



PET CREMATORIUM

Garden of Remembrance Terms & Conditions

1. **General**

The following terms & conditions relate to the internment, scattering and marking of human and pet ashes in the Garden of Remembrance at Dignity Pet Crematorium.

2. **Payment**

The Client must pay in full all charges due for the individual cremation of their pet(s) (where applicable), an approved marker/memorial and/or entry fee and initial maintenance/memorial licence fee prior to the internment or scattering of ashes in the Garden of Remembrance.

3. **Acceptance of ashes into the Garden of Remembrance**

Pet ashes: Dignity Pet Crematorium can only accept ashes in the Garden of Remembrance from a domestic pet that has been cremated individually according to the APPCC (Association of Private Pet Cemeteries & Crematoria) code of practice that can be found in full at www.appcc.org.uk. This means we can ONLY accept ashes from pets individually cremated at Dignity Pet Crematorium or at another APPCC member. We regret that we cannot accept ashes from non APPCC members.

Human ashes: We can also accept ashes from a human if their pet's ashes are in Dignity's Gardens or if they are entering the Gardens at the same time as their pet's ashes. We regret we cannot accept human ashes if they are not accompanied by or joining their pet's ashes. Human ashes must be accompanied by a certificate of cremation.

4. **Internment**

The ashes will be placed in an approved urn before being interred into a Shared or Family flower bed in the Garden of Remembrance. They MUST be interred within an approved receptacle and cannot be interred directly. All ashes will be assigned a plot number at the time of internment and a separate record will be kept by Dignity Pet Crematorium of all ashes interred in the Garden of Remembrance. The plot number will identify the location of the ashes. Subject to availability, further plots can be reserved or a Family flower bed can be purchased should a client wish their ashes to be grouped together.

5. **Scattering of ashes**

Ashes will be scattered within designated shared Formal & Natural areas and around shared Memorial Benches and Bird Boxes in Dignity's Gardens subject to availability. The exact location of ashes will not be known after scattering and ashes cannot be removed once scattered.



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Marking the ashes

Family Flower Beds Clients can choose to mark each spot individually with an approved marker or to purchase a communal marker for the bed

Shared Flower Beds Upon internment of the ashes the spot must be marked with an approved marker.

Formal Areas An approved marker must be placed in the general area that the ashes are scattered in.

Natural Areas Individual Markers are not permitted in Natural Areas. The pet or person can be commemorated on a hardwood plaque that is mounted on a communal oak Memorial Post in the designated Natural Area. Alternatively approved flower seeds can be sown in Natural areas. Please note that alternative memorialisation can also be purchased for use at home or elsewhere at Dignity.

Memorial Benches & Bird Boxes An approved 4x2" marker will be affixed to the shared Memorial Bench/Bird Box next to the shared area that the ashes are scattered in.

Full details of how to purchase a marker / memorial can be found at www.dignitypetcrem.co.uk. With the exception of the Natural Areas & Memorial Benches/Bird Boxes, and subject to the prior agreement of Dignity Pet Crematorium, the Client may also choose to mark the spot with an approved species of plant that is indigenous to the area. A list of approved plants is available from us upon request. Dignity Pet Crematorium reserves the right to refuse permission for a plant to be placed in the Garden of Remembrance should there be concerns about overpopulating the area. The ownership of any marker/memorial and plant (if applicable) will remain with the owner.

6. Visiting

The Client may visit the internment site during normal business hours by prior appointment. Appointments can be made by telephoning 01252 844572. Dignity Pet Crematorium reserves the right to refuse access to the Client at any time (for essential maintenance, inclement weather etc). Although pathways are provided and maintained clients should wear appropriate footwear and clothing. Please note that some clients may have difficulty in accessing the Garden of Remembrance. For as long as Dignity Pet Crematorium is providing the Garden of Remembrance Service you will have the right to exhume interred ashes and/or memorials and remove them from the Garden of Remembrance. Scattered ashes cannot be removed. There are no rights of access given or implied to the Client by the internment of ashes in the Garden of Remembrance.

