



# Countryside Funerals

www.countrysidefunerals.co.uk | email: info@countrysidefunerals.co.uk | Tel. 01884 258881

## **POLICY re HANDLING OF CHARITY DONATIONS (October 2018)**

Many families prefer to have donations given to charity in memory of someone who has died, rather than receiving floral tributes at the funeral. We are happy to advise and assist with this process, and we have set out this policy in order to clarify options and procedures, and to ensure transparency and appropriate security.

### **Giving online**

Our preferred method is for donations to be made online using an account which we will set up (at no cost) for each individual deceased via our partnership with the online tribute charity MuchLoved. This account also facilitates an online tribute site and can publish details of the funeral if required. See [www.muchloved.com](http://www.muchloved.com) for further information.

Tributes can opt to fundraise for a chosen charity and all donations for UK charities are automatically processed online with a fully integrated charity reporting and Gift Aid reclaim service. To run, administer and maintain this facility a fee of 3.2% is deducted by MuchLoved from the gross donation in addition to the third party payment card transaction fee of 1.3%. This online donation processing service is run on a not-for-profit basis and there is no other charge or fee. MuchLoved are committed to keeping donation processing fees fair and reasonable for all Tribute Administrators and their donors.

Tribute donors are able to donate anonymously if they choose, otherwise their name and contact details will be shared with the Tribute Administrator(s) so that they can be thanked for donating. There is an additional facility for donors to opt-in to receiving ongoing contact from the charity if they wish.

Due to the admin costs of processing, there is a minimum online donation limit of £5.00. For further information, please see <https://www.muchloved.com/gateway/collecting-donations-for-charities.html>. We are satisfied that this is one of the most cost-efficient donation-processing services in the UK.

Countryside Funerals will, if requested, provide the funeral instructor (or their nominee) with a login name and password for their individual tribute site. This user will then have control over the site and visibility of all donations made online and off-line (see next section).

### **Payment by cheque**

When requested, we will keep a fund open for 1 month from the date of the funeral. We can then receive cheques made payable **only** to the specified charity. These may be given at the funeral service, or sent c/o our address below. All cheques will be held at our office until the fund is closed, and then sent directly to the charity, along with details of the deceased and the funeral instructor for acknowledgement by the charity.

We will use the deceased's MuchLoved tribute site to record each donor's cheque contribution for the family's information. This is recorded on the tribute site, the next working day after receipt, as an 'off-line' donation.

### **Cash donations given at funeral services**

Please note that we do not hold or administer cash collections. If the option of a donation box is requested, we can provide a single-use donation container which is secure and sealable, into which cash may be placed. We will then hand the uncounted cash in this sealed container directly to the Instructor (or their nominee) immediately after the funeral service (a signature will be required). The instructor may then arrange for a cheque or online donation matching the amount collected, or they may choose to pass the amount collected directly to the charity themselves.

We are unable to accept other individual donations in cash, or cheques that are not made payable to the required charity.

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**Golden Charter**   
Funeral Plans

