



PET CREMATORIUM

Remembrance Wall Niche Terms & Conditions

1. General

The following terms & conditions relate to the internment of human and pet ashes in the Remembrance Wall Niche 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 memorial and/or entry fee and initial maintenance/memorial licence fee prior to the internment of ashes in the Remembrance Wall Niche.

3. Acceptance of ashes into the Remembrance Wall Niche

Pet ashes: Dignity Pet Crematorium can only accept ashes in the Remembrance Wall Niche 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 Remembrance Wall Niche. They MUST be interred within an approved receptacle and cannot be placed in loose. All ashes will be assigned a Niche number at the time of internment and a separate record will be kept by Dignity Pet Crematorium of all ashes interred in the Remembrance Wall. The Niche number will identify the Niche containing each set of ashes. Subject to availability & suitability, further Niches can be reserved or more than one set of ashes can be placed into the same Niche should a client wish their ashes to be grouped together.



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5. **Marking the ashes**

The approved urn(s) used to store the ashes in the Niche must be accompanied by a certificate confirming the identity of the ashes at all times. An approved memorial must be securely fastened to the Remembrance Wall at all times to entomb the ashes within the Niche. Dignity Pet Crematorium is responsible for mounting the memorial onto the Remembrance Wall and for any resultant damage to the memorial or wall during fixing. The memorial remains the property of the Client. See section 7 for removal of memorial / ashes.

6. **Visiting**

The Client may visit the Remembrance Wall Niche 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. For as long as Dignity Pet Crematorium is providing the Remembrance Wall Niche Service you will have the right to remove interred ashes and memorials. There are no rights of access given or implied to the Client by the interment of ashes in the Remembrance Wall Niche.

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

7. **Removal of memorial / ashes**

The Client may remove their memorial and interred ashes at any time by prior appointment. The Client or their Agent is responsible for making good any damage to the Remembrance Wall caused by the removal of the memorial. Dignity Pet Crematorium reserves the right to temporarily remove memorials for essential maintenance to the wall and will take reasonable precautions to prevent damage to the memorial. Dignity Pet Crematorium reserves the right to permanently remove and dispose of the memorial and scatter the ashes in the shared Natural Area should the Client not pay the required maintenance/memorial licence fee or collect their memorial/ashes 28 days after the renewal date. If a memorial is removed by the Client and the ashes remain in the Niche then Dignity Pet Crematorium reserves the right to scatter the ashes in the shared Natural Area after 28 days should the Client not return and remove them.



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8. Licence & Maintenance

Dignity Pet Crematorium agrees to carry out regular maintenance to the Remembrance Wall in order to keep the structure in an acceptable condition. There is a standard memorial licence & maintenance fee payable by the Client every 10 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 placed in the Remembrance Wall Niche as set out below. Please see section 7 for details on removal of the marker.

Remembrance Wall Niche 10 years

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.



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

Signed Dated.....

PRINT NAME

PETS NAME

CONTACT ADDRESS.....

.....

.....

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.....

.....

.....

CONTACT TELEPHONE.....

For Dignity use only

Date of entry:

Area Reference:

Surname:

Ashes of (name of human / pet):

Any related Area References: