

CANCELLATION POLICY

Please read this document carefully. The decision to buy a plot with us assumes acceptance of this cancellation policy.

At Atlantic Rest the choice to be buried with us is never a pressured one.

Some people like to plan in advance for the inevitable. When this is the case - I always offer to show people around Penlow. On a tour of Penlow everything that we do, and indeed don't do, is explained to you. You are also given an in depth information booklet to take away and digest at your leisure.

You have the opportunity to ask any questions while at Penlow meeting with me, or after the appointment.

I won't accept any payment for a plot(s) on a first visit to Penlow. Choosing where you will be buried is an incredibly important decision that needs time and consideration. If you have had difficulty in arranging an appointment with me due to time or distance constraints - I will allow plots to be provisionally chosen.

I impress upon all visitors that there is absolutely no obligation to buy a plot after visiting. This applies if a spot has been provisionally chosen. However - please let me know so that I can offer that plot to someone else.

If you want to proceed - you must pay for your plot in full, (either outright or by instalments) before a right of burial certificate and map will be issued.

There is a cooling off period of 28 days (*double the minimum by law*). If you change your mind during this time you will be entitled to a refund. You will need to return your right of burial certificate before a refund is given. You will forfeit an administration fee of £200 per plot.

Cancellation requests must be made in writing directly to us. They can not be made through a third party, unless through a health & welfare attorney.

Beyond the period of 28 days you will not receive a refund unless you have physically moved location beyond a 75 miles radius of the burial site.

Please do not request a refund years down the line because you have changed your mind. Take your time now to arrive at a decision, then (beyond the 28 day cooling off period) accept that we are committed and our cancellation policy precludes any refunds.

We do not take a big wage, as far as possible - we reinvest in Penlow to make it an ideal resting place, and a pleasure for relatives to visit. We also support local causes when we can.

Thank you.

