

Nicholas O'Hara
Funeral Directors Ltd

“Our family are here for your family”



Helpful
Information

Nicholas O'Hara established his Funeral business in 1974 and holds the Diploma in Funeral Directing and is a member of The British Institute of Embalmers, also The National Association of Funeral Directors, British Institute of Funeral Directors and S.A.I.F.

Nicholas O'Hara Funeral Directors is a family business giving a very high standard with a caring and personal service, day and night every day of the year, and has Funeral premises in Wimborne, Verwood and West Moors, all with Chapels of Rest.

This booklet has been prepared to give helpful information on the various matters facing relatives and executors when a death occurs because unless you have been responsible for arranging a funeral before, you will probably be unprepared for the many details and decisions to be made.

You should not be rushed into making decisions - you cannot undo or change what has been done after the funeral.

There is no one standard funeral and we will guide you through the steps to be followed and make all the necessary arrangements on your behalf. We will give you an estimate of the costs involved.

We have served many families during their time of crisis and loss and we want to help you as we have helped them. Please do not hesitate calling us if you require help or further information.

NICHOLAS O'HARA

OUR FUNERAL DIRECTORS

Nicholas O'Hara DipFD, MBIFD, MBIE

Entered the funeral profession directly from school at 15 and by his early 20's held both the diploma in funeral directing and was inducted as a member of the British Institute of Embalmers. Started the business alongside his parents Pat and Brenda in 1974 before wife Jackie joined him in the late 1980's. Nicholas has been a past-president of the Bournemouth & District Association of funeral directors. Nicholas started the business with the ethos that all families should have the highest level of care and support and that all we provide from our facilities, vehicles, products and staff should also be of the highest quality (all funeral directors holding the national diploma in funeral directing) and this runs throughout the whole company whatever the role undertaken is.

Anthony O'Hara DipFD, MBIFD

Joined the family business in early 1997 and later that year was joined also by his sister Natalie. Gained his diploma in funeral directing the following year and was the youngest in that year to pass. Has been elected president of the Bournemouth & District Association of funeral directors for 2013 & 2014. Is proud to work alongside his family and proud to continue the high standards that were set from day one. Anthony is also in charge of the Memorial business and Funeral Planning.

Christopher Antell DipFD

Chris has worked alongside the family for nearly 20 years and gained his diploma in funeral directing in 1995. Chris' main role other than arranging funerals is to help families by officiating at the service in place of a minister when that is their preference, this has become a hugely rewarding and valued service and one Chris is so often asked to do. Also a former past-president of our local association

Philip Evans DipFD

Has been with the family business since 2010 and but has worked within the funeral industry for over 30 years with a vast majority of this based in Wimborne. Philip is also recognized through his appearances with Wimborne Musical Theatre. Gained his diploma in funeral directing in 1991.

Simon Kearley DipFD, MBIE

The newest member of the funeral directing team but also brings many years of funeral directing experience and gained both his diploma in funeral directing in 2010 and became a member of the BIE in 2009.

WHAT TO DO IF DEATH OCCURS AT HOME

First, contact your Doctors surgery who will call to establish that death has taken place. If death occurs outside of normal surgery hours you will be given a number to contact the 'On Call Doctor'.

When the Doctor has verified the death you will be advised to contact your chosen Funeral Director in order to move the deceased to their funeral premises.

Contact your chosen Funeral Director and give the name and address of where they are to call, they will confirm when they will be with you. You will be asked a few details and whether the funeral will be a burial or cremation. Do not worry if you cannot answer any of these questions, you can advise the Funeral Director later who will call you to arrange a convenient time to make the funeral arrangements.

N.B. If the deceased donated his or her organs for transplant or medical research, you should notify the doctor immediately. Such donations are accepted or refused at the discretion of the Head of Anatomical Research at the nearest teaching hospital or university.

If the doctor is unable to issue a Death Certificate he will contact the Coroner. See '*Her Majesty's Coroner*' for further details.

