Model contract for sale of a renewable interment right

 See Definitions for: we, you, renewable interment right

|  |
| --- |
| Agreement statementWe (the operator) grant you (the interment right holder) the renewable interment right and related services in this contract. Our agreement includes:* the Renewable Interment Right Contract (this contract)
* the Renewable Interment Right Terms and Conditions (Annexure A)
* the Price breakdown (Annexure B)
* the details of any related services (Annexure C).
* any other annexures to this contract.

Some terms in this agreement are defined or explained in Annexure A. Notes on the right side of this contract highlight useful terms and tell you where to find them in Annexure A. |

# Part A: Renewable interment right

1. **Premises**

 See Definitions for:
premises, interment site

|  |  |
| --- | --- |
| Name | <Insert> |
| Address | <Insert> |

1. **Interment site** [describe the site as relevant]

|  |  |
| --- | --- |
| Type | <Insert> |
| Denomination | <Insert> |
| Area | <Insert> |
| Section | <Insert> |
| Row | <Insert> |
| Plot | <Insert> |
| Other detail | <insert> |

1. **Type and maximum number of interments included in the interment right**

[ ]  Burial Number of bodily interments: \_\_\_\_\_\_\_\_\_

[ ]  Ash interment Number of ash interments: \_\_\_\_\_\_\_\_\_

1. **Initial and Renewal Term:** The initial term is [insert] years and the renewal term is [insert] years, subject to a renewal application being submitted by you with the relevant fee and accepted by us.
2. **Cooling off period:** A cooling off period of 10 days applies to this agreement which has the following effect:
	1. you or your legal representative may end the agreement by writing to us within the cooling off period without liability and we will provide a full refund (less any processing fees if notified by us); and
	2. if you die during the cooling off period, the right cannot be exercised unless the cooling off period is waived by your legal representative to enable interment of the deceased person.
3. **Renewal:** We will give you 12 months' notice before the initial term expires so you can apply for renewal of the renewable interment right (and pay the relevant fee) in accordance with the CC Act and regulations.
4. **Re-use of interment site and removal of memorials:** If the renewable interment right is not renewed, then it will expire and, after a further period of 2 years, we may re-use the site and remove any memorial to a deceased person in accordance with the CC Act and regulations. We must keep any memorial we remove for 5 years, unless it is otherwise reclaimed.
5. **The interment right holder** [duplicate the table if there is more than 1 holder (joint holders)]

See Definitions for: interment right holder

|  |  |
| --- | --- |
| Full name | <Insert given name, middle name(s) and surname> |
| Home address | <Insert residential address including suburb, state and postcode> |
| Postal address (if different) | <Insert postal address including suburb, state and postcode> |
| Phone | <Insert contact phone number> |
| Email | <insert address> |

1. **The person(s) to be interred** [duplicate the table if there is more than 1]

See Definitions for: person(s) to be interred

|  |  |
| --- | --- |
| Full name | <Insert given name, middle name(s) and surname> |
| Date of birth | <insert date of birth> |
| Date of death | <insert date of death if the person is to be interred now> |
| Home address | <insert residential address including suburb, state and postcode> |
| Postal address (if different) | <insert postal address including suburb, state and postcode> |
| Phone | <insert contact phone number> |
| Email | <insert address> |

1. **Further contacts** **(next of kin or other secondary contact):**

|  |  |
| --- | --- |
| Full name | <Insert given name, middle name(s) and surname> |
| Home address | <Insert residential address including suburb, state and postcode> |
| Postal address (if different) | <Insert postal address including suburb, state and postcode> |
| Phone | <Insert contact phone number> |
| Email | <insert address> |

# Part B: Services

1. **Interment service**

We will provide you with the interment(s) (the burial or placement of ashes into the interment site specified above).

[include one of the following options as relevant]

[Option 1: for operators that charge the full amount at the time of contract (at-need and prepaid pre-need)]

This service is included in the charges in Part C.

[Option 2: for operators that charge for interment services in the future when selling a pre-need interment right]

This service is not included in the charges in Part C and will be charged later at the price that applies at the time of need.

1. **Related services**

We will provide the below services in addition to the renewable interment right (see full details of these related services at Annexure C):

 See Definitions for: memorial

[ ]  Cremation [ ]  Memorial service
[ ]  Memorial, monument or plaque [ ]  Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

[include one of the following options as relevant]

[Option 1: for operators that charge the full amount at the time of contract (at-need and prepaid pre-need)

If you include related services here, the cost will be included in this contract.

