

General Terms & Conditions

For Clergy and Officiants *(Feb 2015)*

On Arrival

1. Please immediately inform the Administration Office upon your arrival.
2. A Vestry is provided for preparation and changing as necessary. This is not a secure Vestry and The Oaks accept no liability for any valuables left within it. Any valuables can be lodged in The Oaks safe and can be collected at the end of the service if so desired.
3. A screen is provided in the Vestry to view the Wesley Music System. It is your responsibility to ensure your appropriate funeral is visually checked to ensure that any music / visual content and the order it has been placed in, is correct for your service. Should anything be incorrect or missing you should immediately report this to the Administration Office for rectification.

Service Hall

1. The 9:00am & 9:30am Service Hall timings are 30 minutes in duration. This time includes entry and exit of the congregation which means the actual service must not extend beyond 20 minutes in the interests and respect to the following service.
2. Other Service Hall timings are 45 minutes in duration. This time includes entry and exit of the congregation which means the actual service must not extend beyond 35 minutes in the interests and respect to the following service.
3. As soon as the previous funeral has cleared and the Service Hall has been reset please ensure you liaise with the Attendant over the content and duration of the service. You should also discuss any music or visual tribute "cues" you wish to make and any other requirements you may have.
4. On conclusion of your service and when exiting to the Flower Courtyard, please do not stand inside the Service Hall or the exit link way. Please ensure you make your way directly to the Flower Courtyard where farewells to the family and congregation can easily be made.

General Protocol

1. Any requests for specific music to be played, whether by an organist or by the Wesley Music System, must be with The Oaks at least 3 clear working days before the funeral service. Whilst we are happy to accept direct requests from the Clergy and Officiants we strongly recommend that the Funeral Director involved within the service should also be made aware.
2. Not all hymns are printed in The Oaks Funeral Service or Hymn Books. If the requested hymn is not printed in these books you are requested to make alternative arrangements.
3. Candles are not encouraged to be lit in the Service Hall, should such a request be made this must be discussed and agreed with The Oaks prior to the event.
4. Smoking is permitted only in designated areas.
5. The general consumption of alcohol is not permitted.
6. All mobile phones should be turned off or put on silent mode before entering the crematorium building.

