**Crematorium Regulations**

The Bereavement Services Office (BSO) is situated at Guildford Crematorium, New Pond Road, Godalming, Surrey GU7 3DB and is open Monday to Friday 9.00am to 4.30pm and Saturday 9.00am – 3.00pm (normal public holidays excepted) under the control of the Bereavement Services Manager (BSM) . For further advice or information, please call 01483-444711.

The Crematorium regulations form the basis for the proper control and management of the Crematorium and are designed to ensure an appropriate environment for all visitors.

These rules and regulations are made pursuant to the *Cremation Act 1902* *and 1952* *as amended, Cremation Regulations 2008 and the Local* *Government Act 1972* and subsequent amendments and regulations current at the date of cremation.

These regulations are a necessary requirement for the management of Guildford Crematorium.

Visitors are welcome to the Crematorium and are required to respect the dignity of this peaceful and tranquil place. Regulations should be observed at all times and the cremation authority reserves the right at any time to make amendments or variations to them without prior notice.

The cremation authority has adopted the Guiding Principles for Cremation Services published by the Institute of Cemeteries and Crematorium Management (ICCM)

<www.iccm-uk.com/iccm/library/CharterGuidingPrinciples.pdf>.

And the Policy and Guidance for Baby and Infant Funerals which has been formulated with assistance of SANDS, the Stillbirth and Neonatal Death Charity.

# Interpretation

1. In these regulations, unless the context otherwise requires, the words and expressions are defined as below:

* **The Cremation Authority** refers to Guildford Borough Council being the cremation authority for the Borough of Guildford.
* **Bereavement Services Manager** – (BSM) the officer appointed by the cremation authority to manage and carry out the administration of the Crematorium.
* **The Medical Referee** one of the cremation authority duly appointed Medical Referees.
* **Funeral Director** a person carrying out the arrangements for cremation on behalf of the applicant for cremation.
* **Crematorium** - the Chapel and other buildings
* **Crematorium grounds** - land owned by the cremation authority in the vicinity of the Crematorium and Associated Buildings.
* **Catafalque -** the raised platform in the Crematorium chapel on which the coffin is placed during the service.
* **Cloister -** a covered area next to the Crematorium chapel where floral tributes are displayed.
* **Committal Room/Crematory -** the room housing cremation equipment.
* **Bereavement Services Office** (BSO) theoffice provided andoccupied for the business of the Crematorium situated at Guildford Crematorium, New Pond Road, Godalming, Surrey or such other places as the cremation authority may from time to time appoint accordingly.

# Statutory Requirements

2. All cremations shall be conducted strictly in accordance with the Statutory Rules, Orders and Regulations made by the Secretary of State for the Home Office, under *Section 7 of the Cremation Act 1902, Section 2 of the Cremation Act 1952 Cremation Regulations 2008 Part 2 and Section 10 of the Births and* *Deaths Registration Act 1926* and subsequent amendments and regulations current at the date of cremation. Cremations shall be conducted in accordance with the Code of Cremation Practice issued by the Federation of Burial and Cremation Authorities. (FBCA).

HOURS OF OPENING

OFFICE HOURS

3. The BSO is open for public business from 9.00am to 4.30pm each day Monday to Friday and 9.00am – 3.00pm Saturday, The office will not be open on Public and local fixed holidays, which include Good Friday, Christmas Day, Easter, Spring Bank Holidays etc.

**HOURS FOR ADMISSION TO VISITORS**

4. The Crematorium grounds shall be open to visitors, unless otherwise determined by the cremation authority:

|  |  |
| --- | --- |
| November, December and January | 9.00am – 4.30pm |
| February | 9.00am – 5.30pm |
| March and October | 9.00am – 6.00pm |
| April and September | 9.00am – 7.30pm |
| May, June, July and August | 9.00am – 8.00pm |

HOURS FOR CREMATION

5. Cremation services may take place as follows:

|  |  |
| --- | --- |
| Monday – Thursday (February – October) | 9.00am – 3.45pm |
| Monday – Thursday (November – January) | 9.00am – 3.45pm |
| Friday | 9.00am – 3.45pm |
| Saturday | 9.00am – 12.00pm |

6. The cremation authority reserves the right to temporarily close public access to any part of the Crematorium at any time without notice.

