Taking the Greatest Care of you now and later

Current government restrictions might mean that you can't have a funeral that looks like you imagined it, but it doesn't mean you have to settle for something functional. We are all having to adapt the way we live and how we do things. But it is just temporary. It is the same with funerals.

We want you to know that all that is available right now, is not all that will be available in the future.

The Full Service Funeral can still provide a dignified and meaningful funeral now and a commemorative service later to celebrate your loved one's life.

A Funeral Now

Whilst the number of people who can attend the funeral at the moment is restricted – it can still be a day of remembrance and reflection and not just for those that are there.

We will still organise a service for you. The coffin will be transported to the cemetery or crematorium in our hearse, and perhaps we can drive a route that will pass certain households where dear friends may be able stand outside as we drive by. Although not available everywhere, there may be the possibility to play video or audio messages and for readings to be played during the funeral service. There are a small number of locations that offer live streaming, and digital recordings of the service taken for viewing later. If the venue you have chosen performs these services, we will let you know.

At the time of the service those not able to attend could hold their own personal memorial. This could be as simple as lighting a candle or preparing a meal in honour of the person who has died. Maybe it's doing something you or others associate with them, watching their much-loved TV show, reading their favourite material, or sharing the time with other family members and friends over a video call.

A funeral is about remembering the life lived of an individual and that can be done now and in the future. When the social distancing rules will once again allow friends and family to come together, to share their grief and celebration of their loved one.

In order to support you and your family, we have made some adjustments to the Full Service Funeral, providing additional services at no further charge to you.

- Conducting the service on a weekend, including bank holidays
- A Wessex urn, scatter tube for a cremation funeral or grave marker for a burial funeral.

A Service Later

When current restrictions are lifted, we will organise a memorial service or equivalent. It can be a standalone service, or it can coincide with the scattering or interment of ashes or placement of a physical memorial and maybe even on a significant date. Organising a service later, is an option many of the families we have looked after recently are planning to do. It can take place at a location of your choosing, whether that's a place of worship, at the graveside, hotel or other function style room. We will provide a limousine to take you and loved ones to the service too. Meaning you can still celebrate the life of your loved one as you wanted.

At no extra charge we will:

- Co-ordinate all services with external, third party suppliers
- Provide you with a limousine, which can take a route of your choosing
- Support you on the day and beyond.
Our Full Service Funeral allows you to create a totally personal commemoration complete with any final wishes. Whatever is required, we will endeavour to deliver.

Our Full Service Funeral includes:

- A team of funeral experts and facilities that are available whenever required
- Personal, face-to-face contact to discuss your individual requirements and take instructions either at our premises or your home
- Advice and guidance on all aspects of the funeral, including liaising with third parties on your behalf
- We will prepare, collect and distribute all the required documentation and pay any external payments necessary for you in order for the funeral to legally proceed at your chosen setting
- Transportation of your loved one in a chauffeur driven hearse from a single location to the place of service or committal
- Co-ordination of music for the service, floral tributes, service stationery, newspaper obituary notices, collection and administration of charitable donations, catering and memorial masonry
- An Online Funeral Notice, a personalised web page, commemorating your loved one’s life; it provides all the essential details of the funeral in one convenient place.
- Access to Dignity Legal Services. (excluding Scotland, Jersey and Northern Ireland)

Your appointed Funeral Director
We will appoint one of our experienced, professional and fully trained Funeral Directors to guide and support you through every step.

Your Funeral Director will:
- Meet with you prior to the day of the funeral to ensure all your requirements are met, confirm arrangements and all instructions are correctly recorded and any changes noted and acted upon
- Be present at your side on the day to supervise the occasion and direct all attendees
- Prepare all locations for the service and committal
- Ensure sufficient pallbearers are available and instructed to escort the coffin with dignity and respect.