IF DEATH OCCURS IN A NURSING HOME OR ELDERLY PEOPLES' RESIDENCE

The Nursing Home will contact the doctor who will then call to establish that death has taken place.

The Nursing Home should then contact the nearest relative or executor to advise them of the death and to ask which Funeral Director should be contacted. Some Nursing Homes claim to have 'special arrangements' with a Funeral Director. You should not, however, be swayed by their preference. It is your choice, not theirs.

You should arrange to collect valuables, clothing and any other items from the Nursing Home. If the deceased was wearing any jewellery, find out whether it has been removed.

The Nursing Home will advise you if the doctor has left the Death Certificate there. Usually this will be arranged through the Funeral Director.

Call your chosen Funeral Director and make an appointment to discuss the funeral arrangements.

N.B. If the doctor is unable to issue the Death Certificate he will contact the Coroner. See '*Her Majesty's Coroner*' for further details.

IF DEATH OCCURS IN A HOSPITAL

The Hospital will advise the nearest relative or executor of the death. They will tell you when you may call for the Death Certificate and collect any valuables, clothing and any other items. If the deceased was wearing any jewellery, find out whether it has been removed. You will be asked to sign for such items.

The deceased will be taken by the hospital staff to the hospital mortuary. Sometimes relatives or friends ask to see the deceased in the mortuary chapel. This can usually be arranged, but we strongly recommend that you wait until the Funeral Director has moved the deceased to their premises and carried out the proper preparation.

Call your chosen Funeral Director and make an appointment to discuss the funeral arrangements.

On very rare occasions the doctor may ask you for your written permission for a post mortem examination. It will be explained to you why the doctor wants this done. You are under no obligation to sign for this.

N.B. If the doctor is unable to issue a Death Certificate he will contact the Coroner. See '*Her Majesty's Coroner*' for further details.

REGISTRATION

A death must be registered in the district in which it happened. Whenever possible this should be done by a near relative or executor. If neither is available, then the person in charge of the institution or hospital where the death occurred can register, or even a person who was present at death.

Your Funeral Director will tell you where and when to register. You will need to take the Death Certificate and, if it can be found, the deceased's medical card. Most Registrar's offer a service called *Tell Us Once*. Please take the deceased's National Insurance number and they will get the state pension and any benefits they were receiving stopped for you, if still valid their passport, driving licence and blue disabled parking badge and these will be returned to the appropriate issuing authority, they can also contact the council tax district where the deceased lived and the electoral roll department.

The Registrar will need to know the deceased's full names, address and postcode, date and place of birth, date and place of death, occupation and whether the deceased was in receipt of a pension or allowance from public funds. If the deceased was a married woman or widow, the Registrar will want to know her husband's names and occupation, also her maiden name. If married, the date of birth of the surviving partner is also needed.

The Registrar will issue a Green Certificate for the Funeral Director and this should be given to them as soon as possible., unless the death has been reported to the Coroner, your Funeral Director will explain what happens next.

The Registrar issues copies of the entry in the register for Banks Probate, Insurances, Post Office Accounts, etc., You should take some money with you to pay for these - currently £4.00 each.

We will be pleased to take you to the Registrar if you do not have available transport. There will be a charge for this service.

N.B. When the death has been reported to the Coroner you will be advised when the registration can be done. See '*Her Majesty's Coroner*' for further details.

H.M. CORONER

Her Majesty's Coroners are judicial officers, usually solicitors or doctors, who are quite independent of local or central government. It is their duty to establish the cause of death when a doctor is unable to issue a Death Certificate. This may be because the doctor has not seen the person within fourteen days prior to death; or the death occurred during an operation or before recovery from the effects of the anaesthetic; or the death was sudden and unexplained; or as the result of an accident or under suspicious circumstances.

If one of the above circumstances applied, either the doctor or a police officer will contact the Coroner. The Registrar of Deaths also has the power to report to the Coroner. If none of these has reported the death, but you, as a relation or executor are suspicious about the cause of death, you may speak to the Coroner yourself. Your Funeral Director will advise you how to contact him.