ADMISSION OF VISITORS

ADMISSION TO CREMATORIUM

7. No person not being an officer or servant of the cremation authority or on behalf of the cremation authority shall enter or remain in the Crematorium at any hour when it is closed to the public. At times when the Crematorium is not in use for cremation or other services, the public will be admitted at the discretion of the BSM.

ADMISSION OF CHILDREN

8. Children under 12 years of age are not permitted within the Crematorium grounds except under the proper care of an adult.

ANIMALS

9. No animals, other than assistance animals, will be allowed into the grounds or buildings, except with the prior permission of the BSM.

VEHICLES

10. Admission of vehicles is subject to the following conditions:

* Access is available only during opening hours
* Access is subject to absolute right of way being given to any funeral cortege.
* No vehicle is to be left in a position so as to cause an obstruction to other traffic.
* Vehicles must not exceed 10mph in the Crematorium grounds.
* Vehicles must only be driven on roads intended for vehicular use.
* All vehicles must use the car parks provided.
* The only exception to the above is that disabled drivers with vehicles displaying the appropriate badge will be allowed to park in the designated disabled area.
* Parking is only for visitors to the Crematorium and grounds.

BICYCLES

11. Cyclists shall ride to the left of the carriageways in single file. Bicycles shall not be ridden on footpaths, grass areas or planted areas. Bicycles must not be placed against memorials, benches or trees and shrubs and if laid on the ground must not cause an obstruction.

The cremation authority will not accept responsibility for the loss or damage to any vehicle/bicycle brought into the Crematorium, howsoever caused.

EXCLUSION OR REMOVAL OF PERSONS FROM CREMATORIUM

12. The BSM shall have power to exclude from the grounds any vehicle that he/she deems unsuitable. In addition, he/she has the full power to remove from the Crematorium any member of the public who by reason of their behaviour he/she considers should be removed.

##### **Conduct**

CONDUCT

13. All persons shall conduct themselves with due reverence and be mindful of other visitors to the buildings and grounds.

WASTE AND LITTER

14. Visitors are requested to deposit litter and spent flowers only in the bins provided.

PLAYING OF MUSIC

15. Musical instruments may be played during the service at the discretion of the BSM.

SMOKING

16. Smoking is strictly prohibited in the Crematorium buildings. Visitors are requested to refrain from smoking near to where mourners are gathering and to dispose of cigarette ends in the bins provided.

CANVASSING

17. No person shall sell or offer or expose for sale any article, commodity or thing of any kind whatsoever or solicit orders for the same within the Crematorium or its grounds. No person shall be permitted, by him/herself or any agent, to distribute leaflets, business cards, or any other advertisement within the Crematorium.

PATHS AND DRIVES

18. Visitors shall keep to the drives and paths provided.

TREES, SHRUBS AND FLOWERS

19. Visitors shall refrain from cutting trees, shrubs, plants or flowers.

PHOTOGRAPHS

20. The permission of the BSM shall be obtained before any objects in the Crematorium or grounds are photographed or video recordings are taken.

GRATUITIES

21. No employee of the cremation authority is to demand or receive any gratuity or to undertake private work of any kind connected with the Crematorium, either in his/her own time or in the cremation authority time. The receipt or demand of gratuity fee or unauthorised charge by any officer or servant of the cremation authority will subject such offenders to disciplinary action.

OFFENCES

22. The provision of cremation facilities is governed by Acts, Regulations and Code of Practice. As such, any persons knowingly in breach of these requirements may be liable to prosecution.

# **Applications for Cremation**

# Making a booking

23. Bookings for cremation services may be made by telephone, in writing or in person at the BSO, or by the computerised booking facility outside of office hours. Bookings will be regarded as provisional until formal notice is received.

NOTICE OF CREMATION

24. Formal notice of cremation is given when Preliminary instructions for Cremation and the Form Cremation 1 Application for Cremation of Remains of Deceased Person have been delivered to the BSO.

RIGHT TO INSPECT

25 The applicant for cremation or a person nominated may inspect Forms 4 and 5. The cremation authority will notify the named person when certificates have been received. The certificates will only be available for 48 hours from the time the cremation authority notifies the named person.

PRELIMINARY INSTRUCTIONS FOR CREMATION

26. Preliminary application for cremation must be made to the Bereavement Services Office, during normal working hours no later than 9.00am two working days prior to the proposed cremation. The construction, size and weight of the coffin/casket is to be recorded. Details of the arrangements must be confirmed to the Crematorium Office on the prescribed printed form.