Dignity Pet Crematorium reserves the right to terminate the licence for the Garden of Remembrance including any rights under this agreement at any time in the future.



7. **Removal of marker / ashes**

The Client may remove their marker and interred ashes at any time by prior appointment. Scattered ashes may not be removed. The Client may not attempt to remove any plants from the Garden of Remembrance. Dignity Pet Crematorium reserves the right to temporarily remove markers/memorials for essential maintenance and will take reasonable precautions to replace markers/memorials in their original position. Dignity Pet Crematorium reserves the right to permanently remove and dispose of the marker and scatter the ashes in the shared Natural Area should the Client not pay the required maintenance/memorial licence fee or collect their marker/ashes 28 days after the renewal date. Human ashes require an exhumation licence prior to being moved or removed.

8. **Licence & Maintenance**

Dignity Pet Crematorium agrees to carry out regular maintenance in the Garden of Remembrance in order to keep the area in an acceptable condition. There is a standard memorial licence & maintenance fee payable by the Client every 5 years or more in advance. A renewal letter stating the then applicable fee will be sent out by Dignity Pet Crematorium to the Client's contact address in advance of the renewal date. The Client is responsible for keeping Dignity Pet Crematorium informed of any change in their contact details and must immediately notify us of any changes in writing. Clients can purchase an extended licence for longer time periods should they wish.

Memorial licence: The Client will be given a right to have a memorial in place for a set time period from the point the ashes are interred or scattered in the Gardens of Remembrance as set out below. Please see section 7 for details on removal of the marker.

Family Flower Beds	20 years for up to 7 memorials
Shared Flower Beds	5 years
Formal Areas	5 years
Natural Areas	5 years
Memorial Benches	5 years
Remembrance Wall Niche	10 years

In addition, subject to the prior agreement of Dignity Pet Crematorium, the Client may also choose to mark the spot with an approved species of plant that is indigenous to the Gardens. A list of approved plants is available upon request from Dignity Pet Crematorium. Dignity Pet Crematorium reserves the right to refuse permission for a plant to be placed in the Gardens should there be concerns about overpopulating the area.



In addition to the removal and disposal of any marker, Dignity Pet Crematorium reserves the right to remove any right of access should the Client not pay the required maintenance or licence fees by the renewal date. If we terminate the licence we will refund a pro rate proportion of the maintenance fee according to the length of the unexpired period up to a maximum of 1 year.

9. Governing Law and Jurisdiction

Parties to this Agreement agree to submit to the exclusive jurisdiction of the courts of England and Wales.

10. Customer Services

10.1. To protect your own interests please read the conditions carefully before signing them. If you are uncertain as to your rights under them or you want any explanation about them please write or telephone us at the address and telephone number set out below

Dignity Pet Crematorium, Odiham Road, Winchfield, Hook, Hampshire, RG27 8BU

Telephone 01252 844572 **email** enquiries@dignitypetcrem.co.uk

10.2. If you are unhappy with any aspect of our service, please contact one of the partners. Any complaints will be dealt with sympathetically and we will work with you to reach a satisfactory conclusion.

11. Data Protection

You consent to the computer storage and processing of your personal data by us in connection with this Agreement.



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PLEASE SIGN & PRINT YOUR NAME BELOW TO CONFIRM ACCEPTANCE OF THE TERMS & CONDITIONS.

Signed Dated.....

PRINT NAME

PETS NAME

CONTACT ADDRESS.....

.....

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CONTACT TELEPHONE.....

PLEASE PROVIDE A SEPARATE PERSON TO CONTACT IN CASE WE ARE UNABLE TO CONTACT YOU DIRECT

Alternative Contact Details:

PRINT NAME

PETS NAME

CONTACT ADDRESS.....

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.....

CONTACT TELEPHONE.....

For Dignity use only

Date of entry:

Area Reference:

Surname:

Ashes of (name of human / pet):

Any related Area References: