

Cleveland Funeral Home

Online Arrangement Terms & Conditions

1. Purpose of these Terms

These Terms & Conditions apply when you use Cleveland Funeral Home's online arrangement form and engage us to provide funeral-related services.

They explain:

- how we collect and use personal information,
- the authority you are giving us,
- your responsibilities when providing information,
- and how decisions and instructions are confirmed.

By ticking the acceptance boxes and submitting the form, you confirm that you have read, understood, and agree to these Terms.

2. Authority to Act

By submitting this form, you confirm that:

- you are authorised to act on behalf of the deceased's family, estate, or next of kin **or**
- you have obtained the consent of those who are entitled to make decisions about funeral arrangements.

You authorise Cleveland Funeral Home to:

- liaise with third parties (including cemeteries, crematoria, celebrants, medical practitioners, government agencies, and suppliers),
 - rely on the information you provide as accurate unless advised otherwise,
 - prepare documentation (including death registration information) based on the details supplied.
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3. Accuracy of Information

You confirm that, to the best of your knowledge:

- all information provided is true and correct,
- names, dates, relationships, and personal details are accurate,
- any estimates (such as ages or dates) are identified as such.

If incorrect information is provided, Cleveland Funeral Home is not responsible for errors arising in official records, service materials, or third-party documents where those errors result from information supplied by you.

4. Review and Approval

Before final submission, you will be provided with a **death certificate proof** (or equivalent summary of details).

By approving the proof, you confirm that:

- you have reviewed the information carefully,
 - the details are correct or have been amended to your satisfaction,
 - you understand that changes after submission may not always be possible.
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5. Collection and Use of Personal Information

We collect personal information about:

- the deceased,
- family members,
- and other relevant individuals,

for the purpose of arranging funeral services and fulfilling legal obligations.

This information may be shared where necessary with:

- government agencies (e.g. Births, Deaths and Marriages),
- cemeteries and crematoria,
- service providers involved in the funeral.

We will handle all personal information in accordance with New Zealand privacy law and our Privacy Policy.

6. Partial or Section-Only Arrangements

Our online arrangement system allows completion of:

- the full arrangement, **or**
- selected sections only.

Where only part of the form is completed:

- these Terms apply only to the services requested,
 - no obligation exists to proceed with additional services unless agreed later.
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7. Fees and Further Arrangements

Submitting this form does **not** always constitute final acceptance of costs.

Where applicable:

- fees will be confirmed separately,
 - additional authorisations may be required before services proceed,
 - payment terms will be discussed with you directly.
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8. Third-Party Services

Some services are provided by third parties outside Cleveland Funeral Home's direct control.

While we take care in selecting providers:

- we are not responsible for their acts or omissions,
 - disputes relating to third-party services may need to be addressed directly with them.
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9. Changes and Cancellations

You may request changes to arrangements at any time.

Please note:

- some services cannot be reversed once commenced,
 - additional costs may apply where changes occur after work has begun.
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10. Limitation of Liability

Nothing in these Terms limits your rights under the Consumer Guarantees Act 1993 or Fair Trading Act 1986.

Our responsibility is limited to providing services with reasonable care, skill, and professionalism, based on the information provided.

11. Governing Law

These Terms are governed by the laws of New Zealand.

12. Acceptance

By ticking the acceptance boxes and submitting the online arrangement form, you confirm that:

- you have authority to act,
- you have reviewed the provided proof,
- and you agree to these Terms & Conditions.