NUMBER OF MOURNERS

27. In order that appropriate arrangements may be made wherever possible, every endeavour should be made to notify the BSO if a large number of persons are expected.

VERBAL INSTRUCTIONS

28. The cremation authority will not be responsible for any delay or misunderstanding which may occur if instructions are given verbally or by telephone. Neither will the cremation authority accept responsibility for any documents lost or delayed in the post. All verbal instructions should therefore be confirmed in writing.

FACSIMILE AND EMAIL

29. Facsimile or email transmissions of statutory documents and ashes instruction forms are not acceptable.

**Medical Certification**

MEDICAL REFEREE

30. No cremation will be permitted to take place except on the written authority of the Medical Referee (Form Cremation 10, Authorisation of Cremation of Deceased Person by Medical Referee, Form Cremation 12, Authorisation of Cremation of Body’s Part by Medical Referee or Form Cremation 13, Authorisation of Cremation of Stillborn Child by Medical Referee) who must be satisfied that the cause of death has been definitely ascertained and who may in any case decline to allow a cremation but must state their reasoning in writing to the applicant. The Medical Referee will, before allowing the cremation, examine the application and certificates and ascertain that they are as required by these Regulations and that adequate inquiry has been made by the persons giving the certificates. He/she may make any inquiry with regard to the application and certificates that he/she may think necessary.

POWERS OF MEDICAL REFEREE

31 The Medical Referee may, after making proper inquiries, decline to allow cremation unless an inquest is opened and a certificate be given by the Coroner in Form Cremation 6 Certification of Coroner. Provided that in any case to which the foregoing rule applies it is shown to the satisfaction of the Secretary of State that by reason of any special circumstances it is impractical or undesirable that an inquest shall be held, he/she may by order under his/her hand authorise the Medical Referee to allow the cremation without an inquest being opened and certificate given by the Coroner.

MEDICAL CERTIFICATES

32. No cremation shall be allowed to take place unless:

* A certificate of medical attendance in Form Cremation 4 Medical Certificate has been given by a registered medical practitioner who has attended the deceased during his or her last illness and who can certify definitely as to the cause of death, and a confirmatory medical certificate in Form Cremation 5 Confirmatory Medical Certificate has been given by another medical practitioner qualified to give such a form; or
* A post-mortem examination has been made by a medical practitioner expert in pathology by the Cremation Authority (or in the case of emergency appointed by the Medical Referee), and a certificate given by him/her in Form Cremation 11 Certificate after Post Mortem Examination; or
* A post-mortem examination has been made and the cause of death has been certified by the Coroner under Section 21 (2) of the *Coroners* *(Amendment) Act 1926* and a certificate has been given by the Coroner in Form Cremation 6 Certificate of Coroner; or
* An inquest has been opened and a certificate has been given by the Coroner in Form Cremation 6 Certificate of Coroner; or
* In relation to a person who has undergone anatomical examination pursuant to the provisions of the *Anatomy Act 1832* a certificate has been given in Form Cremation 7 Certificate following Anatomical Examination.
* A certificate of stillbirth (Form 9) has been issued by either a medical practitioner or midwife who was presented at the time of the delivery.
* A certificate of medical practitioner or midwife for Non-Viable Foetus has been issued by either a medical practitioner or midwife who was presented at the time of the delivery.

DEATHS IN SCOTLAND

33. In the case of the remains of a person who has died in Scotland the Medical Referee may accept an application and certificate in the form normally used in Scotland.

DEATHS OCCURING ELSEWHERE

34. In the case of the remains of a person who has died in any place outside of England, Wales and Scotland, the Medical Referee may accept a declaration containing the particulars in Form Cremation 1 Application for Cremation of Remains of Deceased Person if it be made before any person having authority in that place to administer an oath or take a declaration; A Coroner’s Form 6 Certificate of Coroner will also be required.

CREMATION OF EXHUMED REMAINS

35. The foregoing regulations shall not apply to the cremation of the remains of a deceased person who has already been buried for not less than one year. Such remains may be cremated subject to such conditions as the Secretary of State may impose in the exhumation licence granted by him/her or otherwise; and any such cremation in which those conditions are not observed shall be deemed a contravention of these regulations.

CREMATION AFTER INQUEST

36. If a Coroner has given notice that he/she intends to hold an inquest on the body, the Medical Referee shall not allow the cremation to take place until the inquest has been opened.

STILLBORN CHILDREN

37. Notwithstanding the foregoing regulations, the Medical Referee may permit the cremation of a stillborn child if, either the original certificate of the registration of the stillbirth or a duly issued duplicate is provided, and the child can be certified to be stillborn by a registered medical practitioner after examination of the body and if the Medical Referee, after such inquiries as he/she may think necessary, be satisfied that it was a stillborn child and that there is no reason for further examination. Where a Coroner’s Certificate in Form Cremation 6 Certificate of Coroner has been issued, a certificate by a registered practitioner will not be necessary. Form 3 Application for Cremation of Stillborn Child is also required.

DELIVERY OF MEDICAL CERTIFICATES

38. These forms, duly completed, together with the Certificate of Disposal issued by the Registrar of Births and Deaths, Certificate of Stillbirth (or the Coroner’s Certificate for Cremation in Form Cremation 6) must be delivered to the BSO no later than 9am two full working days prior to the day of cremation.

AUTHORITY TO CREMATE

39. The BSM will obtain Form Cremation 10 Authorisation of Cremation of Deceased Person; Form Cremation 13 Authorisation of Cremation of Stillborn Child by Medical Referee or Form Cremation 12 Authorisation of Cremation of Body Parts by Medical Referee in all cases, and will advise in circumstances where documents other than those listed above are required.

REFUSAL OF CREMATION

40. The cremation authority reserves the right to decline to undertake cremation for any good and sufficient reason.

##### **Funeral Services**

CREMATORIUM CHAPEL

41 Only one funeral will be allowed in the Chapel at any one time, unless prior permission for alternative arrangements is obtained from the BSM.

LENGTH OF SERVICE

42. Services are booked at 45-minute intervals. Services or ceremonies in the Chapel shall not exceed 30 minutes in duration from the time the service is due to commence. An additional allocation can be booked. The crematorium facilities are non-religious and can therefore be used for all beliefs, religions and faiths. If a service overruns the allotted time a fee will be charged.

MINISTERS OF RELIGION

43. Relatives or representatives of the deceased should make their own arrangements for the service, which may be conducted by a Minister, Priest, and member of the family or a friend. The cremation authority will not be responsible for arranging a Minister of Religion/Officiate or any other person to conduct a service but will refer a Funeral Director to a local minister in certain circumstances. The cremation authority will not in any circumstances make payments to Ministers of Religion/Officiate in the form of fees or expenses and will not enter into discussions regarding the levels of such fees or expenses.

ORGAN AND ORGANIST

44. The cremation authority will provide organ facilities. It is the responsibility of the Funeral Director to arrange the services of an organist and make the necessary arrangements with regards to music requirements.

MUSIC

45. The cremation authority will provide facilities for playing CD music. It is the responsibility of the Crematorium staff to operate the equipment. It is the responsibility of the person providing the music to ensure that:

* The recording quality is satisfactory
* CD’s are clearly and legibly marked with the name of the deceased, the date and time of the service and which tracks are required at what part of the service.

The cremation authority will not be held responsible if CD’s do not work.

WESLEY MUSIC

46. The cremation authority also has use of a specialist computerised music system called Wesley Music. All music details must be with the authority 48 working hours before the service. Any music item required by the family that needs to be ordered should be done direct with Wesley Music with an order number supplied to the crematorium 72 prior to the service.

VISUAL TRIBUTES

47.The chapel at Guildford Crematorium has a screen capable of displaying a personal tribute comprising of photographs and/or home movies accompanied by music.

Funeral Director to provide cremation authority with an email address for Wesley to email the guidance. Wesley are unable to process any tribute until confirmation has been received from the cremation authority.

Wesley Music process all visual tributes 2 working days (not including public holidays and weekends) before the service.

Additional material or requested amendments after this time cannot be processed.

Cancellations after the 48 hours deadline will still be charged.

Any tributes received after the 48-hour deadline will not be processed.

RECORDINGS OF FUNERAL SERVICE

48. DVD and Audio CD recordings of the service available. Funeral Directors to request on the prescribed form if a DVD or Audio CD recording is required, how many and address to be sent to.

