Guidance for Invoicing Mandate for Burials, Cremations and associated costs

Guidance

The Highland Council provides a range of bereavement services including the purchase of a lair, interment fees, cremation fees and work facilitating the erection of a monument/memorial stone.

These arrangements are either made:

(1) through a Funeral Director/Stonemason or
(2) directly with applicant/payee.

When arrangements are made through a Funeral Director/Stonemason, they will advise the applicant/payee on how the invoicing is to be settled. There are various ways this can be carried out, including the Funeral Director/Stonemason issuing one invoice to the applicant for all costs associated with services provided and the Funeral Director/Stonemason paying the Highland Council on behalf of the applicant or the Highland Council may invoice the applicant/payee directly for the services provided by the Council.

The Highland Council request a mandate from the applicant/payee accepting that they are ultimately responsible for the costs of the services provided by the Council. In the event of the Council not being paid for the services provided, this permits the Council to contact the applicant/payee directly to discuss managing the payment and recovery of costs. The Highland Council will consider the circumstances of each individual case, including any payment already made to the Funeral Director/ Stonemason for Council services.

If you have any queries, please contact your local Bereavement administration team. Details for each office can be found on the Burials and Cremations section of the Highland Council website.

Advice on funerals costs is available at
www.highland.gov.uk/births-deaths-stillbirths/help-funeral-costs-bereavement-support

Guidance for how to complete Mandate

Please ensure Mandate form is completed in block capital letters, and full name includes forename and surname, and returned along with booking and/or application forms.

How to complete the Mandate

Section A

[NAME OF FUNERAL DIRECTOR/STONEMASON] understand that we will make any necessary arrangements on behalf of the applicant.

Section B

I, *[NAME OF APPLICANT/PAYEE] , [RELATIONSHIP TO DECEASED]* of *[NAME OF DECEASED]* understand that *[NAME OF FUNERAL DIRECTOR/STONEMASON]* will make any necessary arrangements on my behalf. I accept that I am ultimately responsible for payment of all services outlined above provided by the Highland Council. In the event of the Council not being paid for the services provided, I understand that I will be contacted directly for the recovery of the costs.

I confirm that the Funeral Director/Stonemason has shown me a list of the current charges in relation to Highland Council bereavement services and I understand the charges related to the service I have requested.

I further confirm that I understand that *[NAME OF FUNERAL DIRECTOR/STONEMASON]* will provide a copy of this mandate to the Highland Council, so that invoices can be issued accordingly.