If you do not include any related services now, you may choose to do so at a later date by notifying us in writing. The cost of those related services will be payable at the time of your request, at the applicable costs at that time.

[Option 2: for operators that charge for interment services in the future when selling a pre-need interment right]

If you select any related services now, these services and their pricing will be reconfirmed with you at the time of need. The costs of these services are not included in this contract.

1. **Religious and cultural requirements**

This section reflects those requirements that you have requested, and we have agreed to provide.

[If no requirements write ‘None’]

1. **Aboriginal cultural or spiritual requirements**

This section reflects those requirements that you have requested, and we have agreed to provide.

[If no requirements write ‘None’]

1. **Other interment right holder requirements**

[If no additional requirements write ‘N/A’]

1. **Maintenance responsibilities**

See Definitions for: interment site

[This indicates default responsibilities – operator can amend this if alternative maintenance arrangements part of contract]

You are responsible for the costs and activity of maintaining any memorial or monument erected on your interment site.

We are responsible for maintaining the premises, including any part of your interment site that does not contain a memorial or monument.

# Part C: General details

1. **Price**

|  |  |
| --- | --- |
| Part A: renewable interment right | [$ <insert>] |
| Part B: services | [include one of the following options as relevant][Option 1: For operators that charge the full cost at the time of contract (at-need and pre-need)] [$ <insert>][Option 2: for operators that charge for interment services in the future when selling a pre-need interment right][<To be Determined>] |
| Other fees and discounts | [$ <insert>] |
| Total price\* | [$ <insert>] |

[If related services are still to be determined under Part B, insert the note below]

\*This total price only reflects the services being paid for now.

An itemised price breakdown is attached at Annexure B, Price breakdown.

1. **Interment service price disclosure:** The current price for the interment service in item 11 is $[insert], however fees may change over time and the applicable price will be determined at the time of interment.
2. **Price disclosure:** The price set out above relates only to the grant of the renewable interment right and any related services at the time of agreement. The price payable at the time of renewal is subject to change and will be provided to the interment right holder at the end of the initial term. The fee will be determined by [insert]. For the avoidance of doubt, a renewal fee only applies to renewal of the interment right. Any related services are only payable once.
3. **Payment**: You must pay the total price by [insert date] by [insert method], unless we otherwise agree and confirm this in writing. If you are buying the renewable interment right pre-need and some or all of the services later, we will provide you with the price, due date for payment and method for payment of the services when you need them in future. We can charge interest at [X% per year] if you pay us late.
4. **Transfer fee disclosure:**If you choose to transfer the renewable interment right, the current fee for a transfer application is $[insert] and this price is subject to change.

See clause A.4 in the terms and conditions for more about transfers

1. **End of agreement**: If you end this agreement early for your convenience, we will [insert information here on any penalties or processes that may apply].

See clause A.5 in the terms and conditions for more about end of agreement

1. **Special conditions**

[Any special condition that the operator attaches to the right or the service. Write n/a if this does not apply]

# Declarations and signatures

[Optional if signing on paper; required if signing electronically] Both you and we agree that this contract can be signed electronically, in line with the Electronic Transactions Act 2000 (NSW). This will mean using an e-signing platform such as DocuSign or AdobeSign, or another method if we both agree to this in writing.

The agreement starts on the date that all parties sign this contract. We will give you a signed copy once this is done.

Operator declaration and signature [option 1 – use for **representative,** delete option 2]

Our representative (e.g., our employee) confirms the following:

 See Definitions for: representative

* 1. Before offering, negotiating, or making this agreement, we gave you information about our relevant basic product (basic adult burial, basic ash interment,

or basic cremation), our Price breakdown (Annexure B) and the goods and services included in the price.