Our services to the person who has died
- Bringing your loved one into our care using our fully trained people, specialist vehicles and equipment within a 20 mile radius
- Your loved one will be treated with the utmost care and respect and will rest in climate controlled mortuary facilities
- We will care for them, dress them in their own clothes if you wish, or we can provide something suitable. We will also follow any instructions regarding hair and make-up
- We will care for any personal effects in accordance with your instructions
- You can visit your loved one in our private Chapel of Rest by agreed appointment. Alternative visiting arrangements are available.
Full Service Funeral

Our additional services
We will discuss the following services and fees with you, so that you can make an informed decision:

**Our embalming service**
Embalming is a personal choice. In some circumstances we recommend it. We will discuss this service with you.

**Our coffins, caskets and urns**
We offer a range of coffins, caskets and urns, including a selection of picture, willow and bamboo coffins; whether your preference is for something simple or perhaps more ornate.

**Our hearses**
The person who has died will be transported in one of our chauffeur driven hearses directly to the service or place of committal. You can choose to have a personalised processional route. Alternative hearses are available.

**Our limousines**
We can provide as many chauffeur driven limousines from our luxury fleet as required to provide families with comfort. All our vehicles are maintained in pristine condition.

**Our memorials**
Our consultants can help you create a fitting memorial. We work closely with local crematoria and burial sites to understand the guidelines and restrictions they impose and help you create a tribute that will be in keeping with their regulations.

Here are a few things you may wish to consider and talk through with your arranger:

- The options for a cremation or burial funeral
- The selection of coffins and caskets
- Dressing in personal clothes or a gown
- The location of the funeral service and committal
- The many alternative hearse options available
- Landmarks you may wish to include along the processional route
- Obituaries, newspaper and online funeral notices
- Floral tributes and charitable donations
- Printed service stationery
- Readings, songs and music
- Reception of the person who has died into home or place of worship prior to the service
- Urns and memorials.

For a list of services and costs please see the Price List.
When you make the arrangements, we ask for a minimum payment in advance. An additional charge will apply for services conducted outside of normal working hours and for mileage incurred beyond 20 miles from our premises. Payments for the Full Service Funeral, either in part or in full can be made at anytime before the funeral takes place.

Due to government guidelines and restrictions some of these services may not be possible right now. We will talk to you about this and about the memorial service you can arrange once guidelines and restrictions are lifted.
Here's a summary of the services that we will provide at a later date.

**Our service to you**

We will organise a memorial service or equivalent. It can be a standalone service, or it can coincide with the scattering or interment of ashes or placement of a physical memorial.

It can take place at a location of your choosing, during our normal working hours.

Our expert funeral arranger will guide you at every stage to help you create a service unique and personal to the life of your loved one.

We will provide personal, face-to-face contact to discuss your individual requirements.

We will advise and guide you on all aspects of the service, including liaising with the necessary third parties on your behalf.

We will prepare, collect and distribute all the documentation and manage external payments, that are required for the service to proceed at your chosen setting.

We will co-ordinate the service, and music for the service, floral tributes, service stationery, newspaper obituary notices, catering and memorial masonry.

We will provide a chauffeur driven limousine to collect you from a single location, to drive onwards to the service. Let us know when planning the service if you want to pass significant landmarks and we will plan this into the journey.

**Your appointed service director**

We will appoint one of our experienced, professional and fully trained funeral personnel to guide and support you through every step. They will:

- Ensure that all your requirements are met, confirm that arrangements and instructions are correctly recorded and that any changes noted and acted upon.
- Prepare the service location.
- Be present at your side on the day and direct all attendees.

**Additional services**

Below are just some of the more common additional services requested. We will discuss all options with you, and the associated fees so that you can make an informed decision:

**Our urns**

Alternative burial, scatter and keepsake urns are available for you to purchase.

**Our limousines**

We can provide as many additional limousines from our luxury fleet as required to chauffeur mourners in comfort.

**Service Stationery**

As well as detailing the order of the service, the service stationery can be personalised with photography, words of comfort, a favourite reading or poem perhaps. A personal touching keepsake for others to cherish.

**Floral tributes**

Tributes signify the love and respect to the deceased. We have many years of organising floral tributes for the families we serve through our established relationships with trusted florists.

**Our memorials**

We can help you create a fitting monumental tribute for your loved one. We work closely with local crematoria and burial sites to understand the guidelines and restrictions they impose and to help you create a memorial that will be in keeping with their regulations.

There are many traditional and alternative ways you can memorialise ashes. You can choose to scatter or inter the ashes into grave, under a newly planted tree, or a significant location. You could even turn them into jewellery or perhaps a vinyl record.

**Charitable donations**

Collecting donations may not have been possible at the funeral or you may simply wish to continue fundraising for a charity significant to you. We can organise the secure collection and administration of charitable donations. We will record all payments made and submit them to you chosen charity(ies). We provide you with written confirmation once we have done so, many charities also provide receipt of the donation made to them.

---

**MEMORIAL SERVICE COSTS EXPLAINED**

Upon arranging the service with you the following will be applicable:

- Additional charges will apply for services conducted outside of normal working hours and for mileage incurred beyond 20 miles from our premises.

- The service includes the organisation and administration of third-party services, but does not cover the costs they incur.

- We will seek the cost of services provided by third parties suppliers upon making the arrangements with you. These costs will be explained to you and detailed on the arrangement form and payment policy, which we will provide to you when making the arrangements.

- Third party costs must be paid in full upon making the arrangements.
Simple Funeral

Our Simple Funeral gives you the opportunity to have a dedicated funeral service at a local crematorium or cemetery at a lower cost.

This option is suitable if you can be flexible and allow us to select the time and day of the funeral, whilst also accepting some restrictions on the additional services we can provide and the choices you can make.

**The Simple Funeral service includes:**

- A team of funeral experts and facilities
- Discuss your individual requirements and taking instructions
- Advice and guidance, including liaising with some third parties on your behalf
- A Park coffin with lining and fittings
- We will prepare, collect and distribute the required documentation and co-ordinate external payments that are necessary for the funeral to legally proceed
- Transportation of your loved one in one of our chauffeur driven hearses directly to the crematorium or cemetery
- An Online Funeral Notice. Commemorate your loved one's life and share the essential details of the funeral
- Access to Dignity Legal Services. (excluding Scotland, Jersey and Northern Ireland)

**Your appointed Funeral Director**

We will appoint one of our experienced, professional and fully trained Funeral Directors who will guide and support you through every step.

Your Funeral Director will:

- Personally oversee your chosen arrangements of either a burial or cremation at a time and date of our choosing
- Be present at your side on the day to conduct the funeral and direct all attendees
- Ensure sufficient pallbearers are available and instructed to escort the coffin with dignity and respect.

**Our services to the person who has died**

- Our professional team will bring your loved one into our care using Dignity’s experienced and fully trained personnel, specialist vehicles and equipment during normal office hours
- We will dress them in a suitable basic gown only and prepare them for the funeral according to your personal wishes
- Your loved one will receive continuous care whilst they are in our protection, resting in climate controlled mortuary facilities
- You can visit them in our private Chapel of Rest by agreed appointment during normal office hours.

The Park coffin
Our Simple Funeral service includes:

- A Park coffin with lining and fittings
- An Online Funeral Notice. Commemorate your loved one's life and share the essential details
- Our professional team will bring your loved one into our care outside of normal office hours, or beyond a 20 mile radius from the Funeral Director, will incur an additional cost
- The service will be held at the place of committal. An alternative location is not possible and there will be no limousines or funeral cortège
- Embalming will incur an additional cost
- The delivery of ashes will incur an additional cost
- The removal of mechanisms such as pacemakers, which must be removed before a cremation, may incur a cost
- Services provided by third parties that are necessary for a burial or cremation to proceed are not included
- Please check with your Funeral Arranger which of the Additional Services shown on our Price List are available as an optional extra with the Simple Funeral.

For a list of costs, please see the Simple Funeral service Price List. A minimum deposit to cover disbursement costs is required at the time of arrangement of the funeral. All final payments for the Simple Funeral must be made in full at least 48 hours prior to the funeral.