



## **The Funerals Market Investigation Order 2021**

### **Consultation response**

#### **National Association of Funeral Directors (NAFD)**

**May 2021**

#### **Introduction**

The National Association of Funeral Directors (NAFD) is the largest and most inclusive representative body for the UK funeral profession. We support our members to deliver high standards of care for the deceased, and we offer bereaved people the information and assurance to help them choose a compassionate, professional and experienced funeral director that they can trust.

Representing the entire spectrum of funeral directing businesses, including independent and family-owned firms, co-operatives and major funeral groups, NAFD has more than 4,100 UK funeral homes in membership, as well as international firms and suppliers to the sector. We provide our members with advice, education services and guidance, empowering them to meet the highest professional standards.

#### **Key issues**

The NAFD supports the policy intentions behind the proposed measures, but has concerns about some of the detail, which we believe could lead to unintended consequences.

Our concerns can be summarised as follows:

- 1. The proposed layout of the Standardised Price List does not align with funeral directing in practice and some of the proposed definitions are incorrect or inconsistent with already accepted definitions.**

Whilst NAFD fully supports greater transparency from funeral directors and a standardised approach which is accessible for the public, we do consider that the prescribed disaggregation included in the Order needs to be amended, for both practical purposes and for ease of use.

We also consider that some of the included definitions should be revised and we are reiterating our comments made earlier this year and given confidentially to the CMA.

We expand on these concerns and make suggested amends in our answers to questions 1,2 and 3 below. We are acutely aware of the tight timeframe the CMA is working to so have proposed solutions the issues with the Standardised Price List through a revised version, attached as Appendix 1, which we hope will be helpful.

- 2. Our concerns about the nature and impact of the financial reporting requirements do not appear to have been addressed and there is a lack of clarity as to how firms should categorise funerals when completing the forms.**

We remain concerned at the subjectivity that will be required to complete the form – and the potential cost to smaller firms of meeting the CMA's regular reporting and compliance statements.

Further, in the reporting format, the revenue is requested to be detailed against the CMA's attended and unattended funerals – and then 'other' funerals. If a family requests any additional services to the standard

CMA attended/unattended funeral, at what point would the CMA view this as no longer being a CMA attended/unattended funeral and be instead an 'other' funeral instead?

This will be particularly challenging with the current structure of the Standardised Price List as there are a number of significant omissions from the list that many families might consider 'standard'.

- 3. The timetable for implementation, whilst under normal circumstances, would be tight but achievable, does not consider the lack of awareness, resource, time and certainty that the pandemic has conspired to create within the funeral profession - given their frontline role over the past sixteen months.**

The NAFD has found that there is a marked lack of understanding by some funeral firms in the sector, both within and outside trade association membership, of the impending Order and the penalties for non-compliance.

The short time frame may also be hampered by technology, which is critical to implementation. All firms will need to update and redesign websites. For those with multiple branches, this may be a more complex task and for those that are small businesses there may be a need to engage web designers with the appropriate skills.

Those who do need external support with this cannot agree the terms of any engagement until you publish the Order and ensuing period of technical development lies over a summer holiday period where many people in the UK will be taking a holiday for the first time in many months - and so resources to complete all of this work may be harder to secure than in a normal summer period.

Finally, we remain in a pandemic and it is not clear when (or if) the next peak may present itself. The implementation period comes shortly after all restrictions are expected to be lifted, but before all adults are fully vaccinated – and we do not yet know what the impact of this will be.

## **General comments on each section of the Draft Order**

### **PART ONE: Preliminary (definitions)**

#### Definition of disbursement

In our opinion the proposed definition of disbursements is incorrect. A disbursement is a sum of money which is paid on behalf of someone else for a supply which they receive. As such, a disbursement is treated as outside the scope of VAT. To qualify as a disbursement for VAT purposes, a payment must meet all the following conditions according to HMRC.

It must be:

- for goods or services received and used by the client, not by the adviser, and which are clearly additional to those supplied by them;
- shown separately on the adviser's invoice as the exact sum paid out;
- paid as the agent on behalf of the customer;
- a sum for which the customer was responsible for paying the third party;
- authorised by the customer to be paid on his or her behalf;
- for a supply which the customer knew would be provided by a third party.

Disbursements are not fees set by a third party to the funeral director which are passed onto the Customer. They are fees set by a third party to the Customer, which the funeral director pays on the Customer's behalf acting as an agent and then recovers. We do not consider that a mark-up can be added to a disbursement, as this then becomes a contractual arrangement between the funeral director and the customer for the sale of goods or services.

The Funeral Service Consumer Standards Review (FSCSR) has agreed the following definition of disbursement, which is replicated in the NAFD's Funeral Director Code:

*“Any payment made on behalf of a client to a third party for which reimbursement (without any mark-up) is subsequently charged to the client.”*

Using a definition that includes payments with a mark-up added, would be at odds with both HMRC and our code of practice. As the majority of funeral homes in the UK are required to adhere to Funeral Director code as a condition of membership, this will likely cause confusion for both funeral directors and for consumers. We therefore recommend adopting either the FSCSR definition as above, or some other definition which is aligned with HMRC.

#### Definition of Funeral Director

For the purposes of this Order, we do not think it is appropriate to include individuals, other than those who operate as sole traders, within the scope of this definition of 'funeral director'. As it stands, this could give rise to individual liability to staff members, which we do not believe is the intention.

The CMA should consider using the definition proposed by the Scottish Government in its draft statutory Code of Practice and set out in legislation - [section 31 of the Certification of Death \(Scotland\) Act 2011](#), and is detailed below.

*“A person whose business consists of, or includes the arrangement and conduct of funerals”*

Providing this definition would reduce the number of competing definitions in use, reduce confusion and promote harmonisation of terminology across the UK. NAFD uses same definition in the funeral director code, however do list funeral operatives by category for inclusion. This is because our code is broad and covers all aspects of funeral services, including care of the deceased, care of the deceased, operational facilities, management of the business, training and professional development, confidentiality and data protection, complain handling, and wider regulation. Therefore individuals within businesses have an obligation to be compliant with elements of the code. However, for the purposes of the draft order being consulted upon, we do not consider that individuals and staff members within the business can reasonably take responsibility or be held responsible for non-compliance.

#### Definition of ultimate owner

We consider this definition needs to be revised as it relies on a company name and address being listed with Companies House, which gives rise to uncertainty about what a funeral director operating as a partnership or a sole trader would need to do to comply with this requirement.

This is already covered within the Companies Act. It is not clear what the benefit would be of going further than the requirements of the Companies Act.

## **PART TWO - Funeral Directors price, commercial information and transparency**

### Article 3(6) - requirement to offer a 'CMA attended funeral'

As previously stated our preference would be to require funeral directors to offer the price of their lowest cost option (or combination of services) which meets both the CMA attended and unattended funeral criteria, rather than a requirement to offer a particular standardised service package.

We consider this would have achieved the aims of improving transparency for consumers and avoid unintended consequences, such as inflating prices to deter customers from opting for the standard package. However, we understand the policy intention and we are keen to offer out thoughts on the proposed disaggregation included in the draft order.

While 3(12) gives an exemption for those businesses that only offer direct cremation/burial services, this section remains problematic for other less traditional funeral and/or mainstream businesses.

For example, 3(8) would require funeral directors that serve only the Islamic community to offer a funeral which did not include ritual washing. Specific religious or cultural requirements are included under 'Additional Funeral Director Products and Services' which suggests that ritual washing for example is not central to Islamic funeral rituals - which it is.

We also consider that the mention of cremation in the Attended and Unattended funeral breakdown is not appropriate for some groups and this could be considered offensive. The CMA should seek to find a way to include or exclude these options to ensure that each offering is culturally appropriate for the benefit of consumers.

To support the CMA in addressing these issues, we have proposed an amended Standardised Price List - with adaptable options – which is attached as Appendix A and which includes reference to meeting faith and cultural rituals in respect of care for the deceased as standard, but also includes it in the optional section as well, to ensure that all needs can be catered for.

Finally, we would like to make a point about liability, give the CMA's requirement to offer the CMA attended or unattended funeral at the specified price.

There may be occasions where funeral directors are not able to provide the services specifically as agreed and, we would argue, this should be acknowledged on the price list.

This can be due to any one of the following reasons:

- Business resilience (e.g. small businesses have small teams and are therefore more likely to be affected by sickness, or if a building cannot be used for whatever reason)
- Breakdown of a specifically selected vehicle, carriage or other option.
- Minister/church/venue becomes available (for whatever reason)
- Requested cremation/burial time not available from the LGA concerned (another service at the same time etc)
- Supply chain issues (chosen coffin, ashes casket, memorial headstone etc.)
- Product listed on Standardised Price List goes out of production.

We would like to suggest addition of a clause, appended to the price list, to say that the funeral will be conducted as specified but, in exceptional circumstances, reasonable substitutions may need to be made (in agreement with the client).

We would also welcome guidance to the funeral director of the importance of clear communication on such matters and appropriate language in their terms and conditions of business.

### **PART THREE – Prohibited practices**

Article 6(1) – A Funeral Director is prohibited from entering into any arrangement with another party which could reasonably be understood to encourage, incentivise or require that party to refer Customers or potential Customers to the Funeral Director or give that Funeral Director preference over other Funeral Directors

The prohibition set out in Article 6(1) is worded far too broadly, and could we believe preclude organisations such as NAFD from recommending a member funeral director to the public following an enquiry. We understand that this is not the intention of the provision and, as such, that should be made clear.

NAFD member organisations are required to adhere to the Funeral Director Code and they are regularly inspected. NAFD will always advise a member of the public to use a funeral director that is required to adhere to, and be inspected against, a set of quality standards.

Trade bodies like, NAFD and SAIF, receive fees from funeral directors in the form of a subscription, and recommend that customers use their members. We do not consider it is in the interests of consumers to prevent this and that unintended consequence must be avoided.

It is also possible to interpret the current prohibition as restricting funeral directors from engaging with nursing homes and hospices for the purposes of selling funeral plans. If this is the intention, this would place funeral directors at a competitive disadvantage to third-party funeral plan vendors, who could continue to enter relationships with these institutions.

Given the forthcoming regulation of the funeral plan market by the Financial Conduct Authority (FCA) and the requirements under the proposed Appointed Representative scheme, we believe it would be reasonable to expand the clause 80(c) in the explanatory note as follows –

*‘the training of third party staff by a Funeral Director or the sale of funeral plans’*

Alternatively, this point should be completely removed to avoid having an impact on an aspect of the funeral director’s business which is outside the scope of the market investigation.

#### **PART FOUR - Crematorium Operators price information and transparency**

The NAFD considers the proposed requirements of crematorium operators in terms of provision of pricing to be inadequate.

There is very little consistency in how crematoria set out their pricing which makes comparability a significant challenge. We have attached some examples at Appendix B, all drawn from within a small radius of one of our member firms based in Stockton on Tees so you can see the variation even within a local area.

In paragraph 4 (9), the CMA refers to a requirement for the crematorium operator to display a PDF entitled ‘Standardised Price List’. However, is no proposed format for this is included in the consultation to ensure consistency.

Given the current lack of comparability between crematoria price lists and oblique and confusing nature of some crematoria price lists, the NAFD would like the CMA to specify such a structure and format to crematorium operators, to make crematoria pricing more transparent and comparable than is currently the case.

#### **PART FIVE - Information required by the CMA; and PART SIX – enforcement**

The NAFD remains concerned that the reporting and compliance requirements could be particularly onerous on smaller firms in the sector as a funeral firm with five branches will have significantly less corporate resource to draw upon than one with many hundreds.

Has the impact of the reporting and compliance requirements been fully costed to understand the impact of this remedy and prevent harm to those funeral firms required to abide by it?

In the reporting format, the revenue is requested to be detailed against the CMA's attended and unattended funerals – and then 'other' funerals. If a family requests any additional services to the standard attended funeral, at what point would the CMA view this as long longer being a CMA Attended/Unattended funeral and be instead an 'other' funeral? We believe this should be clearly set out in the guidance.

## **NAFD responses to consultation questions**

All questions relating to the Standardised Price List are addressed together.

**1. Is the Standardised Price List (see Part A to Schedule 1 of the draft Order) appropriately presented?**

**2. Does the Standardised Price List appropriately describe the items that are included under the Attended Funeral?**

**3. Do you agree with the items that are included under the Attended Funeral and Unattended Funeral (see Part B and Part C to Schedule 1 of the draft Order)?**

The NAFD found the draft Standardised Price List to contain a number of omissions and inconsistencies, it did not describe services clearly, and it was not focused toward bereaved people in how it was written, although given its intended purpose we believe this to be the intention.

For example:

- The form is based on the typical needs and choices for a European/Christian funeral, with faith/customs only appearing as an option towards the end - and so may appear culturally insensitive.
- The definition of disbursement is incorrect and the definition of funeral director is too broad.
  - Specific religious or cultural requirements are quoted as optional - for those faith communities they are central to the funeral service.
  - if a funeral director exclusively serving Muslim families uses the form as originally proposed, is it appropriate that they will be presented with cremation price options?
- Unattended funeral costs show funeral directors costs only for burial but, for cremation, the price also includes the cremation fee.
- There is no inclusion of additional mileage costs outside those quoted.
- In Care of Deceased, there is no mention of first offices, embalming, dressing the deceased in own clothes or gown. With the exception of embalming, which should be an optional extra, these are generally included under care of the deceased.
- There is no differentiation between a minister (fees set by the church) or faith leader or independent celebrant.
- Collection of ashes is omitted.
- Interment is not an appropriate term (it refers to political imprisonment). Interment is the only correct term.

We have therefore proposed an amended Standardised Price List, which seeks to deal with these issues and this is attached as Appendix 1.

**4. Funeral Directors must maintain a register of any material charitable donations, contributions or payment of gratuities. Material has been defined as any individual or cumulative donation, contribution or payment within any 12-month period of £250 or more (see Article 7 of the draft Order and paragraph 71 of the draft Explanatory Note). Is £250 an appropriate de minimis figure?**

We don't understand the rationale for this limit. We think the inclusion of 'gratuities' and 'contributions' in this section risks legitimising inappropriate payments.

**5. Crematorium Operators must provide price information to local funeral directors and customers on a Crematorium Standard Fee Attended Service; a Crematorium Unattended Service if offered by the Crematorium Operator; and a Crematorium Reduced Fee Attended Service if offered by the Crematorium Operator (see Article 8(5) of the draft Order). Do these names appropriately identify the three services?**

In respect of the specific terms proposed, not all venues bundle the fee for use of the chapel with the fee for cremation. For example, at some venues (e.g. Birmingham crematoria) cremation fees are listed for the act of cremation, by categorisation of the deceased:

- (Adult) person aged XX years or above.
- Stillborn child/non-viable foetal remains
- Child aged XX years or below.
- Organs, other body parts and tissue of a deceased person where the deceased was aged XX or above.

And for use of the crematorium chapel (e.g. for an attended service) a separate charge is made. E.g.

- Fee for use of the Chapel
- Discounted fee for use of the Chapel
- Additional or late fee, where the funeral exceeds the allotted service time slot or begins more than XX minutes late

By not asking for the cremation fee and use of chapel as separate figures the CMA may, in effect, encourage the bundling of services by crematoria. Our view is the approach to the disaggregation of pricing by crematoria should be the same as for funeral firms.

It is also important to be clear if you are referring to the cremation of an adult (and, if so, from which age this applies – as this differs between venues) in the examples.

The NAFD has proposed an alternative set of terms in its draft amended Standardised Price List in Appendix A.

**6. Articles 9 and 10 of the Order require Funeral Directors with five or more branches and ten or more branches to provide certain information to the CMA. Schedule B and Schedule C to the Explanatory Note list funeral directors with five or more branches and ten or more branches respectively. Please inform us if you consider your own or another Funeral Director business is erroneously included or excluded from the lists in these schedules.**

Whether or not your list is correct, how does the CMA intend to monitor this requirement going forward?

The NAFD would be willing to cross reference our member firm branch list against the CMA's list to assist in this challenge.

**7. If a party is aware that it is not compliant with any part of the Order, it must report this non-compliance to the CMA within 14 days of becoming aware that it is not compliant (see Article 11(6) of the draft Order). Is 14 days sufficient time for parties to report non-compliance to the CMA? If not, please give reasons.**

Yes, we believe this is generally an appropriate timeframe for self-reporting by funeral firms, however, it is not clear how the CMA will prove the date at which any two-week period might begin – e.g. the date where a firm becomes aware it is non-compliant with any part of the Order.

**8. The substantive requirements of the Order will come into force three months after the Order is made. Does this allow sufficient time for parties to make the necessary changes to their systems and processes so that they are in a position to comply with the requirements of the Order? If not, please give reasons.**

No, the NAFD is concerned by the short timeframe and does not believe it allows sufficient time for firms to comply. There are several reasons for these concerns:

We also have significant concerns about the proposed timetable for implementation, which is very short at only twelve weeks. Lack of awareness by some funeral firms in the sector remains a key issue. Even within trade association membership not all firms engage with communications outreach – and this has been particularly true during the pandemic.

Outside trade association membership, there has been no direct communication outreach to all funeral firms about this market investigation. Awareness therefore is likely to be entirely reliant on firms being aware of the sporadic media coverage of the market investigation or proactive enough to regularly check and act upon updates to the CMA website.

There is therefore a lack of awareness across the sector and, in some cases, there is complacency too. We would therefore encourage the CMA to consider some specific communication to funeral directors en masse, to inform them of their responsibilities, and the penalties for non-compliance.

Technology is critical to implementation. All firms will need to update and redesign websites and for those with multiple branches, this may be a more complex task. Those who need external support with this cannot agree the terms of any engagement until you publish the Order and the period of technical development lies over a summer holiday period where many people in the UK will be taking a holiday for the first time in many months and so resources to complete all of this work may be harder to secure than in a normal summer period.

Finally, we remain in a pandemic and it is not clear when (or if) the next peak may present itself. The implementation period comes shortly after all restrictions are expected to be lifted, but before all adults are fully vaccinated – and we do not yet know what the impact of this will be.

Despite everything the NAFD has already done to make members aware of the impending requirements, to introduce a new Code which supports them and to prepare our own resources to support member firms in complying with them, in our view, the CMA must extend the deadline to six months from publication of the Order.

We consider that a targeted CMA communication campaign, prior to and during the implementation period, focusing on exact requirements, details of enforcement and penalties, will help to ensure that all funeral providers are complying with the requirements of the Order when it is made.

We also ask the CMA to consider delaying enforcement further, if another peak of deaths renders funeral firms, the vast majority of which are very small businesses with teams who are all operational within the business, unable to step away from the pandemic response to attend to the CMA's compliance requirements.

### **Further information**

The NAFD would be pleased to expand on any of the points in this response. The contact details are as follows:

Rachel Bradburne  
Policy & Public Affairs Manager



## Appendix 1 – proposed amends to Standardised Price List

### STANDARDISED PRICE LIST

All funeral directors are legally required to publish this price list for a standardised set of products and services, to help you think through your options and make choices, and to let you compare prices between different funeral directors.

[Funeral directors should amend sections with red guidance notes as required and then delete the guidance notes]

Attended Funeral	FEE(£)
<p><b>Collection of deceased person</b> Collecting and transporting the deceased person from the place of death, hospital or public mortuary (within 15 miles of our [insert name] branch premises) in to the funeral director’s care at (address), during office hours (Monday-Friday XXam - XXpm).</p>	
<p><b>Professional services</b> Making the funeral arrangements to the client’s specification, including: taking instructions from the client, taking care of all necessary legal and administrative arrangements, completion of any statutory documentation, and provision of the necessary staff to attend to the funeral arrangements, mortuary care and to carry out the funeral arrangements on the day.</p>	
<p><b>Care of deceased person</b> Care of the deceased person, before the funeral, in appropriate facilities including: cleaning/washing the body and dressing the deceased person. The deceased person will be cared for at [amend as appropriate to show location(s)] and this fee include the opportunity to visit the person that has died, during office hours (Monday-Friday XXam - XXpm) and provision of necessary support to the client in carrying out any requested faith rituals and customs.</p>	
<p><b>Provision of a coffin or casket suitable for burial or cremation (as appropriate)</b> This price is for a coffin made of simple wood-effect chipboard.</p>	
<p><b>Transport to the funeral venue for deceased person</b> At a date and time agreed between the client and funeral director, transporting the deceased person to the funeral service venue, in a standard hearse, within a 30-minute, cortege-speed driving distance of our [insert name] branch premises (or closest, if further away – with details) and, on arrival, conveying the coffin or casket from the vehicle into the building/to the graveside using a wheeled bier.</p>	
<p><b>Return of ashes</b> (collection, by the client, from our [insert name] branch premises).</p>	
<p><b>Third party (mandatory) charges</b> These fees describe the lowest costs you will be required to pay to a burial or cremation provider for a funeral at a crematorium or cemetery within a 30-minute, cortege-speed driving distance of our [insert name] branch premises (or closest, if further away – with details).</p> <ul style="list-style-type: none"> <li>• Lowest fee for adult cremation at [name of crematorium] (including use of a chapel for a service lasting XX minutes)</li> <li>• Discounted fee for adult cremation at [name of crematorium] (including use of chapel for a service lasting XX minutes)</li> <li>• Lowest cost adult (resident in local area) burial fee at [name of cemetery]. This comprises the cost of the exclusive right of burial, the interment (burial) fee and the grave digging fee.</li> <li>• Doctor’s fee for signing Cremation Form 4. This fee may not apply if the deceased is referred for Coroner’s post mortem.</li> <li>• Doctor’s fee for signing Cremation Form 5. This fee may not apply if the deceased is referred for Coroner’s post mortem.</li> </ul>	
Unattended Funeral (sometimes called a direct cremation or burial)	FEE(£)
<p><b>Collection of the deceased person</b> - Collecting and transporting the deceased person from the place of death, hospital or public mortuary (within 15 miles of the funeral director’s branch premises) into the funeral director’s care, care at (address), during office hours (Monday-Friday XXam - XXpm).</p>	
<p><b>Professional services</b> – Making the funeral arrangements to the client’s specification, including: taking instructions from the client, taking care of all necessary legal and administrative arrangements, completion of any statutory documentation, and provision of the necessary staff to attend to the funeral arrangements, mortuary care and to carry out the funeral arrangements on the day.</p>	

<p><b>Care of deceased person</b> - Care of the deceased person before the funeral in appropriate facilities. The deceased person will be cared for at <b>[amend as appropriate to show location(s)]</b>. These charges do not include visiting the person that has died or the carrying out of faith rituals and customs. Please see below.</p>	
<p><b>Provision of a coffin or casket suitable for burial or cremation (as appropriate).</b> This price is for a simple wood-effect chipboard coffin.</p>	
<p><b>Transport to the funeral venue for the deceased person</b> Transporting the deceased person to the place of cremation or burial, on the day of the funeral, at a time and in a vehicle chosen by the funeral director to a funeral venue chosen by the funeral director and, on arrival, conveying the coffin or casket from the vehicle into the building/to the graveside using a wheeled bier.</p>	
<p><b>Return of ashes</b> (collection, by the client, from our <b>[insert name]</b> branch premises)</p>	
<p><b>Third party (mandatory) charges</b> These fees describe the lowest costs you be required to pay to a burial or cremation provider for a direct funeral at a crematorium or cemetery.</p> <ul style="list-style-type: none"> <li>• Lowest fee for adult cremation at a crematorium of the funeral director’s choosing, with no mourners in attendance (otherwise known as a direct cremation)</li> <li>• Lowest cost adult (resident in local area) burial fee at a cemetery of the funeral director’s choosing, with no mourners in attendance (comprising the cost of the exclusive right of burial, the interment (burial) fee and the grave digging fee).</li> <li>• Doctor’s fee for signing Cremation Form 4. This fee may not apply if the deceased person is referred for Coroner’s post mortem.</li> <li>• Doctor’s fee for signing Cremation Form 5. This fee may not apply if the deceased person is referred for Coroner’s post mortem.</li> </ul>	
<p><b>Optional and/or additional charges</b></p>	<p><b>FEE(£)</b></p>
<p>These are examples of other fees you may need to pay, depending on the choices you wish to make for the funeral arrangements. <b>[Where appropriate, explain that prices are ‘from’ showing your lowest price for the service]</b>.</p> <ul style="list-style-type: none"> <li>• Embalming (sometimes known as ‘hygienic treatment’).</li> <li>• Additional charges to support families in carrying out particular faith rituals or customs.</li> <li>• Additional charges for collection of deceased, during evenings, weekends and bank holidays).</li> <li>• Additional charges (per mile) for collection of deceased person, for distances greater than 15 miles.</li> <li>• Additional charges (per mile) for transport of the deceased person to the funeral service, for distances greater than a 30-minute, cortege-speed driving distance.</li> <li>• Additional charges (per mile) for transport of the deceased person between the funeral service and place of committal (where these are different locations).</li> <li>• Charges for visiting the deceased person during normal office hours.</li> <li>• Charges for visiting the deceased person out of normal office hours.</li> <li>• Hire of limousine.</li> <li>• Web streaming, filming, audio-visual tributes.</li> </ul> <p><b>Additional third party charges</b></p> <ul style="list-style-type: none"> <li>• Minister’s fee (set by the Church of <b>[amend as appropriate]</b>) to conduct the funeral.</li> <li>• <b>[insert example of other faith fees, as appropriate to your local community]</b></li> <li>• Independent Celebrant’s fee to conduct the funeral.</li> <li>• Additional mandatory third party changes by burial authority for burial of a non-resident.</li> </ul>	
<p><b>Further information on services and prices</b></p>	
<p>There are charges for most of these additional products and services, so you may choose to take care of some arrangements without our involvement, or you can choose to use a different supplier.</p> <p>You can find a full list of all the services we can supply in our <b>[insert name]</b> branch premises, on request by email to <b>[insert email address]</b>, by calling <b>[insert phone number]</b> or by clicking <b>here</b>.</p> <p>Our terms of business, including payment terms, can be found displayed in our <b>[insert name]</b> branch premises, on request by email to <b>[insert email address]</b>, by calling <b>[insert phone number]</b> or by clicking <b>here</b>.</p>	

## Appendix 2 – examples of crematorium price lists

<b>KIRKLEATHAM MEMORIAL PARK AND CREMATORIUM - 1st January 2021</b>					
<b>TRADITIONAL BURIAL IN THE MEMORIAL PARK</b>					
1	Exclusive Right of burial in <b>1</b> Interment plot <b>(at-need)</b>	50 year lease	<b>£550.00</b>	99 year lease	<b>£1,100.00</b>
2	Exclusive Right of Burial in <b>2</b> interment plot <b>(at-need)</b>	50 year lease	<b>£825.00</b>	99 year lease	<b>£1,650.00</b>
3	Exclusive Right of burial in <b>1</b> Interment plot <b>(pre-need)</b>	50 year lease	<b>£660.00</b>	99 year lease	<b>£1,320.00</b>
4	Exclusive Right of Burial in <b>2</b> interment plot <b>(pre-need)</b>	50 year lease	<b>£990.00</b>	99 year lease	<b>£1,980.00</b>
5	Interment Fee (Fee is per Interment or reopening of grave)				<b>£555.00</b>
6	Compulsory Headstone Memorial (see regulations)				<b>£1,200.00</b>
7	Brick Lined Grave (In addition to the above fees)				<b>£6,410.00</b>
8	Inscriptions - price upon application				<b>POA</b>
9	External Mason's permit				<b>£155.00</b>
10	Service in Chapel				<b>£365.00</b>
11	Additional chapel facilities			<b>See Cremation Fees</b>	
12	Transferring of grave deed ownership				<b>£60.00</b>
13	Children under 16 years of age (Interment fee only)				<b>POA</b>
14	Grave Turfing				<b>Nil</b>
15	Over (any one of ) 35" Width, 80" length or 24" depth (burial)				<b>£330.00</b>
<b>NATURAL BURIAL IN THE MEMORIAL PARK</b>					
1	Exclusive Right of burial in <b>1</b> Interment plot <b>(at-need)</b>	50 year lease	<b>£550.00</b>	99 year lease	<b>£1,100.00</b>
2	Exclusive Right of Burial in <b>2</b> interment plot <b>(at-need)</b>	50 year lease	<b>£825.00</b>	99 year lease	<b>£1,650.00</b>
3	Exclusive Right of burial in <b>1</b> Interment plot <b>(pre-need)</b>	50 year lease	<b>£660.00</b>	99 year lease	<b>£1,320.00</b>
4	Exclusive Right of Burial in <b>2</b> interment plot <b>(pre-need)</b>	50 year lease	<b>£990.00</b>	99 year lease	<b>£1,980.00</b>
5	Interment Fee (Fee is per Interment)				<b>£555.00</b>
6	Memorial Plaque in Memorial Garden (not compulsory)	<b>As per memorial prices on previous page</b>			
7	GPS identification				<b>£30.00</b>
8	Transferring of grave deed ownership				<b>£60.00</b>
9	Service in Chapel				<b>£365.00</b>
10	Exclusive Right of burial of body organs				<b>£100.00</b>
<b>CREMATED REMAINS INTERMENT IN A PRIVATE GRAVE</b>					
1	In either Traditional or Natural Burial Grounds				<b>£140.00</b>
<b>EXHUMATIONS</b>					
1	Human Remains				<b>£1,105.00</b>



## Department of Regeneration and Neighbourhoods

# Cemeteries and Crematorium

Charges, cemetery regulations and guidance notes applicable  
to the provision and use of cemetery services at;

Hartlepool Crematorium  
Stranton Cemetery, Tanfield Road  
West View Road Cemetery  
North Cemetery  
Old Cemetery (Spion Kop)

**With effect from 1<sup>st</sup> April 2019**

### **Interment or burial can be carried out**

Monday to Thursday	9.00 am to 3.00 pm
Friday	9.00 am to 2.00 pm

### **Chapel / Crematorium opening time**

Monday to Friday	9.00 am to 3.00 pm
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**(Please note: Last service – Committal only)**

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## Cremation

<b>Cremation Charges</b>	<b>Cost</b>
Adult - Cremation of a person aged 18 years or over, this is for a Committal service, with 30 minutes of chapel hire.	£761
Adult - Cremation of a person aged 18 years or over, this is for a Full service, with 60 minutes of chapel hire.	£872
Child - Cremation of a child under 18 years, this is for a Committal service, with 30 minutes of chapel use.	£0
Body parts – Must not exceed 10% of a bodies volume. Be in a wooden coffin with the rest of the body having been cremated or buried by Hartlepool B C. <i>This does not include use of the chapel.</i>	£100
Retention of cremated remains beyond one month, charge per week	£17

Item	Cremation included	Inclusive items*		
		Adult	Child	Infant
1	Use of the Cremator			
2	The use of the Chapel (30 minute block )	✓	✓	✓
3	The medical referee's fees	✓	✓	✓
4	Certificate of removal	✓	✓	✓
5	The use of the organ (organist's charges extra)	✓	✓	✓
6	Temporary storage of cremated remains for one month after the cremation service	✓	✓	✓
7	Container for the removal of the cremated remains from the crematorium	✓	✓	✓
8	Environmental abatement costs.	✓	✓	✓

<b>Scattering or Strewing Ashes of cremated remains on communal memorial areas</b> Disposing of Ashes upon a grassed area within the garden of remembrance, or where exclusive right of burial owner gives permission.	
Strewing of cremated remains by Cemetery Staff at a previously reserved time with mourners present	£56
If cremated in a crematorium other than Hartlepool	£112
For a child that at the time of death did not exceed 18 years and was a Hartlepool resident.	£0

Item	Service	Cost
	<b>Inscriptions in the book of remembrance</b>	
1	2 line entry (single)	£68
2	5 line entry (double)	£122
3	8 line entry (treble)	£176
4	Badge/floral emblem (including 5 lines)	£243
5	Full coat of arms (including 8 lines)	£292
	<b>Memorial cards</b>	
6	2 line entry	£35
7	5 line entry	£59
8	8 line entry	£73
9	Badge/floral emblem (including 5 lines)	£196
	<b>Memorial items</b>	
10	Metal memorial plaque with support frame for ground installation in commemorative gardens	£126
	<b>Urns to contain cremated remains</b>	
16	Polished wood	£75
17	Plastic container	£15
	<b>Vase block memorials in the Garden of Remembrance</b>	
11	Complete memorial	£424
12	Reunited/replacement tablet for above	£154
13	Replacement flower container	£10

## Chapel Hire

Stranton Cemetery, There are 2 Chapels that can be used as individuals or as one. They are linked by large live feed screen and Audio system. They have traditional wooden pew seating for up to 200 mourners and are nondenominational; the rooms are accessible by a wheelchair. Toilets are available on site.

<b>Chapel Hire at Stranton Crematorium</b>	
<p><b>30 minute for £111</b> – following time allowances:</p> <ul style="list-style-type: none"> <li>• 5 minutes entry time,</li> <li>• 15 minutes for the service, and</li> <li>• 10 minutes to clear the area.</li> </ul> <p><b>1 hour for £222</b> – following time allowances:</p> <ul style="list-style-type: none"> <li>• 5 minutes entry time</li> <li>• 35-40 minutes service time, and</li> <li>• 15-20 minutes to clear the area.</li> </ul>	<p>£111 per each 30 min. of hire</p>
<p><b>Penalty charge for Chapel Hire services that over-run <u>applied at Cemeteries Management discretion to each 10 minutes of delay:</u></b> It is crucial for the smooth running of services conducted during the day that chapel hire times are adhered to. An administrative charge can, at the discretion of the cemeteries management, be levied for this reason for each 10 minute delay incurred due to foreseeable delays originating from the funeral directors or party.</p>	<p>£51 Per each 10 min.</p>

Item	Chapel hire, Stranton Cemetery, each 30 minute period of Chapel hire including	Inclusive items*		
		Adult	Adult	Adult
1	Use of chapel and facilities	✓	✓	✓
2	The playing of music of choice, on request, either from our extensive library or provided by mourners	✓	✓	✓
3	Use of an electric organ. Organist not included	✓	✓	✓
4	An onsite attendant to provide assistance	✓	✓	✓
5	Hearing Loop	✓	✓	✓
6	Service Books	✓	✓	✓

## Purchase of a burial plot (purchase of an exclusive right of burial)

<b><i>'Ordinary or 'lawn' full size plot for coffins and cremated remain., Purchase cost for exclusive right of burial 100 year period with option to renew rights (!)</i></b>								
Burial plot with capacity for:	Resident Division B/C burial plots		Resident Division A (path side) burial plots		Non-resident Division B/C		Non-resident Division A	
	Ord.	Lawn	Ord.	Lawn	Ord.	Lawn	Ord.	Lawn
Single depth earthen grave	£1032	£1247	£1376	£1589	£2069	£2495	£2752	£3180
Double depth earthen grave	£1119	£1332	£1461	£1675	£2239	£2666	£2922	£3351
Triple depth earthen grave	£1157	£1418	£1546	£1760	£2410	£2837	£3094	£3521
Single depth, for a child that at the time of death did not exceed 18 years	£0	£0	£0	£0	£2069	£2495	£2752	£3180
<b><i>'Tribute' size plots for cremated remains only, Purchase costs for exclusive right of burial 50 year period with option to renew rights (ii)</i></b>								
Burial plot with capacity for circa 4 cremated remains urns:	Resident Division B/C tribute plots		Resident Division A (path side) tribute plots		Non-resident Division B/C		Non-resident Division A	
Single depth earthen grave	£828		£1058		£1658		£2119	
For <b>one</b> child that at the time of death did not exceed 18 years	£0		£0		£1658		£2119	
<b><i>'Special' size plots for cremated remains only (subject to availability), Purchase costs for exclusive right of burial '25 year period with option to renew rights (iii).</i></b>								
Burial plot with capacity for circa 2 cremated remains urns:	Resident Division B/C special plots		Resident Division A (path side) special plots		Non-resident Division B/C		Non-resident Division A	
Single depth earthen grave	£350		£529		£701		£1058	
For <b>one</b> child that at the time of death did not exceed 18 years	£0		£0		£701		£1058	
<b>Stillborn child communal burial area interment charge.</b>								
Exclusive right of burial cannot be purchased in this area.								£0



## Interment

<i>Interment costs applicable to excavations, where permitted, for coffins or cremated remains.</i>									
Single depth earthen grave			✓	✓	✓	✓	Excavation depth cost where plot type permits:		
Double depth earthen grave			✓	✓	*	*			
Triple depth earthen grave			✓	✓	*	*			
	Burial Type	Burial Item	Ordinary Plot	Lawn Plot	Tribute Plot	Special Plot	Single Depth Grave	Double Depth Grave	Triple Depth Grave
<b>Resident Division B(C) burial plots</b>	At time of death exceeded 18 years	Coffin	✓	✓	na	na	£796	£863	£1000
	At time of death did not exceed 18 years	Coffin	✓	✓	na	na	£0	£0	£0
	Cremated at HBC's crematorium	Cremated remains	✓	✓	✓	✓	£177	Remains placed under memorial stone	
	Cremated at another crematorium	Cremated remains	✓	✓	✓	✓	£354	Remains placed under memorial stone	
<b>Resident Division A (path side) burial plots</b>	At time of death exceeded 18 years	Coffin	✓	✓	na	na	£851	£919	£1054
	At time of death did not exceed 18 years	Coffin	✓	✓	na	na	£0	£0	£0
	Cremated at HBC's crematorium	Cremated remains	✓	✓	✓	✓	£211	Remains placed under memorial stone	
	Cremated at another crematorium	Cremated remains	✓	✓	✓	✓	£421	Remains placed under memorial stone	
<b>Non-Resident Division B(C)</b>	At time of death exceeded 18 years	Coffin	✓	✓	na	na	£1593	£1728	£2001
	At time of death did not exceed 18 years	Coffin	✓	✓	na	na	£0	£0	£0
	Cremated at HBC's crematorium	Cremated remains	✓	✓	✓	✓	£354	Remains placed under memorial stone	
	Cremated at another crematorium	Cremated remains	✓	✓	✓	✓	£706	Remains placed under memorial stone	
<b>Non-Resident Division A</b>	At time of death exceeded 18 years	Coffin	✓	✓	na	na	£1702	£1837	£2108
	At time of death did not exceed 18 years	Coffin	✓	✓	na	na	£0	£0	£0
	Cremated at HBC's crematorium	Cremated remains	✓	✓	✓	✓	£421	Remains placed under memorial stone	
	Cremated at another crematorium	Cremated remains	✓	✓	✓	✓	£843	Remains placed under memorial stone	
<b>Parents are Hartlepool residents</b>	The burial of a stillborn child in the current stillborn area in a single grave (the exclusive right of burial cannot be purchased in this area):							£0	
<b>Parents are Hartlepool residents</b>	In the event of a body of a child being interred in the same casket as the body of its parent.							£0	

Item	Interment or burial <b>included</b> items	Inclusive items*		
		Adult	Adult	Adult
1	Preparation of the grave for interment.	✓	✓	✓
2	Provision of grass matting around the grave prior to burial.	✓	✓	✓
3	Provision of grass matting around the grave prior to burial.	✓	✓	✓
4	Turfing of the grave plot following settlement	✓	✓	✓
5	Maintenance of Grass area around the outside grave memorial, as long as the area is clear of memorabilia.	✓	✓	✓

Item	Interment or burial <b>not included</b> items	Inclusive items*		
		Adult	Adult	Adult
1	Service in cemetery or crematorium chapel before proceeding to graveside, or for a memorial service.	✓	✓	✓
2	Any required removal and subsequent re-installation of memorial stone,	✓	✓	✓
3	Any required removal and subsequent re-installation of kerbing and grave cover where applicable to allow burial to take place	✓	✓	✓

Grave Depths – Definition; Single, double and triple depth, all refer to coffins being buried one above the other in one grave from the ground level down;	
Single depth grave	will only allow for one full sized coffin to be buried
Double grave	will only allow for two full sized coffin to be buried
Triple grave	will only allow for three full sized coffin to be buried
Cremation caskets	Buried 18 inches (46 cm) below the ground level and four can be accommodated in a tribute grave

Ordinary plots Kerbed (no grass): It is requested that any temporary personalisation only takes place within the Kerb and no item or items must exceed the size of the memorial stone. All items must be in keeping with the cemetery environment.

