

General Terms & Conditions

For the Bereaved and General Public *(Feb 2015)*

Memorial Gardens, Memorial Scattering Area, Wildflower Meadow, Woodland Glade and Memorial Mounds

1. The planting of any trees, shrubs, bushes, plants, bulbs, seeds etc. of any kind in to the soil of the grounds is strictly prohibited. Items planted or found will be removed immediately and without notice.
2. Personal items / memorials are strictly prohibited. The placing of any fences, kerbs or surrounds, artificial flowers, trinkets, wind charms, toys, windmills, gravel, ornaments, glass, vases, statues, candles / lanterns or other personal effects / memorabilia etc. of any material anywhere within the grounds will be removed immediately and without notice.
3. The placing of vases, containers or receptacles whether they be wooden, metal or plastic within the grounds are not permitted unless they are an integral part of a memorial which has been supplied by The Oaks.
4. Stakes and plaques of any sort, other than those supplied by the Oaks will be removed immediately and without notice.
5. No items may be placed on or attached to any tree or shrub within the grounds.
6. Flowers left for a specific memorial (other than those on the day of a funeral) should be fresh **cut flowers only** and **without cellophane or wrapping** (potted plants or other similar items found at a memorial or within the grounds will be removed without notice and held for 3 days before disposal).
7. Flowers left for a Birthday, Anniversary and General Remembrance should be placed in the weeks designated Remembrance Area. These will be removed and disposed of as and when they show signs of deterioration.
8. Flowers left at seasonal times such as Valentines Day, Mothers and Fathers Day, Easter, Remembrance Day and Christmas, should be laid in the specifically named Remembrance Area. These will be removed and disposed of as and when they show signs of deterioration.

General Protocol & Behaviour

1. To wilfully create a disturbance at a funeral is a criminal offence. Unacceptable behaviour including loud conversation, shouting, or the use of profanity is strictly prohibited. Persons found doing so will be asked to leave the grounds immediately and if circumstances dictate may be reported to the Police.
2. The playing of any game or sport within The Oaks grounds is prohibited.
3. Dogs or any other animal must not be brought into The Oaks grounds. Guide dogs or other medical assistance dogs are exempt from this rule.
4. Children under the age of 16 years are not allowed in the Crematorium unless accompanied by an adult or actually attending a funeral service.
5. Smoking is permitted only in designated areas.
6. The general consumption of alcohol is not permitted.
7. All mobile phones should be turned off or put on silent mode before entering any building.
8. No unauthorised persons may remain or are permitted to enter the grounds once The Oaks is closed to the public.