49. Musical instruments or appropriate sound reproducing equipment shall be permitted in the Crematorium grounds with the permission of the BSM.

UNUSUAL ASPECTS OF FUNERAL SERVICES.

50. We welcome any unusual or innovative arrangements for funerals including horse drawn vehicles, pipers, military ceremonies etc. subject to the BSO being informed in advance in order that necessary preparations can be made and at the discretion of the BSM and not to cause an obstruction or an offence to any other funeral.

FLOWERS

51. The Funeral Director is responsible for removing the flowers from the coffin, and placing all other floral tributes by the plaque provided in the Cloister. All floral tributes will be removed by the cremation authority

* Funerals held on a Monday, Tuesday and Wednesday are removed on the following Monday.
* Funerals held on a Thursday, Friday and Saturday are removed on the following Friday.

If not previously claimed by relatives or Funeral Director.

COFFINS NOT TO BE OPENED

52. No coffin shall be opened in the Crematorium Chapel for any purpose whatsoever without the express prior permission of the BSM.

OPENING OF COFFIN WITHIN THE CREMATORY

53. When a coffin is opened within the crematory this must be in the presence of the Bereavement Services Manager, Cremator Technician and the Funeral Director. A form must be signed by each person detailing the reason.

PARTS OF COFFINS NOT TO BE REMOVED

54. After the service of committal, no coffin or part of a coffin shall be removed from the Crematorium except as authorised by law.

DEATH FROM INFECTIOUS DISEASE

55. The use of the chapel for a service of a person having died of a notifiable disease shall be at the discretion of the BSM. The BSM may require that the coffin is not taken into the chapel until he/she is satisfied that precautions taken against the risk of infection are adequate. The BSM must be notified of any persons dyeing of a notifiable 48 hours in advance.

VIEWING THE COMMITTAL

56. No person shall be allowed to enter the crematory or committal room without the permission of the BSM.

57 By prior arrangement with the BSM, eight representatives of the deceased may see the coffin placed into the cremator if desired and shall comply with the BSM instructions whilst within the viewing room and crematory. This arrangement should be made in writing and at least 24 hours’ notice be given.

58. No inspection of the actual process of cremation will be permitted.

TIMING OF FUNERAL - PUNCTUALITY

59 At the reasonable request of the person arranging the funeral, or the applicant, or if it appears that a funeral cortege is delayed that other funerals would be disrupted, the BSM may at his/her discretion, postpone the funeral or alter the service to the next available slot. The BSM shall specify the arrangements for carrying out a postponed funeral after consultation with the Funeral Director and/or applicant’s representative. This is subject to a charge apart from events outside of their control. – re-word

# **Cremation**

CONSTRUCTION OF THE COFFIN

70. The construction of the coffin should comply with the current specification issued by the Federation of British Cremation Authorities subject to amendments. Please contact the BSO for the latest information.

COFFIN COVERS

71. The Executive Committee of the Federation of British Cremation Authorities (FBCA) accepts that the use of an outer cover to encase a coffin is within the ethical standards of the Code of Cremation Practice.

72. Prior notice of at least 24 hours should be given to the BSM when a cover is to be used.

73. A signed authority should be given by the applicant for cremation authorising use of the cover and consenting to its subsequent removal from the Crematorium.

74. Both the cover and coffin must bear adequate identity (as previous stated) of the deceased person contained therein.

75. The Funeral Director should provide sufficient staff for the removal and collection of the cover.

76. The cremation authority will not accept responsibility for any damage to the cover howsoever caused.

# Size of the coffin

77 Maximum size of coffin: length 215cm (85 inches); width 101cm (40 inches) depth 60cm (24 inches). If the coffin is to be large, please notify the BSO in advance.

Clothing and coffin content

78. In order to minimise the release of pollutants to the air and to comply with emissions legislation, clothing should be composed of natural fibres and shoes of any material manufactured from PVC should not be included. Body adornments manufactured from copper should be removed, as should any prostheses or casts of plaster or other material. Preparation of coffin and contents should be in line with FBCA requirements.

79 Additional items, particularly of glass or plastic, are not to be placed within the coffin.

PACEMAKERS

80. Pacemakers can cause an explosion if left in a body due for cremation. Radioactive or pressurised implants pose a health hazard. Cremation will be refused if such devices are not removed.