Lawn Plots with no kerbs (grassed): with only a memorial stone should not have personalised items placed on the grassed areas. **Placement stops maintenance of grassed grave plots and creates a potential health and safety concern.** Injuries have occurred in the past from metal spikes and plastic left in the ground when temporary tributes degrade. In these situations the grave owner may be liable for any injury claims.

Division 'A' and division 'B or C' - Definition

Traditional full size grave plots are divided into division 'A' plots which are adjacent to path ways, and division 'B' (and 'C' in some older areas of the cemetery) which are positioned away from pathways.

The Cemetery is managed for all and an equal view must be taken by those charged with its upkeep.	
Kerb stones of any type placed outside the instructed size	Will be moved back to fit instructions and this work may be charged to the grave owner.
Grave surrounds made of materials that are not prescribed.	Flimsy grave surrounds may be damaged by normal cemetery maintenance and no responsibility will be taken by the cemetery for this.
Grave personalisation placed outside the permitted areas	Will either be removed or the grave area will not be maintained.
Liability	Any injury, harm or damage caused by the use of unpreserved materials in the decoration of any grave will be the responsibility of the grave owner. Equally any lack of maintenance of grave decoration that results in Any injury, harm or damage is the responsibility of the grave owner.

## Memorials

Permission to fix memorial of any type	
All Plot Types	£0

When interring the remains of a loved one in any grave that has memorials upon it of any type it is the responsibility of the grave owner to have these memorials removed in advance of the interment, failure to do this will mean that the burial cannot take place.

All memorial stones and kerbing must be constructed from natural quarried stone and be installed to the National Association of Memorial Mason's code of working practice

### **A guide to permitted memorials,**

#### *Lawn Burial Plot and Tribute Memorial size;*

Over all height, from the bottom of the base to the top of the memorial stone 4' (121.9cm).

Maximum width of the base from side to side 3' (91.4cm). Maximum depth from back to front is 2'.6" (72.6cm).

All materials must be a minimum of 3" (7.6cm) thick.



#### *Ordinary Burial Plot memorial (full kerb set);*

Memorial dimensions are the same as Lawn Burial Plot and Tribute Memorial sizes. Over all enclosed area from the back of the memorial stone is 7' x 3' (213.4 cm x 91.4 cm) All kerb materials must be a minimum of 4" (10.1cm) thick.



\*All fitted to the British Registration of Accredited Memorial Masons reference guide complying with BS 8415:2018.

## Deeds

<b>Preparation of a deed of grant – Purchase cost note. Included in the Exclusive Right of Burial charge are the following:</b>				
Item	Deed granting Exclusive Right of Burial	Inclusive items*		
		Adult	Child	Infant
1	Preparation of a deed of grant	£0	£0	£0
2	Entry of the particulars in the 'Register of Purchased Graves'	£0	£0	£0

Item	Deed granting Exclusive Right of Burial	Inclusive items*		
		Adult	Child	Infant
1	Preparation of a deed of grant	✓	✓	✓
2	Entry of the particulars in the 'Register of Purchased Graves'	✓	✓	✓

The purchasing of the **exclusive right of burial** means that you have taken ownership of a plot of land within the cemetery of which you will hold deeds for a set length of time. It also means that you as the deed holder are responsible for this plot of land and any item placed upon it including its maintenance in good order. Failure to do this and in the unlikely occasion that someone is injured, could result in a claim against the deed holder, therefore It is recommended that the deed holder maintains their plot and items thereon in good condition taking out insurance to cover any eventuality.

## Exhumations

**Please refer requests to the cemeteries office**

The exhumation cost of cremated remains caskets or bodies is subject to the individual circumstances of each request. The cemeteries management will consider any applications on a case-by-case basis and provide estimates for the administrative and practical exhumation costs potentially associated with the undertaking.

**Other services that are available that can be provided; (All inclusive of VAT)**

<b>Item</b>	<b>Service</b>	<b>Cost</b>
	<b>Memorial Bench</b>	
14	Locally handmade Oak Bench with a light oil coating. Subject to spaces being available. In place for 10yrs (or less if found to be in poor condition). Inclusive of one plaque.	£941
14a	Fixing kit: Mandatory for road side benches but optional in other areas, please ask for advice.	£91
15	Extra memorial bench plaque.	£126
	<b>Temporary Grave Markers</b>	
18	Wooden cross with plaque	£33
	<b>Memorial Tree</b>	
19	Tree subject to spaces planted in Hartlepool Borough Council's Family Wood & recorded in commemorative Family Wood book	£287
	<b>Family history search fees</b>	
20	Search for a single grave in the 'Register of Burials or Cremations' kept by the Cemeteries office.	£13
21	Search for a single surname in the 'Register of Burials or Cremations' kept by the Cemeteries office.	£67
	<b>Planting and Tending Graves (Not Applicable to Lawn Plots)</b>	
22	Turfing of grave and maintenance one year	£77
23	Each subsequent turfing and maintaining per year	£77
24	Maintenance only	£50
25	Planting twice yearly with flowers and maintaining	£79

**Administration charges for non-standard interment/cremation items**

Emergency processing of completed interment/cremation paperwork received less than (9am) 3 full working days before the planned interment/cremation	£68
Cancellation of an accepted interment/cremation booking when no alternate rebooking is made.	£216
Additional copy of Registrar's or Coroner's Disposal Certificate	£35
Certificate of Cremation certified extract from any entry in the Cremation Register or extract from the burial register.	£35

**Registration and search fees**

Transfer of the grant to Exclusive Right of Burial in a grave space to a new name and for the entry of the new particulars in the 'Register of Purchased Graves'.	£68
Search for single person in the 'Register of Burials' and or Register of Purchased Graves' kept by the Cemeteries office.	£26

