

ATTENDING A PET CREMATION AT DIGNITY

Clients can visit Dignity for Attended & Same Day services provided the below guidelines are followed.



MAKE AN APPOINTMENT BEFORE VISITING

Appointments for Attended & Same Day services are limited and will be allocated on a first come first served basis. If you are late for your appointment you will need to re-book. Your appointment will last no longer than 30 minutes.



UPON ARRIVAL RING BELL

Please do not arrive any earlier than 5 minutes before your scheduled appointment time. Signs will be posted outside directing which door to go to. Ring the bell and await a member of staff.



MASKS, HAND SANITISING & SIGNING IN

As the COVID-19 restrictions have now lifted we do not require clients to wear a face mask, however, we do encourage you to sanitise your hands upon arrival. Our team on the door will be wearing face coverings but it is at your discretion whether or not you decide to wear PPE. Please ensure you scan the QR code with your NHS Test & Trace app to sign in.



WE CAN NOW ACCEPT ITEMS WITH YOUR PET

You may place a few small items, e.g. toy, collar, photo, flowers, to be cremated with your pet. We cannot accept towels or duvets.



WE NEED ALL DETAILS IN ADVANCE

Prior to arriving at Dignity please make sure our team have all of your details, options and you have made payment in full and upfront during the initial call via credit or debit card.



ASHES COLLECTION

Unfortunately, we can't guarantee collection of ashes on the same day - it will be dependent on your appointment time so there may be a chance you have to collect ashes the following day.



OUR FACILITIES ARE OPEN

Our Farewell Rooms and toilets are now open inside. Our Gardens of Remembrance are also open on an appointment only basis.

BRICK KILN RESTORATION



BACKGROUND

It has been 30 years since the Brick Kiln was renovated. We have repair and restoration works currently taking place and the Brick Kiln has scaffolding around it. This will not be affecting our service to you but we wanted to keep you informed so you know what to expect.



TIMEFRAME

22nd - 23rd April: Scaffolding to be erected.

26th April: Repair works to commence.

Restoration finish date is to be confirmed. Please check our social media pages for updates.



QUESTIONS?

Should you have any questions or concerns regarding the repair works, please speak to a member of our team on 01252 844572 or email enquiries@dignitypetcrem.co.uk