GILLOTTS
FUNERAL DIRECTORS

Initial Advice and Information

Losing a loved one is one of the most difficult experiences we can face in life. At Gillotts, we are here to help you through all of the stages of planning a funeral. This document has been designed to provide you with clear and practical information, and the choices available to you to create a meaningful and fitting farewell for your loved one.

You are welcome to write down any decisions you have made on the form at the rear of this booklet and have this with you when you meet with us to start arranging the funeral. However if you prefer to simply talk through your options with us before making any decisions then we are happy to meet with you for an initial consultation.

154 Nottingham Rd, Eastwood NG16 3GG, Tel: 01773 713484

1a Abbott Street, Heanor DE75 7QD, Tel: 01773 713921

136 Derby Road, Stapleford NG9 7AY, Tel: 0115 949 1534

The Old Church, Main St, Kimberley NG16 2LL, Tel: 0115 795 2000

133 Nottingham Road, Selston NG16 6BT, Tel: 01773 306909

www.gillotts.co.uk

National Association of Funeral Directors Est 1905

What's in this Information Pack

There are a number of documents in this pack which we hope will be helpful to you:

- **Registration of a death leaflet.** This explains the process of registering a death under most circumstances. However there are various different scenarios which can affect the procedure, so if you are confused by the advice you have been given by a hospital or surgery or the Coroner please contact us and we will explain the process to you.

- **Lower Cost Funeral Options and Bespoke Price Lists.** This pack includes both our Lower Cost Funeral Options Price List and our Bespoke Price List, and it is worth explaining why we have two price lists. The Lower Cost Options price list includes a Basic Direct Cremation Package and also the two packages which the government requires all funeral directors to publish in the same format, to allow a like for like comparison between funeral businesses. These options are the Unattended Funeral, where cremation or burial takes place without a funeral service, and the Attended Funeral which provides a simple funeral at a fixed cost. This package includes a simple coffin, a service held at a single venue only, such as a crematorium chapel or graveside, the Hearse going directly to the place of Service and no limousines.

  If these packages do not provide the type of funeral you would like, the alternative is a Bespoke funeral. This would be based on your wishes, and can include a range of options for the venue(s) for the funeral, the coffin, transport on the day and additional services. Many of the choices detailed on the following pages describe services which we provide within a Bespoke funeral only. If you are unsure, the rear of the Standardised Price List contain a table showing the services which are included in each type of funeral.

  Between them, these price lists detail our charges for many of the typical services and products that we provide. The Standardised Price List includes the current costs at some of our local crematoria but there are a number of other Third Party Fees which could apply, such as Church or celebrant's fees and burial fees if the funeral is a burial or if cremated remains are being buried. It is impossible to list all of the various options which could apply, so if you would like an idea of the likely Third Party Fees before you make a decision about the funeral, please get in touch.

- **Funeral vehicles brochure.** This has details of our own fleet, and also the custom funeral vehicles which are available for us to hire.

- **Order of Service brochure and order form.**

- **Urns, Caskets and Keepsakes Brochure**

- **Advice on assistance with funeral costs from the DWP Social Fund.**

- **Floral tribute brochure.** If you wish to order your flowers from us you can use this brochure as a starting point. However if you wish to order flowers from a local florist of your choice then they will have their own brochure which you will be able to order from.

Worried about costs?
If you are concerned about your ability to pay for the funeral, please talk to us. We may be able to suggest alternative options at a lower cost, or there may be entitlements to financial help that you are not aware of, such as the DWP Social Fund – there is a leaflet in this folder which may be helpful to you.

Please also be aware that if the deceased has funds in a bank account which you are concerned will be inaccessible, it is usual practice for banks to pay a funeral account from an account which is otherwise frozen.

Burial or Cremation

For many, the choice of burial or cremation will have already been made, either by the deceased themselves, by family tradition, religious affiliation or preference. However, if this is not the case then there may be some information which may help.

Burial

In our local area there are a number of options. These can be divided into different categories:

- **Churchyards**. Some of our local churchyards still have space for new burials – these include Greasley, Brinsley, Underwood, Denby and Horsley Woodhouse. New graves tend to be available only to those who live in the parish, are on the PCC register or have contributed significantly to the life of the Church. Rules on the type of memorial allowed in a Churchyard are typically stricter than in local authority cemeteries. Graves in a Churchyard are not purchased as the land belongs to the Church.

- **Local Authority Cemeteries.** The local authorities in the area run a number of cemeteries, and most have new graves available. Some have natural burial sections – e.g. Belper and Longmoor Cemetery in Long Eaton. Buying a grave in these cemeteries is open to anyone, but typically, charges for those who do not reside in the local authority's jurisdiction are double or higher than for residents.

- **Private Cemeteries.** Most of the natural burial sites in our area are run by private companies – Tithe Green Burial Ground, Golden Valley Burial Ground and Granville's Wood near Chesterfield. Amber Valley Memorial Park and Crematorium has both natural and traditional graves available. As they are not local-authority run these cemeteries charge the same fees regardless of where the deceased lived.

- **Existing graves.** If there is a grave in a cemetery or churchyard which you think may have space for an additional burial it may be possible to use this. If the grave is in a cemetery, we would need to find out who owns the grave, as ownership may need to be transferred before the burial can proceed. If the grave is in a Churchyard, where grave ownership is not a factor, the minister may require confirmation of the family relationships of the deceased to those already buried.

- **Private land.** It may be possible to arrange a burial on your own land, depending on the approval of the local council and the water authority. If you have a mortgage on the land or property you may also need the permission of your lender. We can advise and assist with the steps involved in gaining permission.

Grave depth

When we arrange a burial in a new grave we need to consider how many burials that grave can accommodate in the future and arrange for the grave to be dug to the appropriate depth. In most churchyards and traditional cemeteries the maximum depth is for two interments, allowing for a husband or wife to join their spouse in the future. Occasionally, a grave for three interments is possible depending on ground conditions.

Graves in woodland burial grounds are usually dug for one burial only as they will have a tree planted on them following the burial so cannot be disturbed in the future. If this is the case, it is usually possible to also purchase the next plot along so that spouses can be buried next to each other.

Existing plots

If we are using an existing plot for the burial then we would need to ensure that there is space in that plot for the burial to take place – this information is usually available within the records for the grave. In local authority or private cemeteries, the current ownership of the grave will also have to be established.

If there is a memorial on the grave then this will have to be removed before the grave can be dug – we can arrange this through our preferred Stonemasons or you can make these arrangements yourself if you prefer.

Cremation

If you decide upon cremation, this can take place at any crematorium you wish – it is not necessary to go to the one closest to the deceased's home. Your decision may be affected by the capacity of the chapels at the crematorium, which vary considerably, or your previous experience of a particular crematorium.

Here are some basic details about the crematoria in our local area. Most offer early timeslots at a lower cost, sometimes with a shorter time allowance than the peak timeslots. All offer the facility to webcast a funeral and have screens in the Chapels to show photographs during the service – both of these options are available at an additional cost. Something to consider is whether you wish the curtains at the crematorium to close at the end of the service or whether you would prefer them to stay open. The minister or celebrant will be in control of this – we will pass on your initial instructions but please let us know if you change your mind.

Amber Valley Crematorium, DE55 1BH
One Chapel – seats 108 people.

Bramcote Crematorium, NG9 3GJ
Two chapels – Reflection Chapel seats 50, Serenity Chapel seats 110.

Gedling Crematorium NG4 4QH
One Chapel – seats 96 people

Mansfield Crematorium, NG18 5BJ
Two Chapels – Newstead Chapel seats 60, Thoresby Chapel seats 150

Trent Valley Crematorium, DE13 8UY
One Chapel – seats 142 people

Wilford Hill Crematorium, NG11 7FR
Two Chapels – Main Chapel seats 80, West Chapel seats 60

Rushcliffe Oaks, NG12 2PY
One Chapel – seats up to 120 people, but can be tailored to suit individual requirements for smaller events

Your Notes:

Where to hold a Funeral Service

When the funeral is a Burial
In most cases a funeral service would be held in an indoor venue prior to a burial – this could be a Church – either the Church attached to the Churchyard or a different Church, or a separate venue such as a cemetery chapel or the Chapel of a crematorium. For more intimate services, some families prefer to simply hold a short service around the Graveside. In practical terms, this does limit the opportunity to gather close enough to hear the service to only a small number of people, and can make incorporating music into the service a challenge. It also means that the weather is a factor which can have a big impact on the day.

If you choose to have a service in a Church then the minister of that Church or one of their assistants would usually be the person who leads that Service. If you would prefer a non-religious service led by a celebrant then a Church would not be a suitable venue, and it would usually be necessary to hold the service in a secular venue such as a cemetery or crematorium chapel or a hired venue such as a club or village hall.

When the funeral is a Cremation
You can either hold the full funeral service in the Crematorium's chapel or in a Church or other venue. Traditionally, a funeral service in Church would always be held before the Service of Committal at the crematorium, but it is becoming more popular for family and close friends to attend the crematorium first, and then hold a Service of Thanksgiving at a Church or other venue afterwards, followed by the funeral reception either at the same or a different venue. This option eliminates the gap between the service and the funeral reception whilst the family go to the crematorium, but does mean that the coffin is not present in Church for the service.

A singe timeslot at a crematorium allows 35 – 40 minutes for the service. If we are having the full service at the crematorium and a large attendance is expected, or the service is likely to include long tributes or several pieces of music, we recommend that we book two concurrent timeslots to extend the amount of time available.

Music, Hymns and photo displays

As a general rule, you do not need to worry about providing the music for the funeral yourself, we usually only need you to let us know the track and artist, and the place in the service where the music is to be played.

Services at Crematorium Chapels
Our local crematoria all have electronic systems which play the music for the funeral along with any photographic tributes which form part of the service.

Services in Churches and Cemetery Chapels
Depending on the venue, we usually either provide a CD of the requested music for a member of the Church team to play, or take our equipment and operate it ourselves. If hymns are to be sung an Organist can be booked, or we can include an organ track on the CD to be sung to. Some Churches may have projection equipment which can be used to display a photo slideshow during the funeral service.

Your Notes:

Vehicles and starting points

Our funeral vehicles brochure gives details of our funeral fleet, and also some of the alternative hearses available for us to hire. When we set the date and time of the funeral we will need to make sure that the vehicles you require, whether they are our vehicles or hired from elsewhere, are available.

Below are a number of options to consider when thinking about your loved one's final journey:

Options available for either the Attended Funeral or a Bespoke Funeral:

- The Hearse could meet all mourners at the place where the service is to be held
- The Hearse could leave from our premises with family members following in their own vehicles

Additional options available for a Bespoke funeral:

- The Hearse could come to the deceased's home or that of a family member and the family could follow to the place of service in their own vehicles.
- The Hearse and one or more of our limousines could come to the deceased's home or that of a family member and travel in cortege to the place of service. Other vehicles could also follow if they wished.
- The Hearse could leave from our premises with family members travelling in cortege in our limousines.
- If you wish, the cortege could travel via a special route on the way to the place of service.

If you are using one or more of our limousines, they will remain to take you back either to the address that you left from or to an alternative location.

Handling the coffin

Your funeral arranger will ask you whether there are friends or family members who wish to help to take the coffin into the place of service, or whether our funeral staff will be doing this. Whether it is safe for a coffin to be carried at shoulder height is something that we would only be able to judge once we have the deceased in our care, we are aware of the venue chosen for the funeral, and we know which coffin has been selected. We would recommend whether 4 or 6 bearers would be preferable. It is helpful when selecting family and friends to shoulder a coffin that they are all within around 6 inches of each other in height.

If it is not possible for the coffin to be carried at shoulder height then it would be conveyed using a wheeled bier, and family and friends are welcome to assist with this if they wish to.

If the funeral is a burial, our staff are happy to take over from family bearers to complete the burial itself, but are also happy to assist family and friends if they also wish to assist with the lowering of the coffin.

Your Notes:

Flowers and Donations

Those outside of the immediate family who are attending a funeral tend to appreciate knowing the family's preferences regarding flowers or donations in memory of the deceased. There are lots of different options when it comes to the balance between the two. Here are a few:

- Flowers only.
- Flowers welcome or donations if preferred.
- Family flowers only, all others encouraged to donate.
- One floral tribute only arranged by the family – all others encouraged to donate.
- No donations charity chosen – people encouraged to make a personal donation to a charity of their choice if they wish to.

Funeral flowers

If you wish to order your funeral flowers through us you are welcome to do so, and there is a brochure in this pack to assist you. Please note that the illustrations here are starting points – if you wish to change the colours, type of flowers or size of the tribute we can do this and we would confirm the change in price to you before proceeding with the order. If you prefer to order your flowers from a local florist they would usually deliver the flowers to us on the morning of the funeral, or the afternoon before if the funeral is early. If they wish to contact us to discuss delivery times we would be happy to help them. Alternatively, you may prefer the florist to deliver the flowers to the address from which the funeral will be leaving – if this is the case, please let us know.

We would usually put the flowers ordered by our client on the coffin, where practical, and other tributes would surround the coffin in the hearse. Letter frames cannot usually stand on the coffin during the journey so they would be placed at the sides or behind the coffin.

After the funeral, the flowers can be left at the grave or at the crematorium or can be brought away with us – maybe to the venue of the wake, back to the family home or to a family grave. If you would like us to do this please let us know so that we can ensure we have a suitable vehicle available.

Collecting donations

Collecting donations in memory of a loved one can bring comfort to a grieving family as it shows how much their loved one meant to their friends, family and local community. We can collect for one or more charities – we recommend that you only choose more than two if a significant amount is expected.
We can set up an online page for donations which would be in place shortly after we have agreed the arrangements with you and will stay open for around 6 weeks. This page does charge a small fee for each donation but allows donors to giftaid their donation if they wish to which increases the value of the amount given overall. Donors can also leave a message in memory of the deceased.

We would usually take our donations box to the funeral allowing those attending to give on the day. For attended funerals, we would then either hand the donations over to our client or send off the donations received on the day shortly after the funeral.

For bespoke funerals, we can also receive donations at our offices, by post or via the family until a few weeks after the funeral. At this point we would send our client a list of the donors that have been identified (names only) and the total received, and if no further donations are expected we would send them off to the charity or charities. We encourage any cheques to be made payable to our donations account so that we are able to bank all of the donations and then forward them to the charity by BACS rather than posting cheques, as this minimises the delay in the charity receiving the money.

Alternatively, if the charity is a local one and the family wish to deliver the donations personally then they can collect our cheque and any cheques made payable to the charity and deliver these themselves.

Announcing the funeral arrangements

The traditional practice of placing a death notice in a local newspaper is still an option, with newspapers such as the Eastwood and Kimberley Advertiser, the Derbyshire Times, the Nottingham Post and the Derby Telegraph still having family announcements sections. However due to declining readership and the increased cost of these notices, this is no longer something that all families feel worthwhile. Sometimes, the choice to have a notice is more nostalgic as it is something that the deceased themselves would have done even if it may not reach a large number of people.

We have a section on our website where we can place the details of the funeral and we can send you the link to this allowing you to forward it on or post it on social media. If we create an online donations page this will also form part of this page. The announcement can be personalised with your own choice of wording and a photograph, and as well as the details of the funeral and your preferences regarding flowers or donations it can include details of the funeral reception afterwards, or a request for those attending wearing bright colours or a particular colour.

If there are reasons why you would like the funeral details to be kept private please let us know and we will ensure that we do not give out any information should we receive any enquiries.

Webcasting and recording the funeral

All crematoria have the facility to webcast a funeral service live and your funeral arranger will ask whether this is a facility you would like us to set up. We would forward the login details for the webcast to you so that you can pass them on to those who wish to watch it. We can also add the details to the announcement on our website if you are happy for this to be made public. A recording of the service can also be purchased.

At other venues, webcasting the funeral is only possible by engaging a company to bring in their equipment to webcast the funeral. Please ask if you would like us to obtain an estimate of the costs involved.

Printing and Photographs

We can produce Order of Service booklets for the funeral, and there is a separate brochure in this folder containing designs, ideas and an order form. We would produce a proof once we have received the order form from yourselves and the necessary information from the minister or celebrant leading the service.

If you prefer to produce or order these yourselves you are welcome to do so. Please make sure that we have these the working day before the funeral so that we can take them to the place of service in good time.

We can place a photograph of the deceased on the coffin during the service if you wish – this can either be a photograph that you have framed yourself, or one that you provide for us to enlarge and frame. After the funeral, this is yours to keep.

Your Notes:

Visiting the deceased

One of the things we will ask you is whether you would like the opportunity for yourself and others to visit your loved one in our Chapel of Rest prior to the funeral. If you are unsure then we can revisit this at a later time, or make arrangements for your loved on to be ready in the Chapel even if you are unsure whether anyone will visit.

We will also talk to you about preparing your loved one for visits and there are a number of factors to think about:

- **Clothing**. You can bring us some of their own clothes if you wish – these can be either smart or casual depending on what you think is most appropriate. We ask for an entire outfit including underwear if practical.
- **Dressing Gown**. If it is not practical to dress the deceased in their own clothes – perhaps they have changed weight and their clothes would not fit them – then we can use one of our dressing gowns. These are shown in our Bespoke Price List.
- **Hair and Make-up.** If you provide a photo of the deceased we will try and recreate their hair and make-up as closely as we can. You are welcome to provide the deceased's own make-up if you wish.
- **Facial hair.** We will ask whether the deceased is to be clean-shaven or if they have facial hair which should be retained or removed.
- **Embalming.** When there are to be chapel visits or if there is a longer than usual length of time until the funeral we recommend that embalming takes place once the necessary paperwork is complete. This is a process where a fluid is introduced which slows down the natural changes which start to take place within the body after death and can help to create a more natural and peaceful appearance. In addition, embalming helps us to provide a longer period of time for chapel visits. Your funeral arranger can answer any questions you have about embalming, and we will require your written consent for this to take place. For Bespoke funerals the cost of embalming is included in our core charges. For an unattended or attended funeral there is an additional cost for either embalming or dressing the deceased in their own clothes.
- **Items which cannot stay with the deceased**. If the funeral is to be a cremation, then any shoes which are supplied could be worn by the deceased until the time comes to close the coffin and then removed. The same is true of glasses and anything which contains batteries or a significant amount of plastic, artificial fibres or metal. These items can be return to you or disposed of depending on your preference. If the funeral is a burial, then there are no such restrictions and such items can stay with the deceased.
- **Jewellery and personal belongings**. We will discuss with you whether there are items of jewellery, personal belongings or items of clothing with the deceased, and whether you would like these to stay with the deceased, be return to you, or be disposed of. If you wish to place more items on or with the deceased such as additional jewellery or teddies we will also check with you whether they are staying or being returned to you. We would return such items to our client only unless they give permission for them to be handed to someone else.
- **Locks of hair and fingerprints**. Your funeral arranger will ask if you would like us to take locks of hair for you to keep as a memento. These would be taken once all chapel visits had taken place. We can also take fingerprints either as a memento or to enable loved ones to order fingerprint jewellery.

Chapel visits.

Your funeral arranger will give you a date from which chapel visits can be booked, and we ask that all visits are made by appointment. This is to ensure that visitors to the chapels for the loved ones we are taking care of have private time to themselves and that our staff have the time to look after them during their visit.

Chapel visits can be open to all who contact us or can be restricted to certain people only. One way of doing this is to have a password which you tell us – we would only allow those who know the password to make an appointment.

Sadly, there are sometimes circumstances around a person's passing which require us to discuss with our client whether visits to the chapel are in the family's best interests. An alternative option would be for those who wish to say their goodbyes to sit with the closed coffin for as long as they wish to.

Cremated Remains

Following a cremation, at some point it will be necessary to decide what will happen to the deceased's cremated remains, but this is not a decision that needs to be made immediately.

When we complete the paperwork for the crematorium with you, we will need to specify whether the cremated remains are to be scattered at the crematorium or removed by ourselves. If you have not decided what will happen to the remains, we recommend that we collect them and hold them in safekeeping until you have had chance to decide.

Some options

All of the options suggested here can be arranged either with the whole of the cremated remains, or a portion if you wish to split the remains. This could be into two or more equal portions, or we can take one or more keepsake portions.

- **Crematorium Scattering.** Remains can be scattered at all crematoria either by appointment or without anyone present. At some facilities they have records of the section of the grounds used for previous scatterings; this allows family members to be scattered in the same section as each other. Even if we bring remains away from a crematorium, we can take them back at a later date if scattering is the preferred option, or we can collect remains from the crematorium used for the funeral and arrange for them to be scattered at a different crematorium.
- **Private scattering**. If there is a favourite spot at which you wish to scatter the remains, we can return them to you either as soon as we have them, or at a later date if you would rather not collect until you have arranged for this to take place. As a general rule, cremated remains should not be scattered on private land without the permission of the landowner. Remains can be scattered at sea or in any running waterway without permission being required.
- **Private burial.** Cremated remains can be buried in the garden or your own land. Consideration should be given to the long-term viability of this should the property be sold in the future. Alternatively, remains could be buried in a large planter which could then be relocated should the need arise.
- **Burial in a Churchyard or Cemetery.** This could be in an existing cremated remains plot if there is space, or in a family grave – in a full grave, there is space for several cremated remains burials once the grave is full for the purpose of full earth burials. If a new plot is required, Churchyards may restrict availability to parishioners only as with a full burial.
- **Jewellery and Keepsakes.** We have a wide range of jewellery and keepsakes available which allow you to keep a token amount of your loved one's remains either at home or with you at all times. For jewellery, only a small amount of the remains is required for each piece. We have brochures available at our funeral homes for you to choose and order jewellery.
- **Taking abroad.** If you are taking remains abroad by plane then we recommend that you contact the airline you wish to use and check their policies before you travel. Usually they will require you to carry the remains with you as hand luggage and may ask for additional documentation such as the death certificate. Sending remains abroad unaccompanied is a more complex procedure and can be costly – if you wish to consider this option please ask and we can obtain prices for you.
- **Other options.** It is possible to have cremated remains made into fireworks, fired into space, embedded into vinyl records or incorporated into tattoos. Please ask and we can find out more about these options.

Your Notes:

Funeral Service details

Place of Service:
Place of committal: (Crematorium, Cemetery or Churchyard):
For crematorium or cemetery chapel services: Religious Minister / Independent Celebrant Or Specific person if known:
If the funeral is to be a burial:
Type of Plot – New for _____ interments / Existing
For existing plots – deceased previously interred:
Is there a memorial on the plot:

Facilities at Crematoria

Would you like to use the screen in the crematorium to display one or more photos? YES/NO	Would you like the service to be Webcast and / or recorded? YES/NO

Funeral Vehicles

Type of Hearse required:	Traditional Motor Hearse /Other:
Limousines required (up to 7 seats):	
Leaving address:	
Return address / Special Route – if known:	
Bearers – Gillotts or Family bearers:	

Floral tributes and donations

What is your preference regarding floral tributes and donations?	
Donations charity(ies)	
Would you like us to provide an online page for people to donate electronically?	YES/NO
Would you like us to order any floral tributes on your behalf?	YES /NO Flowers to order (if known):

Publicising the arrangements

Would you like us to place notices in any local newspapers? If yes, which paper(s)?	Newspaper(s):
May we put details of the funeral on our website?	YES / NO
May we give out details of the funeral to anyone who contacts us – e.g. date, time and location of funeral, donations chosen.	YES / NO

Your Music / Hymn choices

On Entry:	
During Service:	
On Exit:	

Printing

Would you like a Service sheet producing for the funeral?	
Would you like us to enlarge and frame a photo to stand on the coffin? Alternatively you can supply a framed photo yourself.	

Care and presentation of the deceased

Does anyone wish to view the deceased at our premises prior to the funeral?	
Is this open to anyone who enquires or do you wish to restrict the ability to view?	
Would you like the deceased to be dressed in their own clothes or a dressing gown:	
Does the deceased have a pacemaker or defibrillator or any other implant?	
Facial hair / hair and make-up: *Please supply a photograph if helpful.*	
Would you like us to take locks of hair?	
Would you like us to take fingerprints (for jewellery or as a memento)?	
Coffin chosen: Your funeral arranger will fill in a form with you detailing all of the aspects of the coffin you have chosen, but you are welcome to note them down here.	

Cremated Remains

Are there any wishes or requests regarding the deceased's cremated remains?	
Would you like any small portions of cremated remains separating out for a keepsake urn, cremation jewellery etc.	
Burial/scattering in a cemetery/churchyard:	
Plot:	
Existing plots – dec'd previously interred:	
Is there a memorial on the plot:	