



## Working with Pure Cremation

### How it all works:

1. **You make the funeral arrangements as usual**
2. **Call us to make a booking**
3. **Esign our booking form and submit the usual cremation forms**
4. **We collect or you deliver the deceased coffined and ready for cremation**
5. **We deliver or you collect the ashes**

### Who looks after the family?

You make the funeral arrangements with the family in the usual way, offering our lower cost cremation as part of your overall service. Our fees include the Medical Referee fee.

Families choosing direct cremation are often less concerned about where the cremation takes place, but we know many still value the support and advice of a local funeral director.

### Making a booking

Call us on 0808 147 1918 to make a provisional booking. Our team will ask for the following information:

- Your business details
- The name, address, date of death and age of the deceased
- The service level you are requesting

These details are entered onto our system to generate a unique booking reference for the client and to produce your invoice.

You will receive a booking confirmation by email.

We will work with you to arrange a suitable date for the delivery / collection of the deceased and the cremation itself.

Please let us know if the family have made a specific request e.g. preferred dates or dates to avoid for the cremation, and dates for the return of the ashes.

### Preparing the deceased & coffin

You will prepare and encoffin the deceased and arrange any viewing as usual. (We can supply a coffin suitable for cremation for £60 if required.) We are happy to plan collections after any family ceremony that takes place with the coffin.

We accept any coffin that has been certified by the FFMA and CCSA. We don't accept coffins that are made from recycled paper that have been strengthened with china clay. Otherwise we try to be as flexible and accommodating as possible.

Our equipment is the most up to date you can buy and so we can accept coffins up to 39" wide, maximum weight 39 stone.

Please let us know if the client is heavier / larger than average so that we can send the appropriate team.

### **Sending paperwork**

Your booking confirmation is sent by DocuSign and consists of our own Notice of Cremation and Funeral Directors Declaration documents that you will need to eSign by clicking the link in the email.

You can use the Application for Cremation (Form 1) from ANY crematorium as the information is the same on all of them. There is no need for the client to sign a Notice of Cremation.

We accept digital signatures if you use them.

As soon as you have the green form and medical papers (or Form 6) and signed application for cremation paperwork these should be scanned and emailed to us at [documents@purecremation.co.uk](mailto:documents@purecremation.co.uk) – please start the email SUBJECT with the unique BOOKING ID that was created for this client.

Please let us know of any notifiable diseases, just as you would with any other crematorium.

The papers will be reviewed by the medical referee and in the meantime, we will arrange a mutually convenient **appointment** for transferring the deceased into our care.

For the cremation to go ahead we need:

- Payment of the invoice (For regular customers accounts are available subject to credit check)
- The original paperwork signed by the applicant and the green form
- The Booking Confirmation eSigned by you
- The deceased in a suitable coffin

Please tell us if the cremation or return of ashes must happen by / on specific dates.

### **Transporting the deceased**

Please perform your final checks and seal the coffin before it is transferred into our care.

The deceased will come to our client care facility in Newbury and then, usually within 2 working days, is transferred to our crematorium for a simple, unattended cremation.

If collecting from you - we will collect the deceased, **by appointment**, in our private ambulance with a single member of staff. Our staff will check the coffin plate (name, age & date of death) against the booking information before signing for the deceased and the documents. They will then attach our own ID label and ask you to sign as collected.

If you are transporting the deceased to us - you can deliver to us, **by appointment**, in your private ambulance with a single member of staff and we are flexible when it comes to delivery times.

On arrival our staff will check the coffin plate and original cremation documentation against the booking information. They will then attach our own ID label and ask you to sign as transferred into our care.

### **Ashes**

The ashes are placed into a simple biodegradable box, similar to those used by other crematoria. The identification label will feature the deceased's name, date of cremation and cremation number; the ashes will be accompanied by a cremation certificate.

We will call once the ashes are available for collection or to arrange hand delivery to your premises if that's what you have asked for.

If you chose our £250 service (you deliver the deceased to us) you can request the hand delivery of the ashes for an additional £75.

### ***Your client data***

*In this arrangement we are simply acting as an alternative cremation provider. Please be assured that we never use your clients' data for our own marketing purposes.*

Your clients will not receive any marketing information about memorialisation from Charlton Park Crematorium unless they request it.