

# OUR SERVICES AND FUNERAL CHOICES

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*Taking the  
greatest care*



**DIGNITY**

FUNERAL DIRECTORS



OUR SERVICES AND FUNERAL CHOICES

## HELPING YOU CREATE A UNIQUE & PERSONAL FUNERAL FOR YOUR LOVED ONE

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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.

The Unattended Funeral is an option for those looking for a simple cremation without a service or ceremony. The Unattended Funeral takes care of the essential elements of a funeral; the cremation fees, doctor's fees (where applicable), care of your loved one and transportation to the crematorium are covered.

Our Parlour Service provides a cremation funeral and the use of our specialist service venue, before an unattended cremation takes place at our selected crematorium.

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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**CLICK ON THE TABS TO VIEW OUR  
SERVICES AND FUNERAL CHOICES**

# THE ATTENDED FUNERAL

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.

## 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](#) (except in 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  
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# THE ATTENDED FUNERAL

## Our additional services

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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.

TURN OVER FOR MORE  
INFORMATION ON THE  
ATTENDED FUNERAL



# THE ATTENDED FUNERAL



## 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

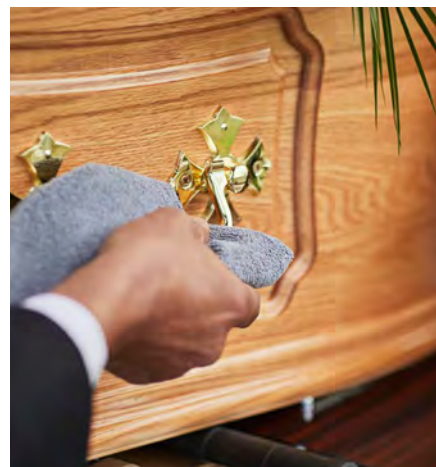
- For a full list of costs, please see the price list
- You are required to make a payment at least 48 hours before the day of the funeral, at least equivalent to charges made by external suppliers, such as crematoria, cemeteries and florists. The outstanding balance must be paid on receipt of invoice, 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

### Price Promise:

Our exceptional service for the lowest price within our local community.  
**Guaranteed.**

We regularly check our competitors' prices and are confident that we are unbeaten locally. To give you further peace of mind, we also promise to match any local prices you may find after arranging a funeral with us.





# THE UNATTENDED FUNERAL

The Unattended Funeral is an option for those looking for a simple cremation without a service or ceremony. The Unattended Funeral takes care of the essential elements of a funeral; the cremation fees, doctor's fees (where applicable), care of your loved one and transportation to the crematorium are covered.

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An Unattended Funeral is different to a traditional ceremonial funeral. There is no service, there is no hearse or limousines and mourners do not attend the crematorium.

## Our service to you

Your dedicated and expert funeral arranger will be available to help, support and guide you through each step of the process.

We will complete the arrangements with you either at our funeral home or over the telephone. All arrangements are conducted during our normal office hours.

We will advise and guide you on the arrangement of the cremation, including liaising with third parties on your behalf.

We will prepare and distribute all the documentation and manage external payments that are necessary for the cremation to legally proceed.

We will provide a complimentary [online Funeral Notice](#), a personalised webpage that provides all the essential details of the cremation 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](#) (except in Scotland, Jersey and Northern Ireland).

## Our service to the person who has died

Our 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 provide a simple gown to dress your loved one in, and 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.

Your loved one will be transported directly to the crematorium in a specialised funeral vehicle.

## The cremation

Doctor's fees (where applicable) are included in order to provide the necessary paperwork for the cremation to proceed.

Cremation fees are also included.

The cremation will take place at one of our selected local crematoria and will be respectfully supervised by a qualified Crematorium Attendant.

TURN OVER FOR MORE  
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UNATTENDED FUNERAL



# THE UNATTENDED FUNERAL

## Our additional services

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There are some additional choices you can make with the Unattended Funeral. We will discuss these options with you, and the associated fees so that you can make an informed decision:

### [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. We will guide you through our range and costs so that you can make the right choice for your requirements.

### [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.

#### Price Promise:

Our exceptional service for the lowest price within our local community. **Guaranteed.**

We regularly check our competitors' prices and are confident that we are unbeaten locally. To give you further peace of mind, we also promise to match any local prices you may find after arranging a funeral with us.

### SOME IMPORTANT THINGS TO CONSIDER WITH AN UNATTENDED FUNERAL:

- There will be no service or ceremony for mourners to attend
- There is no option for an unattended burial funeral
- The cremation will take place at a selected local crematorium and no flexibility can be provided on date, time and location
- There is no embalming service offered with The Unattended Funeral
- You will not be able to visit your loved one before the cremation

### OUR COSTS EXPLAINED

- For a list of costs, please see the price list
- You will be required to pay all charges in full at the point of making the arrangement
- Additional charges will apply for bringing your loved one into our care 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



## THE PARLOUR SERVICE

Our Parlour Service provides a cremation funeral and the use of our specialist service venue, before an unattended cremation takes place at our selected crematorium.