It is usually necessary for the Coroner to order a post mortem examination to establish accurately the cause of death. The consent of relatives is not needed for this.

If the Coroner is satisfied that the death was due to natural causes he will then issue his form to enable the death to be registered. This will normally be posted direct to the appropriate Registrar. Sometimes if the doctor feels that the Coroner should know the circumstances of death but does not feel that a post mortem examination is necessary, the Coroner will issue a Certificate called a Part A. Registration cannot be done until this has been received by the Registrar, the Funeral Director will advise you of this.

Whilst the funeral arrangements cannot be confirmed until the Coroner has issued his form, you should still contact your Funeral Director as soon as possible. He will be able to make provisional arrangements and explain the likely time span before the funeral.

WILL THERE BE AN INQUEST?

The Coroner will order an inquest if the death was caused by an accident; caused by an industrial disease; violence; or if, after a post mortem examination, the cause of death remains uncertain.

An inquest is an inquiry into the medical cause and circumstances of death. It is held in public and sometimes with a jury. It is up to the Coroner how to organise the inquiry in a way to best serve the public interest and the interest of the relatives. If there is to be an inquest the relatives will be notified of the time and place.

Relatives and executors can attend and ask questions if they wish. The inquest does not attempt to allocate responsibility for the death, as a trial would do. However, the Coroner will report to the Director of Public Prosecutions any criminal acts which come to his attention.

It may be important to have a lawyer to represent you if the death was caused by a road accident or accident at work which could lead to a claim for compensation.

The Coroner's order for burial or cremation will not be issued until the inquest has been opened.

Registration of the death will not be possible until the inquest has been closed and the Coroner has sent his form to the Registrar. Your Funeral Director will advise you of the likely time this might be.

ARRANGING THE FUNERAL

The first thing that needs to be confirmed is who is responsible for making the funeral arrangements, this will usually be either the next of kin or the executor as named in a will. They will also be responsible for ensuring all the funeral costs are met. If you are not the immediate next of kin or executor but have been asked to arrange the funeral we would ask that we have some communication with that person to ensure the funeral arrangements can be carried out by the nominated person.

As soon as we receive your call we will guide you through the various steps and decisions to be made. Service arrangements with the Minister, Cemetery or Crematorium are made by us. We will make sure that all the necessary documents for the funeral are completed and delivered in time.

You will need to decide if the deceased is to be buried or cremated, where the funeral is to start from, how many cars are required, whether a church service is appropriate and if you wish to have hymns. You may have special wishes regarding flowers or donations. We are usually asked to look after the newspaper notices and we will help you to compile these.

After the funeral you may wish to invite family and friends back to your home, or you may wish to arrange refreshments elsewhere, we have many recommendations for hotels, golf clubs, etc.,

These are only a few of the details to be considered and we will be pleased to call at your house or see you at one of our offices, whichever is more convenient.

We are available 24 hours a day, every day of the year. Please feel free to call us at any time.

RELIGIOUS OR NON-RELIGIOUS FUNERALS

Funerals have changed very much over the last decade with people making them more personal and having more of an input as to what type of funeral they would like. It should be considered what the deceased's wishes or beliefs were when deciding whether to have a religious or non-religious service.

Crematorium or cemetery chapels are not deemed religious buildings and are available for all to use and have within them the service of their choice. It is also a persons right to have their funeral in their local parish church of the denomination that they have been christened or practise. We will happily advise as to the churches in each area and if unsure how a service within them would work.

Whatever type of funeral is decided upon we take it as a very important part to match the minister or officiant to you to make sure the funeral service is carried out to both your own and your loved one's wishes. This may be a minister from your parish, a minister you have connections with, an officiant or a family relative or friend.

If the funeral is to take place in a church then it is the responsibility for the minister of that church or a minister they nominate to take the service, many Anglican churches have a team of ministers and if you would like one specific minister then please tell us so we may liaise with them for you.

The thought of having a humanist service has become popular but many do not realise that these type of funerals contain no religious elements at all, such as prayers or hymns. This does not then often meet families requirements so we then can provide a person who can build the funeral service to your exact requirements, allowing music, hymns, readings, prayers whatever you wish to be included and this has become one of the most popular funeral services we arrange.

