
Harbour

The direct cremation service

Harbour offers direct cremation in England and Wales. We strive to provide a dignified, affordable service to all of our clients.

We feel the CMA's funeral price list is rather ambiguous and requires further clarity. Core services such as arranging statutory paperwork and caring for the deceased should be included in any basic package rather than listed separately.

Harbour specialises in unattended direct cremation so we would like to clarify that we will not be required to list or price services which we do not offer.

We include collection from a hospital or coroner as part of our £ 895 cremation service since we are able to arrange collection within 2 working days. However collection from a nursing home or private residence requires a much quicker response, so we partner with local funeral directors and charge an additional £250 for this service. We note that this is common practice amongst all direct cremation services. The price list does not seem to allow this distinction.

The unattended cremation package is clear however we highlight the absence of doctor's fees which are charged if the coroner is not investigating the death. These should be listed as an additional service.

We also suggest that the requirement for unattended cremation providers to inform the family of the date and time of cremation should be clarified to make sure the family are informed at least 24 hours ahead of the cremation. Some services will only make the next of kin aware after the cremation has occurred. We feel this is impersonal, unfair, and restricts the ability for the family to mark the cremation remotely in whatever manner they deem suitable.

Bariatric provisions seem to be lacking from the price list. A larger person requires a custom coffin, extra bearers, specialised equipment, etc. It seems reasonable to charge for these extra requirements rather than make all customers absorb the additional cost.

We strongly object to listing the medical referee's fee separately from a cremation fee since it is a legal requirement for any cremation. We note the majority of crematoria operators feel the same way and include it as standard, but it can vary from £18 to £78 at those who list it separately.

Finally, the price list makes no provision for the ashes. We understand that not all clients wish to receive the ashes, but the price list should make it clear that collecting or returning the ashes is available as an optional service and clearly list the cost, how the ashes will be presented, and the timeframe to return them.