* 1. We explained the terms and conditions of this contract to you.
	2. We gave you reasonable time and privacy to read these materials and ask questions about them and about the terms of this agreement.

|  |  |  |
| --- | --- | --- |
|  Representative signature | Name and position | Date |

Operator declaration and signature [option 2 – use for **authorised** **agent**, delete option 1]

Our authorised agent confirms the following:

 See Definitions for: authorised agent

* 1. Before offering, negotiating, or making this agreement, we gave you information about our relevant basic product (basic adult burial, basic ash interment, or basic cremation), our Price breakdown (Annexure B) and the goods and services included in the price.
	2. We explained the terms and conditions of this contract to you.
	3. We gave you reasonable time and privacy to read these materials and ask questions about them and about the terms of this agreement.
	4. They are authorised by us to act for us, and they are doing so with our authority.

|  |  |  |
| --- | --- | --- |
|  Authorised agent signature | Name and position | Date |

## Interment right holder declaration and signature [duplicate section if there is more than 1 interment right holder (joint)]

You confirm and declare that:

1. The operator, our representative or our authorised agent has explained the terms and conditions of this contract to you.
2. Before offering, negotiating, or making this agreement, we gave you information about the operator’s least expensive packages (such as basic adult burial, basic ash interment, and basic cremation), our Price breakdown (Annexure B) and the goods services included in the price.
3. You have had reasonable time and privacy to read these materials and ask questions about them or about the terms of this agreement.
4. All information you have given the operator, in this contract or other documents, is true and correct.

|  |  |  |
| --- | --- | --- |
| Interment right holder signature | Name  | Date |

# Annexures

**Annexure A:** Renewable Interment Right Terms and Conditions

**Annexure B:** Price breakdown [to be prepared by operator]

**Annexure C:** Related services [as required]

1. Annexure A: Renewable Interment Terms and Conditions
2. These terms and conditions are part of the agreement between [Operator] (we, us) and the interment right holder(s) (you, your).
3. A cooling off period of 10 days applies to this agreement as set out in the agreement details.

# A.1. Renewable interment right

* 1. This agreement gives you the exclusive right to a specific burial place or place for ashes for the initial term (from the date of the agreement) and the renewal term (if the renewal is exercised as detailed below). This is called a renewable interment right. As the person who has this right, you are the interment right holder.
	2. As the interment right holder, you can nominate who is interred into the interment site. This is known as the ‘person(s) to be interred’. You may nominate:
* Yourself or another person, if you are buying the right ‘pre-need’ - which means you do not immediately need a burial place or a place for ashes, or
* A person who is deceased, if you are buying the right ‘at-need’ - which means you need a burial place or a place for ashes now.
	1. We issue certificates confirming renewable interment rights, and list current interment right holders in our cemetery operator’s register. We must keep this register up to date and available to the public for inspection or for copies to be made on payment of a fee, subject to any applicable privacy laws.
	2. You must submit a renewal application accompanied by the appropriate fee to us to exercise the renewal term within 12 months of expiry of the initial term, upon receiving notice from us of the renewal. We will give you notice of this requirement, including the fee payable, at the time.
	3. Where you exercise your renewal and pay the appropriate fee, we will renew the renewable interment right for at least 5 years as set out in your renewal application, provided the sum of the initial term and any further terms of renewal do not exceed 99 years (including any period where the holder retained rights under the CC Act).
	4. Where you do not renew or the right can no longer be renewed after the 99-year limitation, we may, after a further period of 2 years, reuse the interment site.
	5. A renewable interment right does not include any rights or title in the land, roads, building or other structures in the interment site or on the premises.
	6. Both parties to this agreement (you and us) agree that changes to the Cemeteries and Crematoria Act 2013 (the CC Act) and other laws can affect renewable interment rights.
	7. If you buy a renewable interment right when you are ‘at-need’ the contract will describe the services that you have chosen.
	8. If you buy a renewable interment right to use in the future (‘pre need’), you are buying the right now but (unless the contract states otherwise) you will need to pay for the interment service (the burial or placement of a body or ashes in the interment site) at the time of need. Whether you have selected related services (for example, a memorial service) within the contract or choose to add them later when needed, the price for these related services will be the price that applies in future when you need those services (if you still need them), unless otherwise specified in the contract.
	9. We must issue an order for interment before a person can be buried or their ashes placed in the interment site. We will contact you if we require any further information in order to do this.