FUNERAL COSTS

The Funeral Director will explain the various fees and charges involved. Because funeral arrangements are a matter of personal wishes and choice, the only way to obtain an accurate estimate is by discussion with your Funeral Director. You will not be rushed into making any decisions.

Many of the costs involved are not set by the Funeral Director. These may be for the Cemetery or Crematorium, the Minister, doctors' fees, newspaper notices, flowers and many other details you wish to have. Many of these items are paid by us on your behalf and will be listed under the heading 'Fees & Disbursements', but we ask that these are paid before the Funeral.

Our funeral service is inclusive of the following :

The services and attention of the Funeral Director from your first call until everything has been completed. We are available to give help and advice at any time:

- * Private ambulance for removal of deceased to our funeral premises
- * Hygienic care of the deceased
- * Arranging and conducting the funeral arrangements.
- * Providing choice of coffins, including fittings and linings.
- * Obtaining all necessary forms and documents required by the authorities.
- * Making necessary arrangements with the chosen Minister.
- * Use of Private Chapel of Rest
- * Use of our silver grey hearse and limousines for the funeral
- * Any other items will be itemised on the funeral account.

You will receive an itemised estimate and confirmation of the funeral arrangements before the date of the funeral. The final invoice will be forwarded after the funeral has taken place to yourself unless otherwise specified.

Many banks will pay direct from the deceased's account, on production of both the funeral invoice and a copy of the Death Certificate.

TERMS AND CONDITIONS

We will ask you to sign an acceptance for the arrangements made and the estimate of charges and terms, which are :

After 30 days from date of the funeral we reserve the right to charge interest at £100.00 per month. Any estimates given will be subject to alteration on the final account if additions or omissions are made.

DEPOSITS

It is required that all disbursements are paid before the funeral takes place, these will be itemised on a written estimate to you. Any disbursements added after the estimate has been provided will be included on the final funeral invoice

PAYMENT OF FUNERAL ACCOUNTS

The most common way for a funeral account to be paid is via the deceased's own bank/building society account. The invoice and a death certificate should be given to them and they will arrange payment direct to us. We also accept payment via cheque, debit/credit card or by bank transfer (BACS). Please ask your funeral director if you require any information on this.

HELP WITH THE COST OF A FUNERAL

If you do not think you will have sufficient money for the funeral, the Social Fund may be able to help you. The Social Fund is part of the Department of Works and Pensions (DWP).

You may receive help if you are the person responsible for the funeral arrangements and you qualify for Income Support, Income-Based Job Seekers Allowance, Pension Credit, Housing Benefit or Council Tax Benefits, Working Tax Credit. Please ask us for the SF200 Funeral Payment from the Social Fund forms.

HYGIENIC TREATMENT

We take it as our duty to care for the deceased in a hygienic and respectful manner. This is carried out by our own fully qualified staff and affords freedom from infections to the living and restores a natural appearance. It is practised by all progressive firms in the country.

VISITING THE CHAPEL

We will advise you when all the necessary documentation and preparation to the deceased is completed so that you may visit the Chapel of Rest. We do ask that you telephone to make an appointment to visit the Chapel, however, appointments after six pm Monday to Friday and Weekends will incur a charge and may require permission from the person responsible for the funeral arrangements before this can happen

CARING FOR YOURSELF WHILST VISITING THE DECEASED

We are concerned for the well-being of all who visit our premises. Although the body is deceased, infectious diseases can still be transferred to the living. With this in mind we offer these guidelines for your own personal safety and protection. We recommend the use of our handwash before and after entering the Chapel of Rest or handling the deceased. Please notify us if you are aware of any infectious diseases amongst the deceased in our care.

JEWELLERY

We will not remove jewellery unless instructed. We also will only return jewellery to the person responsible for making the funeral arrangements unless otherwise instructed, in the case of returned jewellery we will ask you to sign for receipt thereof.

