Grace
INDEPENDENT FUNERAL DIRECTORS

Grace Charitable Donations Policy

As part of our service, we offer our families the option for us to receive, record and acknowledge charitable donations in memory of their loved ones.

Online Donations Policy

We have partnered with the online giving platform 'MuchLoved' to process any donations received via our website. All payments, including the Gift Aid are handled directly by MuchLoved and donations are transferred to the nominated charity or charities directly by BACs on the 15th of each month. MuchLoved charge a merchant fee for each donation that they process. Charitable organisations must agree to the terms and conditions directly with MuchLoved before any donations are processed. Requests for refunds and transaction queries need to be addressed directly with MuchLoved.

Offline Donations Policy

We also process and manage donations given in cash, cheque or CAF Voucher. Where possible we encourage cheques to be sent to us are made payable directly to the charity. We keep a donation account open for approximately 6 weeks following a funeral. During that time, any donations we receive will be individually logged onto our secure internal system. Unless the donation is made anonymously, we record the name of the donor including the total amount given and the method that the donation was given to us. Donations received in cash or made payable to us are banked into our separated Barclays Donations Account. When six weeks have elapsed, we issue a cheque directly to the nominated charity for the total amount that was banked. If more than one charity has been nominated and the preferred charity has not been specified by the donator, the amount will be split evenly among the nominated charities. Full records of banking transactions are kept digitally by Grace and can be inspected upon request by the arranging client.

Grace does not charge a transaction fee for processing charitable donations.

Occasionally, families request that they personally present a charity with the donations. We will only issue a cheque for the monies raised payable to the nominated charity/charities. The only instance where a cheque will be made payable to an individual is where money has been raised to be used towards a memorial or a trust fund. In these circumstances, the money will only be released directly to our arranging client.