IDENTIFICATION

81. The body of a person shall not be accepted at the Crematorium unless it is enclosed in a coffin bearing a nameplate establishing the identity of the body contained therein. It may be placed on the lid or at the foot end of the coffin. If the materials of the coffin are in any way unsuitable or the identity of the body not established, the BSM will decline the cremation. (Should have full name and age) and may stop the service. If an error on the nameplate the service will be stopped until investigates have been completed and the Funeral Director signs the form stating the error.

JEWELLERY

82. Rings, jewellery and personal items, on or about the body must be removed before the coffin is sealed (except wedding rings). The cremation authority is not liable for such articles after cremation has taken place.

NOT MORE THAN ONE BODY IN EACH COFFIN

83. Not more than one body will be allowed in any one coffin, except in the case of infant twins or a mother and her newly born child of an age not exceeding one month.

CREMATION OF A BABY OR CHILD

84. In cases where bereaved parents desire the cremation of an infant, they should be warned that there are occasions when no tangible remains are left after the cremation process has been completed. This is due to the cartilaginous nature of the bone structure. If the warning is not given, the parents may have been denied the choice of earth burial and thereby subjected to unnecessary distress.

BEARERS

85 Funeral Directors are responsible for providing sufficient bearers to convey the coffin from the hearse to the catafalque. Bearer service is offered but not guaranteed requests must be in advance and a fee payable.

86. When the coffin is in position on the catafalque or deposited in the Chapel of Rest of the Funeral Director or applicant responsibility towards it ceases, and that of the cremation authority begins.

87. Trestles

If a coffin is placed on trestles then the Funeral Director must ensure enough members of staff are available to assist lifting the coffin from the trestles onto the catafalque.

INSTRUCTIONS FOR FUNERAL DIRECTORS

88. The Funeral Director must observe the cremation authority regulations regarding the length of notice to be given for a cremation; the delivery of the cremation forms and the time of the cremation service as agreed must be strictly adhered to.

SEPARATELY CREMATED

89. Each coffin and its contents shall be cremated separately.

CREMATION WITHIN 24 HOURS

90. We will undertake the cremation in accordance with the Federation of British Cremation Authorities Code of Practice and the Institute of Cemetery and Crematorium Managements Guiding Principles and Policy and Guidance for Baby and Infant Funerals. The cremation will normally take place on the day of the funeral service and will always take place within 72 hours.

# **Cremated Remains**

REDUCING CREMATED REMAINS

91. Cremated remains are routinely reduced to a granular consistency and placed in separate containers awaiting the final disposal on instructions given by the applicant for cremation. This process may be omitted on request, provided that notice is given in writing prior to cremation.

SPLITTING OF ASHES

92.

SCATTERING/BURYING OF CREMATED REMAINS

93. If the burying or scattering of cremated remains is to be carried out with family present, then an appointment must be made with the Bereavement Services Office at least 24 hours in advance.

COLLECTION OF CREMATED REMAINS

94. After the cremation, the cremated remains may be given into the charge of the Funeral Director or the person who applied for cremation or their representative if they so desire. The applicants wish should be clearly identified on the relevant form.

The cremation authority will require a receipt to be signed if the cremated remains are to be removed from the Crematorium. Cremated remains may not be removed from the Crematorium unless they are contained in either a suitable and secure urn or casket. If the cremated remains are to be collected, the next day this should be noted on the instructions for cremation form and cremated remains ‘Options’ form. An appointment is necessary for the collection of cremated remains by the applicant or named family representative. Photo identification is also required (Driving licence, passport.)

AMENDING CREMATED REMAINS AUTHORITY

95. Any changes in instruction regarding the disposal of cremated remains must be applied for in writing to the bereavement services office by the applicant of cremation. A form and signature is required by post or email.

STORAGE OF CREMATED REMAINS

96. Unless the applicant for cremation gives other instructions, cremated remains will be sealed in a polytainer and may be retained free of charge. After the first month, a letter will be sent to the applicant requesting written instructions. If no written instructions are received, a second letter will be sent as a reminder to the applicant. If no written instructions received after a further month a third letter will be sent stating in the absence of specific instructions, after the expiration of a further 14 days the cremated remains will be strewn in the Garden of Remembrance. The cremation authority will not be held responsible for ensuring that the applicant for cremation has received the notification referred to above. It is the applicant for cremation responsibility for informing the cremation authority in writing of a change of address.