NEWSPAPER NOTICES

We shall be pleased to help compile notices for both local and national newspapers. Many newspapers will only accept death announcements from Funeral Directors. You may also wish to place a notice in the newspaper after the funeral to thank people for their help, donations, flowers, etc.,

DONATIONS

You may wish that only family flowers are sent to the funeral and that donations, if desired, be sent to a charity of your choice. If you wish for this it is advisable to state your request in the newspaper announcement. We will collect the donations on your behalf and provide you with a list of donors and the total amount given. We then ask the charity to acknowledge receipt directly to the next of kin or executor. We normally allow four to six weeks for collections of donations. Payments may be made on line via our website using Paypal.

FLOWERS

Please arrange for your floral tributes to be delivered to our funeral premises on the morning of the funeral. Flowers are received with care. After cremation we are often requested to take suitable flowers to nursing homes or you may wish to choose some to take home with you. Please advise the Funeral Director should you wish this to happen. Many hospitals will now not accept floral tributes. We will also collect the cards from the floral tributes and return them to you after the funeral.

We will not accept floral tributes before the day of the funeral, unless there are extreme circumstances.

SERVICE SHEETS

Many families now have an Order of Service printed as this gives a lasting memory and keepsake for those attending the funeral. We can show you many designs and will liaise with the Minister or person conducting the funeral service as to its content. Please let the Funeral Director know as soon as possible should you require this service.

MUSIC

Music now plays a very important part in funerals. All Crematoriums and most Churches now have the facility to play CDs and if they do not then we can supply the necessary equipment, we can supply CD music if required but there may be a charge for this. Please discuss this with the Funeral Director.

CARS

Our silver grey limousine will seat five to six mourners comfortably. It is usual for the principle mourners to travel in this car. Extra limousines or a saloon car are also available.

Where possible try to keep a parking space outside the house for the funeral. We can arrange 'no waiting' signs. It is best to decide who is travelling in which car and with whom before the cortege is ready to leave. If there are several private cars, try and arrange for the driver of the last car to be someone who knows the way. It is also helpful for all private cars to be facing in the right direction.

Please advise the Funeral Director if the cars are going back to a different address after the funeral.

Alternative vehicles are also available such as Horse and Carriage, motorbike/trike hearses, vintage vehicles etc. Please ask for more details.

PALL BEARERS

Trained pall bearers will assist on all funerals. Any family members wishing to act as a pall bearer must, for Health & Safety reasons and our Company policy, attend a training session at our Wimborne office before the day of the funeral and will be asked to sign acknowledging this exercise. There are no exceptions for this. Please bear in mind that any family bearers do this at their own risk.

If more than four of our own trained bearers are required then a charge may be made for the extra staff

THANK YOU CARDS

If you wish to thank various family and friends in writing for flowers, donations, etc., after the funeral, we can show you our sample cards and advise you of the cost.

MAPS

We will be pleased to supply you with maps to the Registrars, Crematoriums or Cemeteries, please ask the Funeral Director.

CREMATED REMAINS

Following the cremation we will discuss with you your wishes concerning the disposal of the cremated remains, this decision may have been made during the funeral arrangements.

The cremated remains are very much still part of that person and the funeral process. For many until a final resting place for them has been chosen and this carried out then the funeral is not fully ended.

You may wish them to be scattered at the Garden of Remembrance at the Crematorium or you may wish to have them buried in your local churchyard or cemetery, or, you may wish to scatter them somewhere private, the choice is yours. If you wish to do this somewhere privately we will advise as to any regulations on places you cannot do this and also provide the cremated remains in a suitable scatter tube allowing this to be done in a dignified manner.

We will hold the cremated remains for a period of three months. We strongly advise a final resting place should be made or discussed with ourselves. If no decision is made after the three month period a storage charge may be incurred.

We can offer a wide selection of urns and caskets and have a selection you can see at each of our offices and many more available from brochures.

The Crematorium will advise you directly regarding details of the Book of Remembrance and other commemorative purchases.