# A.2 Memorials, maintenance and goods and services

* 1. As the interment right holder, you are the person authorised to place a memorial or monument at the interment site and deal with it in future as long as you comply with the below requirements.
	2. You must have our written approval to place a memorial or monument at the interment site (if it is not purchased as part of this contract). You also must place the memorial or monument in line with this approval.
	3. We will guide you on the type of memorial or monument that we will approve. We can prohibit, change or remove a memorial or monument if it does not have our approval or meet the requirements of the approval we provided.
	4. If you are buying a memorial or monument from us as part of this contract then it is already approved, although some types of memorial/monument are only approved for specific interment sites. You can find out more by visiting our premises or our website.
	5. You are not allowed to place anything at the interment site that we believe is a public safety risk. Anything we believe is hazardous may be removed by the operator without notice.
	6. We must maintain the premises regularly, at least to the minimum standard the law requires us to meet. This includes your interment site, with the exception of any memorial or monument built on your site. We may reduce the maintenance level in the future where we are no longer offering future interments at the premises.
	7. You are responsible for the costs or activity needed to install or maintain a memorial or monument unless otherwise specified in the contract.
	8. If the contract states we are responsible for maintaining the memorial or monument, we will take all reasonable steps to make sure that the maintenance:
* is in line with agreed standards
* respects any religious, spiritual or cultural requirements in the contract.
	1. Where you do not renew or the right can no longer be renewed after the 99-year limitation, we may remove any memorial to a deceased person in accordance with the CC Act and regulations and must retain it for a period of 5 years unless reclaimed by a person entitled to reclaim the memorial.
	2. We will take all reasonable steps to make sure that our goods and services meet any religious or cultural requirements outlined in the contract.
	3. You can buy extra goods and services from us after the agreement has started (which must be agreed in writing and will be a variation to this agreement). These items are not part of the total price. You must pay the rates that apply for them at the time.

# A.3 Price and payment

* 1. If you are buying the renewable interment right at the time of need (at need), you agree to pay the total price for the renewable interment right and any other goods and services selected at the start of our agreement, as listed in item 17 of the contract.
	2. If you are buying the renewable right to use in the future (pre-need), you agree to pay for the renewable interment right now (as listed in item 17 of the contract) and the interment service now or later at the time of need (in accordance with items 11 and 18 of the contract). You also agree to pay for any other related services selected at item 12 of the contract later, at the time of need (if you still need them).
	3. We update our policies, guides, rules and process documents from time to time in line with our needs and any changes in the law. The updated details will apply to this agreement, except that the updated details will not affect the agreed price or agreed services listed in the contract.
	4. You will pay for the items included in this agreement as set out in item 20 of the contract. We can charge you interest as described in item 20 if you pay us late.
	5. Goods and services apply to certain (not all) goods and services that you buy from us. You must pay GST at the same time as you pay for your goods and services. If the contract does not state that GST applies to what you are buying, then you do not have to pay GST.

# A.4 Changes and cancellations

* 1. You can ask us to transfer ownership of the renewable interment right to someone else. We must respond to a transfer request within a reasonable time. We charge a fee for transferring ownership.
	2. Renewable interment rights can be held by 1 person (solely) or 2 or more people (jointly):
* When a sole interment right holder dies, we must transfer the renewable interment right to the person named in their will, or act as the law tells us if the interment right holder did not leave a will.
* When a joint interment right holder dies, we must transfer the renewable interment right to the surviving interment right holder.
	1. You must talk to us if you want to transfer your rights or duties under this agreement to someone else. Your changes must be legal, and we must agree to them in writing.
	2. Either party (you or we) can waive their own rights under this agreement by telling the other party in writing.

# A.5 End of agreement

* 1. You or we can end the agreement if the other party breaches the agreement and either:
* the breach can be fixed, but the party does not fix it within [x] days of being told in writing about the breach, or
* the breach cannot be fixed.
	1. You can end this agreement by writing to us [x] days before you want it to end, and in line with clause A.5(c).
	2. You can only end this agreement if the interment site has not been used for a burial or to place ashes.
	3. The agreement automatically ends when you have paid us all the fees you owe and the burial or placement of ashes in the interment site has been completed.
	4. Some rights and duties that you and we have under this agreement continue after the agreement has ended. These include the rights and duties set out in:
* Clauses A.1(g), A2(c), A.2(e), A.2(f), A.2(h), A.2(j), A.4(c), A.4(d), A.5(f), A.5(g), A.7
* clause A.6 (for as long as legally required)
* any other terms (including Contract details and Definitions) which are intended to continue after the agreement has ended.
	1. Where an exhumation has taken place in line with section 66 of the CC Act, the rights and duties set out in clauses A.2(c), A.2(e), A.2(f), A.2(h), A.2(j), A.4(c), A.4(d), A.7 that you and we have under this agreement will no longer continue.
	2. If any part of the agreement cannot be enforced in court, then that part will be treated separately but the rest of the contract stands.

