

Cancellation Policy

May 2026

Cancelling your burial rights

We understand that circumstances change, and we aim to keep our cancellation policy as fair and straightforward as possible.

How burial rights work financially

When you purchase Selected Rights of Burial with us, your payment funds the ongoing management and care of the burial ground, the land stewardship, ecological maintenance, administration, and long-term oversight that ensure the site remains available and well-kept when it is needed. This is different from a deposit or a fund held in reserve on your behalf; the income is committed to the management of the land from the point of purchase.

We mention this not to discourage cancellation requests, but because we think it is important that customers understand how natural burial grounds are sustained, and why our refund policy reflects the passage of time.

Which policy applies to you

The cancellation terms that apply to your Selected Rights of Burial are those in force on the date your payment is received in full and your Certificate is issued. We retain a dated record of our policy at each point of change, and this will be the version referred to in the event of any cancellation request.

Refunds on cancellation

Within 14 days of full payment, a full refund, no questions asked. After this 14-day cooling-off period, the following refunds apply:

Time since purchase	Refund
Up to 3 months	90% of purchase price
3 months to 1 year	75% of purchase price
1 to 5 years	50% of purchase price
After 5 years	No refund as standard

If you wish to cancel your Selected Rights of Burial, you must notify us in writing. Where a Certificate has been issued, you must also return the Certificate (and any duplicate) to us. We are unable to process any refund until the Certificate has been received.

How to request a cancellation

To cancel your Selected Rights of Burial, please notify us in writing by email to hello@leedam.co.uk or by post to Leedam Natural Burials, 16 Apex House, Wonastow Road, Monmouth, NP25 5JB. Email is acceptable as a written notice.

Where a Certificate has been issued, you must also return the original Certificate and any duplicates to us. We are unable to process any refund until the Certificate has been received. If your Certificate has been lost or destroyed, please contact us, and we will arrange for a duplicate to be issued before your cancellation is processed.

Refunds will be issued within 28 days of our receiving both your written cancellation notice and the Certificate.

Cancellation after the death of the Nominee

Once the Nominee has died, the Selected Rights of Burial cannot be cancelled or refunded.

Transferring your burial rights

If your own circumstances have changed but you would like the arrangement to continue in a family member's name, Selected Rights of Burial can be transferred to a new Nominee at any time before burial, subject to a £200 administration fee. The Certificate will be reissued in the new name, and the arrangement will otherwise continue as normal.

Transfer is available to family members and close associates only; we do not permit transfer for commercial purposes or to unconnected third parties.

To request a transfer, please contact us at hello@leedam.co.uk or call 01600 716438.

If you have any questions about your burial rights or would like to discuss your options, please don't hesitate to get in touch. We are always happy to help.