BURIALS

Burial is still a common choice even though the majority of funerals are cremation. A person has the right to be buried within their parish or borough if burial ground is available. Burials can take place outside of these areas in a cemetery of your choice but often will incur higher fees than for those who are residents of that area.

The ownership of a grave is very important, a new grave if for two interments should be purchased by the person either responsible for the funeral arrangements or the person who would wish to be buried in that grave also. For existing graves the interment can only take place by permission of the grave owner, this may not be the immediate next of kin and if no deed of ownership can be found then we will need to contact the burial authority to confirm ownership and gain that person's permission.

The fees paid to a cemetery include the maintenance of the grave unless stated otherwise, meaning the cemetery undertake to maintain both the grounds and the plot but not any memorial on the grave.

Most cemeteries have designated cremation burial areas but you may choose to have the cremated remains interred in a full burial plot if that is available. We strongly advise before any burial takes place that you visit the cemetery to make sure you are happy that this is the right final resting place.

All memorials need a formal application approved by the cemeteries burial authority before it can be erected and we will deal with this for you as part of the memorial process.

Woodland burial is also available within this area and again we strongly advise visiting these sites to check they are what you had envisaged. Some of them come with very restrictive regulations as to type of memorial, type of coffin used etc and are often vastly more expensive than traditional cemeteries. This is also not a "greener" option as for a woodland burial so much more land is used than in a traditional cemetery and often individual plots need to be purchased for both the deceased and any other family members who wish to be buried near to them and this would need to be done at the time of making funeral arrangements.

DISTANCE FUNERALS

We are frequently asked to arrange funerals to or from other parts of the country. This presents no particular difficulties as we have very close links through our professional associations. We can take care of all the arrangements including the transportation and will provide an estimate of the cost.

TO AND FROM ABROAD

We are experienced in arranging funerals to and from other countries. We will take care of all the documentation and regulations that have to be attended to and advise you of the likely time scale before the funeral can be finalised. Persons who die on holiday are usually covered for the cost of repatriation by their travel insurance. The insurance company or travel agent should be notified as soon as possible.

INSURANCE POLICIES

Insurance companies should be notified as soon as possible of the death of an insured person. This applies to household and fire insurance as well as life policies. You should check that all policies are still in force. For any claim on a life policy the insurance company will require the policy itself and a copy of the Registrar's Death Certificate. It is best to telephone the insurance company for instructions.

MOTOR INSURANCE

Insurance cover on a vehicle owned and insured by the deceased ceases immediately at the time of death. No one should drive the vehicle until the insurance company has been notified and new cover has been arranged. The car registration documents should be returned to DVLA Swansea, SA99 1AT.

WHAT HAPPENS TO PASSPORTS, DRIVING LICENCES, HOUSE DEEDS?

Passports, Driving Licences or any official style pass should be returned to the authority that issued them if they have not expired. House deeds may need to be changed to remove the deceased's name from them, you may need the help or advise of a solicitor for this.

COMPANY AND PRIVATE PENSIONS

If the deceased was in receipt of a company or private pension you should notify the company concerned as soon as possible. They will probably require a copy of the Registrar's Death Certificate.

PROBATE AND LETTERS OF ADMINISTRATION

The distribution of a person's estate, i.e. everything they owned, is the responsibility of the person or persons named in a Will to do so. These are called the Executors or Executrixes. If there is no Will the nearest relative usually deals with the estate, they are called the Administrator. If you are the person responsible and you do not choose to employ a solicitor to help you, then you should contact your nearest Probate Registry as soon as possible. They will help you complete the necessary forms.