# A.6 Personal information

* 1. You agree that we need to collect and store personal information in line with this agreement, the CC Act and privacy legislation. We will use this personal information to provide the rights, goods and services this agreement covers.
	2. We must manage personal information in line with our privacy policy and privacy legislation. We may need to share it with other regulatory authorities, if the law requires us to do so.
	3. You must not give us other people’s personal information unless they agree that we can have it and use it.
	4. You must make sure that we have correct and up-to-date details (including contact details) for you and any next of kin or secondary contact which is necessary for us to provide the rights, goods and services this agreement covers. Please contact [insert privacy or equivalent relevant contact details] if you wish to check, update or correct any of the personal information that you give us.
	5. We will write to you when we need to tell you something, and we will use the contact details set out in the contract, or the updated contact details you have given us.

# A.7 Consumer protections, disputes and complaints

* 1. We will follow all relevant laws when we provide you with the rights, goods and services included in this agreement. This includes complying with Australian Consumer Law, privacy laws, work health and safety law, the CC Act, and public health laws.
	2. Nothing in the contract changes or limits your legal rights as a consumer. Find out more about these rights at <https://www.accc.gov.au/consumers/buying-products-and-services>.
	3. We and you agree to follow our dispute resolution process if there is a disagreement about anything in this agreement. You can find and access our complaints and dispute resolution process at [insert link].
	4. Our dispute resolution process is consistent with the CC Act, and gives us the power to decide who holds the renewable interment right for a particular site (on application), based on the CC Act.
	5. To give us your feedback or to complain, please contact [insert contact details].
	6. If you are not satisfied with how we deal with your complaint, our dispute resolution process shows you who to contact next. In addition, you can also contact the government authority that regulates us: Cemeteries & Crematoria NSW. Visit <https://www.cemeteries.nsw.gov.au/complaints-and-enquiries/complaints>.
	7. The laws of New South Wales govern this agreement. If you or we are unhappy with the dispute resolution outcome and the complaint is taken to court, you or we will use a New South Wales court.

# Definitions

1. Some terms in this agreement have specific meanings, as shown below.

| **Term** | **Definition** |
| --- | --- |
| **at-need**  | The circumstances when a person needs a burial site or a place for ashes immediately. This usually means that a person has recently died (or where death is imminently expected).  |
| **authorised agent** | A party that we engage to act on our behalf, such as a funeral director.  |
| **CC Act** | The Cemeteries and Crematoria Act 2013 (NSW)  |
| **cremation** | A process for reducing bodily remains by fire, heat, alkaline hydrolysis or another method allowed by the regulations.  |
| **crematorium** | A building where deceased people are cremated. It does not matter whether or not the building (or part of it) is also used for memorial services.  |
| **interment** | The process of either:* burying human remains in the earth (directly in the earth or in a container)

placing human remains in a mausoleum, vault, columbarium or other structure designed to hold human remains.  |
| **interment right holder or you or your** | * The person recorded in the cemetery operator’s register as the person that currently has the renewable interment right.
 |
| **interment site** | The specific location on the premises where a person will be buried or their ashes will be placed. |
| **memorial** | A gravestone, plaque, cenotaph or other monument, or any other structure or permanent physical object used to memorialise a person.  |
| **operator or we, our or us** | [insert operator name] |
| **operator’s register**  | A register kept by a cemetery or crematorium operator, in line with section 63 of the CC Act.  |
| **order for interment** | A written order that the operator creates to confirm the details of the interment immediately prior to it occurring.  |
| **person(s) to be interred** | The person(s) whose bodily remains or ashes are to be buried or placed in the interment site. |
| **premises** | The cemetery or crematorium named in item 1 of the Renewable Interment Contract. |
| **pre-need** | The circumstances when a person needs a burial site or a place for ashes at a future date. This usually means that no-one has recently died.  |
| **renewable interment right** | The right to have a person buried or their ashes placed at the interment site, in line with this agreement and section 44 of the CC Act. |
| **representative** | An officer, employee or volunteer that the operator authorises to act as its representative for the purpose of making this agreement. To be clear, a representative is not the same as an authorised agent.  |