## Rules, Regulations, Description and other information

Ordinary (Traditional Plot)		O	Lawn			L	
Tribute Area		T	Special Plot			SP	
Baby Communal Area		BC					
Summary and associated guidance notes for burial plots (Ordinary, Lawn, Tribute Area, Special Plots and stillborn child communal area)			0	L	T	SP	BC
1	<b>Plot lease type:</b>	Exclusive Right of Burial renewable after designated period (i) - 100 years; (ii) - 50 years; (iii) - 25 years)	✓ i	✓ i	✓ ii	✓ iii	na
2	<b>Burial plot use:</b>	Interment of coffins allowed	✓	✓	✗	✗	✓
3		Interment of cremated remains allowed	✓	✓	✓	✓	na
4	<b>Division A plots:</b>	Exclusive Right of Burial in a division 'A' or 'B' burial plot must be purchased prior to the interment.	✓	✓	✓	✓	na
5	<b>Surface area:</b>	Rectangular plot, set out in a predetermined format matching existing graves:	✓	✓	✓	✓	na
6		9 feet (274.3cm) by 4 feet (121.9cm)	✓	✓	na	na	na
7		7 feet (213.4cm) by 4 feet (121.9cm)	na	na	✓	na	na
8		2 feet (61.4cm) by 3 feet (91.4cm)	na	na	na	✓	na
9	<b>Erection of Memorials</b>	Where permitted, no memorials can be erected unless the Exclusive Right of Burial has been purchased.	✓	✓	✓	✓	✗
10	<b>Memorial stone size and position</b>	Placed in line adjacent grave memorials. Memorial stones must not be more than 4ft (121.9cm) tall, 3in (7.6cm) thick; on a base no more than 3ft (91.4cm) across width of the grave and 1ft 8in (50.8cm) wide .	✓	✓	✓	na	na
11		Gravel/ stoned areas where only an inscribed stone memorial tablet, or an inscribed stone memorial tablet and associated block vase combination are permitted.	na	na	na	✓	na
12	<b>Kerbs size and position</b>	Placed at memorial stone end of the grave in line with existing graves max. size measured at outside edges:	✓	✓	✓	✓	na
13		7ft (213.4cm) long by 3ft (91.4cm) wide,	✓	na	na	na	na
14		2ft 6in (72.6cm) long by 3ft (91.4cm) wide	na	✓	✓	na	na
15	<b>Inside kerb area:</b>	Placed down to weed and grass-free low-maintenance surface e.g. concrete and gravel, no shrubs or trees.	✓	✓	✓	na	na
16	<b>Memorial stone/kerb materials</b>	Must be constructed from natural quarried stone. (A wooden cross and plaque supplied by Hartlepool B C can be used as a temporary marker, for a period of up to 1 year until a permanent memorial is installed).	✓	✓	✓	✓	na
17	<b>Approval process - Installation memorial stone/ kerbs:</b>	Applications to erect memorials, kerbing, tablets, and inscriptions must be submitted on specific form (available from cemeteries office) at least 2 working days prior to the proposed fixing. Application must be signed by the burial Rights owner and the person who is proposing to carry out the work on their behalf.	✓	✓	✓	✓	na
15	<b>Inside kerb area:</b>	Placed down to weed and grass-free low-maintenance surface e.g. concrete and gravel, no shrubs or trees.	✓	✓	✓	na	na
15	<b>Inside kerb area:</b>	Placed down to weed and grass-free low-maintenance surface e.g. concrete and gravel, no shrubs or trees.	✓	✓	✓	na	na
16	<b>Memorial stone/kerb materials:</b>	Must be constructed from natural quarried stone. (A wooden cross and plaque supplied by Hartlepool B C can be used as a temporary marker, for a period of up to 1 year until a permanent memorial is installed).	✓	✓	✓	✓	na
17	<b>Approval process - Installation memorial stone/ kerbs:</b>	Applications to erect memorials, kerbing, tablets, and inscriptions must be submitted on specific form (available from cemeteries office) at least 2 working days prior to the proposed fixing. Application must be signed by the burial Rights owner and the person who is proposing to carry out the work on their behalf.	✓	✓	✓	✓	na
18	<b>Qualified installers:</b>	Memorials and kerbs must be installed by qualified installers to the National Association of Memorial Mason's code of working practice.	✓	✓	✓	✓	na
19	<b>Identifying grave:</b>	The grave number must be inscribed on one side of the memorial stone or kerb.	✓	✓	✓	✓	na
20	<b>Responsibility for Memorials:</b>	All memorials, kerbing, inscriptions and any other item placed on a grave remain the responsibility of their respective owners and are subject to the approval of the cemeteries management. The burial Rights owner is responsible for the maintenance and safety of the memorial. Failure to do this may lead to the burial authority making the memorial safe and applying charge.	✓	✓	✓	✓	na

Burial fees not included in Exclusive Right – Purchase cost note.  
Exclusive Right of Burial charges do not include the applicable burial fees which are payable in relation to each interment in the respective burial plot.

The non-resident charge are applicable to persons not registered as a permanent resident of the Borough of Hartlepool either at, or within the preceding twelve months prior to the time of death. A child will be deemed a resident if the parent resides within the Borough.

The Cemeteries and Crematorium Office requires at least three full work days notice (does not include Saturdays, Sundays or Public Holidays) for any application for interment, cremation and or chapel Hire. Notification must be given in writing on the prescribed forms available from the Cemeteries and Crematorium Office.

All the required interment/ cremation documentation must be provided to the Cemeteries Office in a clearly written, accurate and fully completed condition. Any documents not so presented will be returned incurring potential delays in progressing application. Cemeteries management cannot accept any responsibility for delays in application processing resulting from a failure by applicants or their representatives to supply requested accurate information in adequate detail.

The Cemeteries and Crematorium Office will only accept and progress fully compliant application documentation in hard-copy form, or as an attachment from a recognised authorised email sender e.g. funeral director. In all cases the documents must be signed by the person authorised to act in such capacity on behalf of the deceased person.

Emergency processing. The cemeteries management reserves the right to apply charges for the emergency processing of completed interment or cremation paperwork received less than (9am) 3 full working days before the planned interment or cremation.

Time keeping. In order ensure a sensitive, respectful, dignified and professional service for all cemetery and crematorium users the following conditions apply to all bookings:  
Prompt arrival and departure is critical to avoid conflicts with adjacent bookings.  
The timings provided are to give all funeral services and families the respectful experience they deserve in their time of distress:

General advice is that the placement of temporary items on burial plots is not recommended by cemetery management. Any item placed on a grave remains the responsibility of their respective owners and the cemeteries management does not accept responsibility for any damage, displacement, vandalism, loss or theft that might occur whilst items are on site.

Temporary items will deteriorate in rain, sun, and frosts; and they have the potential to be blown about by the strong winds prevailing in the cemetery. Displacement resulting from the activities of birds and other wildlife, ongoing site works or other passing visitors is also likely. For these reasons permanent stone memorials complying with cemetery regulations are recommended.

The cemetery management reserves the right to remove and safely dispose of without prior notification any items which it deems: inappropriate, offensive, a nuisance, unmaintained damaged or deteriorated, or an unreasonable risk to the maintenance of site health and safety or site security.

Scale of Fees in Respect of Stockton-on-Tees Crematorium – 1<sup>st</sup> September 2019 to 31<sup>st</sup> March 2020

<b>Cremation Charges</b>			
	<b>Net Cost</b>	<b>VAT</b>	<b>Total Charge</b>
*Adult Cremation – Committal with Service (Includes **Medical Referee Fee)	765.00	0.00	765.00
Adult Cremation – No Service (Unattended) (Includes Medical Referee Fee)	465.00	0.00	465.00
Adult Cremation – Saturday Morning (Includes Medical Referee Fee)	765.00	0.00	765.00
Adult Cremation – Sunday (by arrangement and subject to staff availability) (Includes Medical Referee Fee)	965.00	0.00	965.00
***Child Cremation (24 Weeks to 12 Years) – With Full Service (Includes Medical Referee Fee)	165.00	0.00	165.00
***Child Cremation (13 Years to 18 Years) – With Full Service (Includes Medical Referee Fee)	465.00	0.00	465.00
***Child Cremation – (24 Weeks to 12 Years) - No Service (Unattended) or Committal Service Only (Includes Medical Referee Fee)	65.00	0.00	65.00
***Child Cremation (13 Years to 18 Years) – No Service (Unattended) or Committal Service Only (Includes Medical Referee Fee)	265.00	0.00	265.00
Non-viable Fetus (NVF) 9:00am/9:30am Only	20.00	0.00	20.00
Non-viable Fetus (NVF) Hospital Batches	200.00	0.00	200.00
Cremation of Body Parts (Includes Medical Referee Fee)	68.50	0.00	68.50
Use of Chapel for Memorial Service (Only 1 hour)	120.00	0.00	120.00



Additional Service Time – Per Hour	60.00	0.00	60.00
<b>Additional Services</b>			
Strewing of Cremated Remains in our gardens From another crematorium (Monday to Friday)	50.00	0.00	50.00
Temporary storage of Cremated Remains – per calendar month or part thereof (No charge for first month)	15.00	0.00	15.00
Certified extract from the Cremation Register	11.00	0.00	11.00
Copy of Cremation Certificate	11.00	0.00	11.00
Packaging and postage of Cremated Remains (Including cremated remains cardboard box)	25.00	5.00	30.00
Cremated Remains sealed for Export (Including Certified Customs Certificate)	25.00	5.00	30.00
<b>Audio/Visual Service</b>			
Live Webcast of Service	40.00	8.00	48.00
Live & 28 days Watch Again	45.00	9.00	54.00
Physical Copy of Webcast (DVD/Blu-Ray/USB Stick)	45.00	9.00	54.00
Physical Copy of Webcast (Audio CD)	40.00	8.00	48.00
Extra Physical Copy of Webcast	35.00	7.00	42.00
Photo Tribute – Single	15.00	3.00	18.00
Simple Photo Slideshow – Up to 25	40.00	8.00	48.00
Professional Photo Tribute – Up to 25 with music	65.00	13.00	78.00
Family Supplied Video Checking	10.00	2.00	12.00
Physical Copy of the Tribute	25.00	5.00	30.00
Extra Work for Obitus	15.00	3.00	18.00

\*Cremation fee includes: The use of chapel and waiting room, use of organ in Maplewood Chapel, a cremation certificate and the medical referee charge, a cremated remains container, dispersal of cremated remains in the Garden of Remembrance and temporary storage of cremated remains for one month after the cremation service.