District Probate Registry
Cromwell House
Andover Road
Winchester
Hampshire
SO23 7EW

Tel: 01962 897029
www.hmcourts-service.gov.uk
Email: WinchesterDPEnquiries@hmcourts-service.gsi.gov.uk

PRE-PAID FUNERAL PLANS

There are many good reasons to consider a funeral plan. As well as bringing you comfort and reassurance now, it relieves your loved ones of a great burden and you can be sure of having the kind of funeral you would really like, as your family will not have the burden of second guessing what you may have wanted. What is more, you can be sure that as many of the financial arrangements as possible have been taken care of. There are many funeral plans available, be sure the plan you wish to purchase allows you to choose your Funeral Director, many plans do not. *Please contact us for more information.*

Nicholas O'Hara have been awarded the Golden Charter Regional Funeral Planners of the Year for 2010, 2011 and 2012

MEMORIALS

Nicholas O'Hara Memorials was formed in 1997 to meet the need for better continuity and care of the families we had looked after following a burial. We pride ourselves on the quality of all the memorials we produce, from the material, to the lettering and finally to the erecting of a memorial. All our work is done to the highest standard by stone masonry experts and all our memorials are erected to the Health & Safety Standards set by BRAMM.

If the funeral involved has been a burial or the cremated remains have been buried, we will contact you after the funeral has taken place.

When a memorial has to be moved for the re-opening of a grave, we will arrange this for you and let you know the costs for cleaning and further inscriptions.

We also provide a maintenance service.

For further information please do not hesitate to contact Anthony O'Hara at anthony@oharafunerals.co.uk

NATIONAL ASSOCIATION OF FUNERAL DIRECTORS CODE OF PRACTICE PRINCIPLES

As a condition of Membership of the National Association of Funeral Directors, we,

Nicholas O'Hara

agree to comply with the principles and the details of this Code of Practice.

CODE OF PRACTICE PRINCIPLES

1. To observe strictly the confidence of every client at all times.
2. To observe at all times the basic rights of clients as consumers.
3. To render good service at all times and make fair charges in respect of services rendered and for merchandise supplied.
4. To ensure that advertising and marketing is always in good taste. No sensational, offensive or misleading advertising or marketing is permitted.
5. To provide clients with full and fair information about services. To have readily available price lists covering *The Simple Funeral Service* and itemised charges for all the constituent parts of the Funeral Director's services and all types of coffins and caskets available.
6. To display the price lists referred to in the above in the public area of all funeral premises.
7. To give a written estimate of the Funeral Director's charges and disbursements to be paid on a client's behalf, together with written confirmation of the funeral arrangements in each and every case, as soon as is practicable before the day of the funeral. No contractual agreement will have been entered into until these documents have been accepted by the client.
8. To provide clients with an itemised account in a form readily comparable with the estimate.
9. To refrain from soliciting funeral orders, or offering, or giving any reward for recommendation to persons or organisations such as Health Service establishments, Nursing Homes or Coroner's Offices, etc.,
10. To display to the general public the logos of the National Association of Funeral Directors and the *Funeral Arbitration Scheme*, and to have copies of the Code of Practice and *Funeral Arbitration Scheme* leaflets on display and available to take away.
11. To co-operate at all times with Trading Standards Offices, Citizens Advice Bureau, consumer support groups and any other organisation representing clients in the resolution of any complaints or disputes.
12. To partake in, and abide by, the decision of the conciliation, independent arbitration and Disciplinary Committee procedures of the Association in the resolution of any complaints or disputes between client and Funeral Director(s).

This Code of Practice and adherence hereto is monitored by the National Association of Funeral Directors. Any correspondence should be addressed to :-

National Association of Funeral Directors
618 Warwick Road
Solihull
West Midlands
B91 1AA

CREMATORIUM ADDRESSES

POOLE Crematorium
Gravel Hill
Broadstone
BH17 9BQ
Tel: 01202 265235

BOURNEMOUTH Crematorium
Strouden Avenue
Bournemouth
BH8 9HX
Tel: 01202 526238

SALISBURY Crematorium
Barrington Road
Salisbury
SP1 3JB
Tel: 01722 333632

CORONER'S ADDRESS

CORONER'S OFFICE
(Bournemouth, Poole & Eastern Dorset)
Stafford Road, Bournemouth BH1 1PA
*Tel: 01202 780879 &
01202 310049*