BURIAL/SCATTERING OF CREMATED REMAINS WHERE CREMATION TOOK PLACE ELSEWHERE

97. Where the cremation took place at another Crematorium, the cremated

remains, cremation certificate, authority (cremated remains instruction form) and appropriate payment must be

received by the BSO prior to the commencement of the burying or

scattering.

EXHUMATION OF CREMATED REMAINS

98. No cremated remains may be disturbed or removed without producing

to the burial authority a licence authorising exhumation. For further

information please contact the BSO on 01483-444711.

RECYCLING OF METALS FOLLOWING CREMATION.

99. All metals remaining following the cremation will be recycled by a non-profit charity. If the applicant wish, the metals recovered can be reclaimed and returned. A form must be signed in advance.

### Memorials

MEMORIALS

100. Memorials are available for adoption in the crematorium Garden of Remembrance. Inscriptions on these memorials will be subjected to approval to ensure no offence is caused to any person. The Bereavement Services Manager retains the right to amend or refuse any inscription considered inappropriate.

It is the responsibility of the leaseholder to notify us in writing of any change of address.

No privately owned memorials are permitted within the crematorium grounds.

Please call the BSO on 01483-444711 for further information.

BENCHES

101. Benches are available to dedicate for a period of 10 years. The bench is

supplied by and the position determined by the cremation authority staff.

No privately owned benches are allowed within the crematorium.

102. Memorial applications for memorials must be accompanied by the appropriate

Remittance prior to the crematorium ordering the memorial

###### **Maintenance and Upkeep of the Crematorium**

FLOWERS

103. Flowers are permitted only in the areas and containers provided by the

cremation authority. Cellophane or similar wrappings, plastic, or imitation

flowers and wreaths should be avoided, except within the Memorial Vaults

and Vase Block area.

The introduction of privately owned vases, containers or

memorials is not permitted into the Crematorium. Please be aware that the Crematorium will remove any such items. The Crematorium will

remove any such items for safekeeping. Any item placed within the crematorium grounds may at the discretion of the Bereavement Services Manager be subjected to relocation or removal without further notice.

104. Planting is not permitted in the Garden of Remembrance.

105. The cremation authority reserves the right to remove without prior notice

any shrubs, trees or plants, floral tributes not considered to be in accordance

with these regulations or that in its opinion have become unsightly and to

dispose of the same in such a manner as deemed fit.

106. The cremation authority will not accept any liability for memorabilia left

within the Crematorium buildings and grounds.

107. planting is not permitted within the Gardens of Remembrance or rose beds. Grass cutting leaf and litter clearing, upkeep of trees, shrubs, flowerbeds and hedges will be carried out by the cremation authority or their contractor, at a frequency determined by the cremation authority and weather conditions.

The cremation authority reserves the right to disconnect the water supply to

avoid freezing, when a drought order has been granted or the water supply

provided is abused.

108 The cremation authority reserves the right to change the appearance of the

Crematorium and grounds without notice.

#### Fees

109. The cremation authority will determine fees for the crematorium services annually, to take effect from 1st April each year. All fees are approved by full council are payable in advance to the cremation authority except in the case

of Funeral Directors, dealing continuously with the cremation authority, who

are invoiced on a monthly basis by the cremation authority.

### Miscellaneous Provisions

INSPECTIONS

110. The public are welcome to inspect the building, when no cremation is

proceeding between the hours of 9.00am and 4.30pm Monday to Friday.

An appointment is required.

LIABILITY

111. All persons entering the Crematorium do so at their own risk and the

cremation authority will not accept any liability for injuries or damaged

sustained for any reason whatsoever.

LOSS OR DAMAGE

112. The cremation authority shall not be held responsible for the safekeeping

of any wreaths, flowers, plants or any other objects placed in the Crematorium

nor for any damage caused to memorials or monuments by winds, storm,

inclement weather, vandalism or other factors outside of their control.

ALTERATIONS TO THE REGULATIONS

113. The cremation authority reserves the right from time to time to make any alterations or additions to these regulations as necessary without notice. The cremation authority ruling on these regulations shall be final.

REPEAL OF FORMER REGULATIONS

114. Any regulations previously enforced in respect of the Crematorium are hereby revoked. The foregoing regulations were approved by the cremation authority on 26th of January 2017.