

HELPING YOU EVERY STEP OF THE WAY



Our Services and Funeral Choices





OUR SERVICES AND FUNERAL CHOICES

Helping you create a unique & personal funeral for your loved one

Everybody is unique and so every funeral should be personal and special, to reflect the life of the person who has died, and your love for them. We'll discuss all the options available when we meet with you at our premises, or at your home, if you prefer.

The Attended Funeral includes care of your loved one, a service at the place of committal which can be personalised as required, followed by a burial or cremation.

Whichever funeral you choose, Dignity Funeral Directors take the greatest care to make sure each and every detail is right for you and your loved one.

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SERVICES AND FUNERAL CHOICES**

The Attended Funeral

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Our service to you

- Your dedicated and expert funeral arranger will support and guide you at every stage to help you create a funeral unique and personal to the life of your loved one.
- We will complete the arrangements with you, wherever and whenever you wish. Whether that's at our premises, your home or over the phone.
- We will advise and guide you on all aspects of the funeral, including liaising with the necessary third parties on your behalf.
- We will prepare and distribute all the documentation and manage external payments that are required for the funeral to legally proceed at your chosen setting.
- We will provide a complimentary [online Funeral Notice](#), a personalised webpage that provides all the essential details of the funeral in one convenient place for you to share and keep family and friends informed.
- We will remain available for aftercare, advice, guidance and additional services as required, including access to [Dignity Legal Services](#) (excluding Scotland, Jersey and Northern Ireland).

Our service to the person who has died

- Our fully trained professional team will bring your loved one into our care using specialist vehicles and equipment during normal office hours.
- They will be treated with the utmost respect and will rest in our mortuary facilities.

- We will care for them, dress them in their own clothes if you wish, or we can provide a gown. We will also follow any instructions regarding hair and make-up.
- We will care for any personal effects in accordance with your instructions.
- A choice of dark (Park) or light (Meadow) veneer coffin is included with this service.
- You can visit your loved one in our private chapel of rest by agreed appointment during normal office hours.
- Your loved one will be transported in a chauffeur driven hearse on the day of the funeral, directly from our funeral home to the place of committal.

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:

- Endeavour to meet with you prior to the day of the funeral to ensure that all your requirements are met, confirm that arrangements and instructions are correctly recorded and any changes noted and acted upon.
- Prepare all locations for the service and committal.
- Be present at your side on the day to conduct the funeral and direct all attendees.
- Ensure sufficient pallbearers are available to escort the coffin with dignity and respect.

TURN OVER FOR MORE INFORMATION
ON THE ATTENDED FUNERAL

The Attended Funeral

Our additional services

Our additional services for The Attended Funeral are extensive and could be anything you require and that is possible. 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 embalming service

Embalming is a personal choice. In some circumstances we may recommend it.

Visiting your loved one

If you would like to visit your loved one once they are in our care, outside of normal office hours, this can be arranged for you.

[Our coffins and caskets](#)

We offer a wide range of coffins and caskets, from simple to more ornate, with traditional wooden coffins, colourful picture coffins and natural coffins to suit all tastes.

Alternative hearses

As an alternative to our traditional hearse, there are many different types of vehicles available to convey your loved one on the day of the funeral, including horse drawn hearses.

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.

Reception into home or place of worship

Your loved one can rest at home or at a place of worship before the day of the funeral.

Service at a separate location

We can arrange a service at a separate location to the committal, including at a place of worship.

Personalised procession

You can make the procession more personalised, with the option to pass by significant landmarks.

Management & co-ordination of external services

We can manage and co-ordinate services provided by external suppliers, such as: floral tributes, catering, administration & collection of donations and service stationery.

Ashes services

We can arrange for the ashes to be delivered to you by hand, or for them to be scattered in the Garden of Remembrance or interred, with our Funeral Director attending if desired.

[Our urns](#)

We offer a wide range of burial urns, scatter tubes and keepsake urns.

[Our memorials](#)

We can help you create a fitting memorial for your loved one. We work closely with local crematoria and burial sites to ensure that any guidelines and restrictions are met.

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

- The location of the funeral service and committal.
- Landmarks you may wish to include along the processional route.
- Newspaper and [online funeral notices](#).
- [Floral tributes](#) and charitable donations.
- [Printed service stationery](#).
- Readings, songs and music.

Our costs explained

- For a full list of costs, please see the price list.
- You are required to make a payment at least 48 hours before the day of the funeral, at least equivalent to charges made by external suppliers, such as crematoria, cemeteries and florists. The outstanding balance must be paid on receipt of invoice, usually 7 days after the funeral.
- Additional charges will apply for services conducted outside of normal office hours and for mileage incurred beyond 20 miles from our premises.
- The removal of mechanisms such as pacemakers, which must be removed before a cremation, may incur an additional cost.



At Dignity we are funeral people it's all we do

You can rest assured that we will take care of everything you need us to, providing you with help and support at every stage.

We are proud, and consider it a privilege to serve local families and to be part of local communities. Our teams of funeral experts come from the towns and cities they serve, and many have been in the funeral profession for generations.

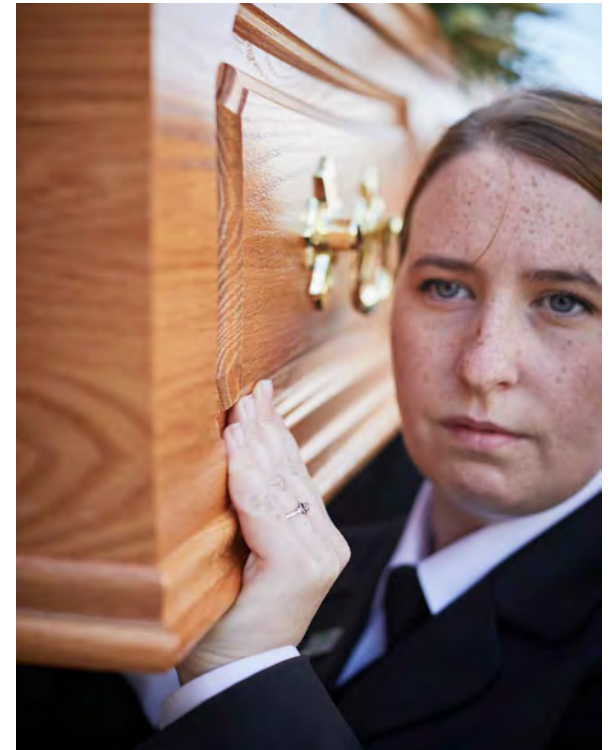
We understand local traditions and can help families every step of the way. We pay attention to every little detail to ensure that the funeral you create, to celebrate the life of your loved one, is perfect on the day.

Dignity Funeral Directors take the greatest care.

There are more than 800 Dignity Funeral Directors located right across the UK. Each one committed to setting the highest standards in the industry for facilities, service and care.

Our funeral directors are among some of the finest in the UK. We are funeral specialists, it's all we do. Our teams are trained to meet our very high standards of service, and we do everything we can to make a difficult time easier.

Our care for the deceased is of the greatest importance to us. Once in our care, they are laid to rest in a climate controlled mortuary in one of our funeral homes. We continually invest in these facilities, as well as our funeral vehicles, to ensure that we can care for your loved one as if they were a member of our own family.





OUR SERVICES AND FUNERAL CHOICES

Exceeding expectations

Whilst arranging the funeral for a loved one is a deeply distressing time for the families we serve, it's so important to us that our clients are happy with the service we provide. And they are.

We ask the families we serve to tell us how we performed, and year after year thousands of families tell us that we have exceeded their expectations. The personal words of thanks that are expressed by our clients make every single person at Dignity very, very proud.

99.0%

said that we met or exceeded their expectations

97.7%

of respondents said that they would recommend us

By selecting a Dignity Funeral Director, you can be sure you're choosing the ultimate funeral professionals.

Dignity Contact Information

If you would like to find out more about Dignity or to find your local Dignity Funeral Director please visit: dignityfunerals.co.uk

Or write to:

Dignity Funerals Ltd
4 King Edwards Court
King Edwards Square
Sutton Coldfield
West Midlands
B73 6AP

T. 0121 354 1557

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