REGISTRARS ADDRESSES

ALL REGISTRATIONS ARE STRICTLY BY APPOINTMENT ONLY

BOURNEMOUTH

The Town Hall, Bourne Avenue, Bournemouth BH2 6DY

Tel: 01202 454945

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POOLE

The Guildhall, Market Street, Poole BH15 1NP

Tel: 01202 633744

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DORSET REGISTRATION SERVICE

Tel: 01305 225153

BLANDFORD FORUM, BRIDPORT, CHRISTCHURCH, DORCHESTER,
FERNDOWN, GILLINGHAM, SHAFTESBURY, SHERBORNE, SWANAGE,
WAREHAM, WEYMOUTH

FERNDOWN

Town Council Offices, The Pavilion, King George V Playing Field
Church Road, Ferndown BH22 9EN

BLANDFORD FORUM

The Coach House, Norden, Salisbury Road, Blandford DT11 7LN

CHRISTCHURCH

Civic Offices, Bridge Street, Christchurch BH23 1AZ

DORCHESTER

Colliton Annexe, County Hall, Dorchester DT1 1XJ

WAREHAM

Wareham Library, South Street, Wareham BH20 4LR

REGISTRARS ADDRESSES

HAMPSHIRE REGISTRATION SERVICE

Tel: 0845 603 5637

ALDERSHOT, ALTON, ANDOVER, BASINGSTOKE,
BISHOPS WALTHAM, EASTLEIGH, FAREHAM, GOSPORT, HAVANT,
HAVANT PLAZA, LYMINGTON, PETERSFIELD, RINGWOOD,
ROMSEY, TOTTON, WINCHESTER

RINGWOOD

New Forest Council Offices, 65 Christchurch Road,
Ringwood BH24 1DH

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WILTSHIRE REGISTRATION SERVICE

Tel: 01225 713007

CALNE, CHIPPENHAM, CORSHAM, DEVIZES, MALMSBURY,
MARLBOROUGH, MERE, MELKSHAM, ROYAL WOOTTON BASSETT,
SALISBURY, TIDWORTH, TROWBRIDGE, WARMINSTER,
WESTBURY

SALISBURY

Bourne Hill, Salisbury SP1 3UZ

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SOUTHAMPTON

6A Bugle Street, Southampton SO14 2LX

Tel: 023 8063 1422

NOTES

CHECKLIST

This is a checklist of some of the items you will need to consider or organise, we will liaise with you many times between our first meeting and the day of the funeral to make sure many of these items have been dealt with.

- Has the doctors cause of death certificate been issued and where should it be collected from (this will depend on whether the Coroner has been involved)
- Has an appointment been made to register the death and number of death certificates decided upon
- Has it been decided who is responsible for making the funeral arrangements and how will the costs be met
- Have the relevant authorities been notified of the death (please ask your funeral director if they have not explained to you about the Registrar's Tell Us Once service)
- What type of service is required and where
- Are there any special requests of the deceased that needed to be included in the funeral, this could be music, hymns, poems, type of dress-code or colour etc
- Does the death need to be announced via a newspaper or other source
- Are flowers or donations going to be sent by family and other mourners. Have flowers been ordered and delivery organised to ourselves. Has a charity been nominated
- Where will the funeral start from, a home address, our funeral home, other location or meet directly at the funeral venue
- Will there be a reception after the service and where, and is catering required
- Will a printed order of service be required at the funeral and what information would you like included as well as its individual design
- Is any stationery required for after the funeral
- What is to happen to the cremated remains
- Following a burial when do you feel ready to discuss the permanent memorial

There will be other items to consider, please use our notes page if you think of these and please feel free to contact us at anytime to discuss any aspects of the funeral

With Compliments



HEAD OFFICE

38 ROWLANDS HILL, **WIMBORNE**

DORSET BH21 1AW

TEL: 01202 882134

FAX: 01202 848215

5 THE OLD POTTERY,

MANOR WAY, **VERWOOD**

DORSET BH31 6HF

TEL: 01202 824961

128 STATION ROAD, **WEST MOORS**

DORSET BH22 OJB

TEL: 01202 895875

E-MAIL: nicholas@oharafunerals.co.uk

WEBSITE: www.oharafunerals.co.uk

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