon transfer:

- The beneficiary changes
- The original Terms and Conditions remain unchanged
- No refunds or adjustments will be made

## 13. Death Before Completion of Instalments

If the funeral is required before all payments have been completed:

- We will attempt to collect the outstanding balance
- The family may settle the remaining amount

If the balance is not settled:

- The plan will not be fulfilled as agreed

## 14. Settlement of Funeral Costs

We will pay all included costs directly to suppliers involved in the funeral.

Any additional services requested:

- Must be paid by the family or estate
- May require advance payment

## 15. Special Requests

Special requests will be considered based on availability and practicality.

Final approval remains at the discretion of the funeral director.

## **16. Complaints**

If you are dissatisfied with any aspect of our service, please contact:

Client Relations Department  
Serenity Funeral Services  
Polígono San Antonio 1  
Avenida de las Américas  
29130 Málaga

We aim to respond to all complaints within 14 working days.

## **17. Cancellation**

You may cancel your plan at any time by notifying us in writing via email or post.

Please note:

- All payments made are non-refundable
- Upon cancellation, all obligations under this agreement will cease

By entering into this agreement, you acknowledge and accept that:

- Services may begin within the cancellation period
- You waive any right to a refund once the contract is in force