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Our Parlour Service gives you the opportunity to celebrate the life of the individual with a personalised service in a Dignity specialist venue. We will then provide a private cremation with no mourners present, that will take place later at our chosen crematorium.

### Our service to you

Our expert funeral arranger will support and guide you through each stage of the arrangement.

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

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, collect and distribute all the documentation and manage external payments that are required for the cremation to legally proceed.

We will provide a complimentary [online Funeral Notice](#), a personalised webpage to commemorate the life of your loved one. It provides all the essential details of the funeral in one convenient place for you to share with family and friends.

We will provide one limousine to collect you from a single location to attend the service at our specialist service venue, and return you to the same location.

You will have use of our specialist venue for one hour at a mutually agreed time to arrange your own private service.

Ashes will be returned to our premises for your collection or scattered in the gardens of remembrance at the crematorium.

### 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 working hours.

Your loved one will be treated with the utmost respect during this time 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 a gown. We will also follow any instructions regarding hair and make-up and care of any personal effects.

You can visit your loved one in our private chapel of rest by agreed appointment during normal working hours.

Your loved one will be transported directly to the crematorium in a specialised funeral vehicle.

### The cremation

We will pay the doctor's fee (where applicable) in order to provide the necessary paperwork for the cremation to legally proceed.

We will pay the fee for the cremation at a Dignity selected crematorium, at a date and time of our choosing.

The cremation will be supervised by an experienced attendant.

### Price Promise:

Our exceptional service for the lowest price within our local community. **Guaranteed.**

We regularly check our competitors' prices and are confident that we are unbeaten locally. To give you further peace of mind, we also promise to match any local prices you may find after arranging a funeral with us.

TURN OVER FOR MORE  
INFORMATION ON THE  
PARLOUR SERVICE

# THE PARLOUR SERVICE

## Our additional services

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There are a number of additional services available to you. We will discuss these 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 instances we may recommend it.

### Our coffins

We offer a wide range of coffins, including a selection of traditional wooden, colourful picture and natural coffins.

### Management & co-ordination of external services

We can manage and co-ordinate additional optional services provided by external suppliers, such as: [floral tributes](#), catering, administration & collection of donations and [service stationery](#).

### Return of ashes

We can arrange the safe return of ashes to your home.

### Our urns

Ashes will be returned to us in a container provided by the crematorium. We also offer a wide range of burial, scatter and keepsake urns for you to purchase.

### Our memorials

We can help you create a fitting memorial. We can provide advice and guidance on the guidelines and restrictions imposed by local crematorium and burial sites to help you create a tribute that will be in keeping with their regulations.

### SOME IMPORTANT THINGS TO CONSIDER WITH THE PARLOUR SERVICE:

- The service is to take place at one of our specialist venues only
- The cremation takes place at a Dignity selected crematorium with no mourners' present.

Please check with your funeral arranger which of the additional services shown on the Price List are available with The Parlour Service.

### OUR COSTS EXPLAINED

- For a full list of costs, please see the price list
- You will be required to pay all charges in full at the point of making the arrangement
- Additional charges will apply for bringing your loved one into our care outside of normal working 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.

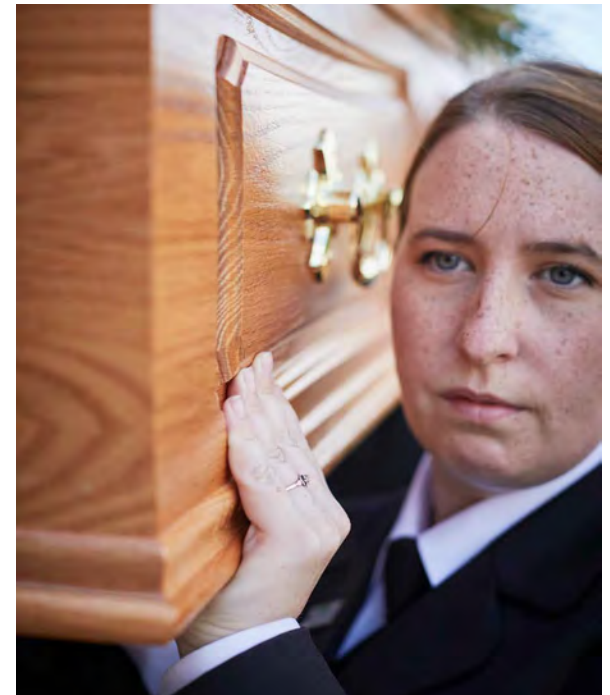
We understand local traditions and can help families every step of the way. We pay attention to every little detail to ensure that the funeral you create, to celebrate the life of your loved one, is perfect on the day.

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

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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*

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**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](http://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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