

General Terms & Conditions

For the Funeral Director *(Feb 2015)*

Administration

1. All original, signed necessary statutory Cremation Forms, and The Oaks Particulars For Cremation Form, should be at The Oaks Administration Office by 10.00am three clear working days prior to the funeral e.g. Friday funeral service, all Forms need to be at The Oaks by the preceding Tuesday.
2. Delivery of urns and the collection of Cremated Remains should be completed directly and only with the Administration Office.

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. Sufficient pall bearers should be provided to convey the deceased in a respectful and dignified manner to the catafalque.
4. Donation collections completed on behalf of the family are the sole responsibility of the Funeral Director. The Oaks accepts no liability for any monies collected.
5. Any collection boxes used must be placed at the far end of the Flower Courtyard to prevent congestion of the exit from the Service Hall.

Coffin Construction and Requirements

1. The construction of the coffin and its lining should be in compliance with paragraphs 3 to 7 of "The Instructions to Funeral Directors" as specified on the last page of The Particulars for a Cremation Form for The Oaks Crematorium.
2. To ensure the correct identification of the deceased on arrival, it is required that an additional fixed identification head plate, (approx. 4" by 2") be fitted to

the head of the coffin which clearly states the deceased's name and date of death. This head plate should be easily readable and seen from the back of the hearse. Failure to comply with this will result in a physical check being made of the actual coffin plate before the coffin is allowed to enter the building and be completely removed from the hearse.

General Protocol

1. Once the Funeral Service has begun, Hearses and Limousines should be moved away from the main Service Hall entrance to the appropriate parking and waiting areas for these vehicles with engines switched off.
2. A driver/bearers room is provided for the benefit of all Funeral Directors. If this facility is used please be mindful of any loud or unseemly conversation, the room should be left clean and tidy at all times. Should you find this not the case please report it immediately to the Administration Office.
3. Access to the crematory area is not permitted without express permission of the crematorium management. Flowers requiring to be removed from the coffin after committal will be brought to the Flower Courtyard area by one of the Attendants after the congregation has departed the Service Hall.
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.
7. Invoices for services received will be produced on a weekly account. These will be sent on the Monday, following the week of services received. Payment is then due in 7 days.

Payment can be made in the following ways:-

Direct Bank Transfer, to The Southern Co-operative Ltd at the Co-operative Bank. Sort Code 08-90-81 Account 29160468

By cheque made payable to The Southern Co-operative Ltd and sent to The Oaks Crematorium, Bartons Road, Havant, Hampshire. PO9 5NA.

By Credit Card by calling The Oaks on 023 9222 2648

8. Failure to meet the terms of any agreed credit could result in this facility being withdrawn. Payment for services thereafter will then need to be received two clear working days prior to the funeral.