\*\*Medical Referee Fee (£18.50)

\*\*\*Costs associated with this will be claimed by the authority pursuant to The Social Fund (Children’s Funeral Fund for England) Regulations 2019 (the 2019 Regulations). Costs will not be levied to the customer.



# CREMATORIUM MEMORIAL FEES

PRICES INCLUSIVE OF VAT (where applicable) From 1st April 2020

## BOOK OF REMEMBRANCE

Single entry (2 lines).....	£ 70.00
Double entry (3 or 4 lines).....	£110.00
Each additional line.....	£ 25.00
Five lines of text with Coat of Arms/Floral Emblem etc.....	£250.00

## MEMORIAL CARDS

Charge per card with a 2 line inscription.....	£ 25.00
Charge per card with a 3 or 4 line inscription.....	£ 30.00
Each additional line.....	£ 5.00
Coat of Arms or Floral Emblem.....	£ 70.00
Personal Photographs – set up.....	£ 50.00
Additional Photographs – after set up.....	£ 10.00

## MINIATURE MEMORIAL BOOKS

Charge per book with a 2 line inscription.....	£ 80.00
Charge per book with a 3 or 4 line inscription.....	£ 85.00
Each additional line.....	£ 5.00
Coat of Arms or Floral Emblem.....	£ 70.00
Personal Photographs – set up.....	£ 50.00
Additional Photographs – after set up.....	£ 10.00

## TRIPTYCH

Charge per triptych with a 2 line inscription.....	£ 67.00
Charge per triptych with a 3 or 4 line inscription.....	£ 72.00
Each additional line.....	£ 5.00
Coat of Arms or Floral Emblem.....	£ 70.00
Personal Photographs – set up.....	£ 50.00
Additional Photographs – after set up.....	£ 10.00

## MEMORIAL PLAQUE AND PLANTER

OPTION	7 YEARS	14 YEARS	21 YEARS
WALL (3 lines) - Relief	£245.00	£365.00	£465.00
WALL (3 lines) – Gold	£305.00	£425.00	£525.00
PLANTER (3 lines)	£365.00	£485.00	£585.00
WALL (6 lines) – Relief	£365.00	£485.00	£585.00
WALL (6 lines) – Gold	£420.00	£540.00	£640.00
Replacement Plaques – 3 Line Red/Black Relief			£145.00
Replacement Plaques – 3 Line Black/Gold			£205.00
Replacement Plaques – 6 Line Red/Black Relief			£215.00
Replacement Plaques – 6 Line Black/Gold			£270.00

## MEMORIAL KERB VASE

New Kerb Vases (Children's Garden of Remembrance ONLY)	£470.00
Replacement Flower Holders	£ 5.00
Replacement Kerb Vase Plaques	£300.00

**METHODS OF PAYMENT ARE SHOWN OVERLEAF**

## METHODS OF PAYMENT

### CASH, CHEQUE, CREDIT CARD, DEBIT CARD, POSTAL ORDER OR GIRO

**In person** – Contact Centre, Town Hall, Darlington

Monday – Thursday            9.00am – 4.30pm

Friday                            9.00am – 4.00pm

**By post** - Payment should be made by crossed cheque or postal order and payable to Darlington Borough Council. If credit card payment is preferable then please complete the form below. Completed applications can then be posted to:

**Cemetery & Crematorium Manager,  
Town Hall, Feethams, DARLINGTON DL1 5QT**

### PAYMENT BY CREDIT OR DEBIT CARD

*(please complete the following)*

Please debit the sum of £ ..... from the following credit/debit card account.

Mastercard		Visa		Delta		Switch	
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Issue Number		Expiry Date		*Security Code	
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\*Last 3 digits on signature strip

Card No.																	
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## FOR OFFICE USE ONLY

<b>Receipt No:</b>	<b>Date Paid:</b>	<b>Cremation No:</b>
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# CREMATION & BURIAL FEES 2020 - 2021

CREMATION (VAT EXEMPT)	
A baby not exceeding twelve months .....	No Fee
A child exceeding twelve months but not exceeding eighteen years .....	No Fee
A person whose age at the time of death exceeds eighteen years .....	£ 900.00
<i>(this fee includes £20.00 for Medical Referee Fees and £55.00 for an Environmental Surcharge)</i>	
After post mortem remains .....	£ 200.00
<i>The above includes:- Scattering of cremated remains within our Gardens of Remembrance at an unreserved time; Certificate of Cremation; Use of organ (own organist to be arranged); also use of Chapel (20 minutes), waiting room, music engine and all attendance after coffin is placed on catafalque by Funeral Director.</i>	
ADDITIONAL CHARGES (VAT EXEMPT)	
Scattering of cremated remains at a reserved time .....	£ 45.00
Extended use of Crematorium Chapel (20 minutes).....	£ 100.00
Medical Referee Fees .....	£ 20.00
Environmental Surcharge .....	£ 55.00
URNS	
Biodegradable Urn .....	£ 80.00
Wooden Casket .....	£ 50.00
Metal Urn .....	£ 40.00
Plastic Urn (Postal Carton) .....	£ 20.00
Baby Urn .....	£ 10.00
Baby Box .....	£ 3.00
INTERMENTS (VAT EXEMPT)	
<i>For the interment in a grave in respect of which the exclusive right of burial <b>HAS NOT</b> been granted, the fees will be <b>trebled</b> where the person interred is not a resident of the Borough of Darlington at the time of death. For an interment in a grave which the exclusive right of burial <b>HAS</b> been granted, the fees will be <b>doubled</b> where the person interred is not a resident of the Borough of Darlington at the time of death.</i>	
A baby not exceeding twelve months .....	No Fee
A child exceeding twelve months but not exceeding eighteen years .....	No Fee
A person whose age at the time of death exceeds eighteen years .....	£ 900.00
Interment of cremated remains .....	£ 200.00
EXCLUSIVE BURIAL RIGHTS (VAT EXEMPT)	
<i>The following fees will be <b>doubled</b> if purchased by a non resident of Darlington prior to a burial.</i>	
Exclusive Right of Burial for a period of 50 years .....	£ 900.00
<b>(DOUBLE DEPTH GRAVES ARE EXCAVATED UNLESS SINGLE SITES ARE SPECIFICALLY REQUESTED)</b>	
Half plot (for cremated remains) .....	£ 450.00
Quarter plot (for cremated remains or baby) .....	£ 225.00

Continued overleaf

<b>ADDITIONAL CHARGES</b>	
Exhumation of a body (excluding re-interment) .....	£ 2000.00
Exhumation of cremated remains (excluding re-interment) .....	£ 500.00
Scattering cremated remains on a grave .....	£ 45.00
Use of West Cemetery Chapel .....	£ 100.00
Indemnity Form (including issue of Duplicate Grant of Right of Burial) .....	£ 45.00
Interment of after post mortem remains .....	£ 200.00
Initial grave maintenance charges (traditional sites only) .....	£ 50.00
Annual grave maintenance (traditional sites only)	£ 36.00
<b>CEMETERY MEMORIAL RIGHTS</b>	
<p><i>The right to erect or place a memorial on a grave or vault can only be carried out in respect of gravesites where the exclusive right of burial has been granted:</i></p> <p><i>The charges include:</i></p> <p><i>i) checking of paperwork and issuing of a memorial grant;</i></p> <p><i>ii) inspection of memorials periodically to ensure stability and safety to other cemetery users.</i></p> <p><i>The following fees will be doubled if the memorial is for a person who was a non resident at time of death.</i></p>	
Permit to erect Headstone/Memorial in accordance with current regulations	£ 220.00
Kerbs - traditional sites only .....	£ 100.00
Vase - with inscription .....	£ 80.00
- which does not include a surname or date .....	NO FEE
<i>(THIS IS THE ONLY OPTION AVAILABLE FOR UNPURCHASED SITES)</i>	
Additional Inscription .....	£ 80.00
<p><i>In addition to the above a charge may be made for work carried out by the Cemetery Staff for setting out and any other work connected with erection of memorials etc.</i></p>	