

FUNERAL ARRANGEMENTS



Guiding you through the first steps
of arranging a funeral



WELHAM JONES
FUNERALS & MEMORIALS

Once we have been notified of a death and have taken the deceased into our care, there are a few things it will be helpful for us to know.

- Are there any cultural or religious requirements?
- Will the funeral be a cremation or burial?
- Where would you like the service to take place?
- What type of service you require?
- Have you appointed an officiant?
- Do you have a Pre-paid funeral plan (if so, we will need the reference number or details)?

Don't worry if you don't feel ready to come to our office. We can make any initial arrangements by phone, via email or at your home.

MEETING US

Once the death has been registered and in order to discuss the final details, we will need to meet with you in person. Remember, we are here to help and offer emotional support to you at your time of need. At Welham Jones, we are a family and we welcome you as one of our own. We'd like to get to know you and as much about the deceased as we can, so we can provide the best service.

At this meeting, we will discuss the type of funeral you require for your loved one. This will include the finer details of the funeral – where it will start, choice of hearse and other vehicles, venue for the service, dates and times. Also at this meeting, we like to complete the legal paperwork, leaving you to consider the finer details such as the type of coffin, floral tributes, obituary notices and order of service.

We can then arrange for family members or friends to visit the deceased in the Chapel of Rest or for them to be taken home.

Once we confirm the details of the funeral arrangements, we will provide an estimated cost along with our terms and conditions of business, requiring a signature from both parties. We take part payment in advance to cover third party payments, with the remainder invoiced about a week after the funeral.

We want to make sure your loved one has a service that truly reflects them, so we aim to make sure all the details meet your requirements. If that means changes along the way, that's fine, they're all part of our commitment to you and your family.



PREPARING THE DECEASED FOR THE FUNERAL

It is an honour to care for a person who has died and we treat the deceased with the dignity and respect they deserve. We aim to provide the same level of service to your loved one as you would wish to receive yourself.

Our highly skilled and experienced staff will prepare the deceased according to your (or your loved one's) requirements. This may include washing, embalming or dressing and we can then either dress them in their own clothes or in a gown we provide. If required, we can add any jewellery or personal possessions to the coffin (not all items are suitable for a cremation).

When looking after your loved one, we will endeavour to respect your faith and uphold any customs to which it adheres.

Our assurances

- Meticulous attention to detail – we will do all we can to ensure your loved one looks their best (a recent photograph is helpful).
- Considering your needs at all times – this is your family and we respect that. We encourage your ideas and suggestions in order to reflect your loved one as they chose to be in life.
- Constant help and support – in addition to providing a caring environment for the deceased, we are here to provide emotional support and guidance for you.

VISITING THE DECEASED

We can arrange private Chapel visits for family and friends prior to the funeral, or we can take the deceased home. If you would like the deceased taken to the church the night before the funeral for a Reception of the Body service, we can organise this for you.

REPATRIATION

Welham Jones has a wealth of experience in the process of both inward and outward repatriation, in particular, the movement of deceased human remains rather than the movement of cremated remains.

Our services include:

- Receiving remains from an international repatriation company.
- Delivery or collection of the remains to/from a London airport.
- Liaising with HM Coroner, overseas agents and airlines, plus any other necessary administration and legal documentation handling.
- Certified embalming.

There will be additional charges for a coffin, disbursements in respect of the funeral in the UK or overseas, any direct costs associated with the transfer of the coffin for Consulate seals, translation of official documents and any miscellaneous fees incurred.



There are other areas of funeral arrangements that we can also help you with.

CHARITABLE DONATIONS

If you would like to request donations for a charity that was important to you or the deceased, we can accept these on your behalf. This can include cheques made out to the charity as well as retiring collections in cash given to the funeral director on the day. Friends, family and guests can also make donations on-line via our website.

OBITUARY NOTICES

Many people use obituary notices as a way of notifying a death to extended family, friends, colleagues and associates.

We can advise or draft appropriate wording and place the notice in your choice of local, national or specialist newspapers. We can also arrange for you to have a copy (or copies) of the notice once in print. Following the funeral, we can organise a newspaper notice to thank all who attended, sent flowers or made a donation. You also have the opportunity to publish notification of the death and details of the funeral on our website.

FUNERAL STATIONERY

We can supply a full range of traditional funeral stationery, such as an Order of Service. These can include the deceased's name and funeral details as a memento and are available in full colour or monochrome, with the option of adding any photographs or art work of your choosing. A printed Order of Service can avoid the need for mourners to shuffle through hymn and prayer books.

In addition, you can opt for a Book of Remembrance. Mourners can sign this in person, or via an attendance card that can be added to the book later. A Book of Remembrance is a traditional keepsake to capture the thoughts and well wishes of those who attended the funeral.



REFLECTING THE DECEASED'S LIFE

There are many ways to reflect the life of the deceased. We offer:

- Avant-garde coffins – using high quality images, designed to reflect the life, or lifestyle, of the deceased.
- Flags – including service flags, the Union flag or other national flags.
- Symbolism – this could include anything from releasing doves, to using symbolic furniture or articles supporting a wide range of religions.
- Mementoes – to place on top of, or inside, the coffin (some may not be suitable for cremation).
- Tribute gifts – we can offer a range of floral arrangements, including wreaths, posies, sprays and named tributes, as well as a selection of trinkets and urns. Please see our Memorabilia brochure or see our on-line shop.
- Memorials – choose from a variety of headstones, kerb surrounds, memorials and plaques. For full details, please see our Memorials brochure or see our on-line shop.
- Photography and videography – have the day captured visually with the help of a professional photographer and/or videographer. Subtle and respectful, this option will provide beautiful imagery for you to treasure.

CATERING

We're here to help you arrange all aspects of your loved one's funeral, so whatever we can do to help, we will. This can include making suggestions for venues and caterers and assisting with booking.

Due to our long-standing relationship with the communities we serve and our knowledge of the local area, we are happy to share this with you in any way we can.

AFTER THE FUNERAL

We can arrange the interment of cremated remains into a cemetery or churchyard and supply memorial tablets or plaques, as appropriate. We can also offer advice on export or scattering of cremated remains. We sell a full range of keepsakes in a variety of materials, from mantle urns, to small pieces of jewellery.

A grave should be allowed to settle for at least six months before placing any type of memorial. See our range of headstones, kerb surrounds and memorials to find what is most suitable for you.



Welham Jones has been serving the communities of west Kent and south east London for over 25 years and has extensive knowledge of local customs and traditions.

Managed by the individuals and family members who own it, familial values carry through to our customers. These values underpin the business and everything we do making the relationship between the Welham Jones family and the families we serve extremely important.

Offering all the resources of a large company, whilst maintaining that small company feel, we are not members of a larger corporate group trading under a family name long gone.

At Welham Jones, we are genuinely committed to the community we serve. Responsive to you and your needs we take pride in the service we provide, putting our customers first at all times. Go on-line and read the biographies of our staff to see just how much we care.



BOROUGH GREEN

43 Western Road TN15 8AL Tel: 01732 780600

CHISLEHURST

4 Belmont Parade, Green Lane BR7 6AN Tel: 020 8467 2222

CHELSEFIELD

9 Windsor Drive BR6 6EY Tel: 01689 452525

SEVENOAKS

156 London Road TN13 1DJ Tel: 01732 742400

SWANLEY

31 Station Road BR8 8ES Tel: 01322 619100

TONBRIDGE

164 High Street TN9 1BB Tel: 01732 617171

TUNBRIDGE WELLS

39 Crescent Road TN1 2LZ Tel: 01892 300330

enquiries@welhamjones.co.uk
welhamjones.co.uk

PLEASE NOTE:

Subject to the Office of Fair Trading recommendations we offer a limited service 'community funeral' comprising:

- removal of the deceased to our premises (excludes removals from home, nursing or care homes) within a 10 mile radius between 9am and 5pm Monday to Friday, excluding public holidays*;
- care of the deceased including hygienic treatment and a chapel visit during normal office hours;
- our services in attending to the necessary funeral arrangements including receiving floral tributes from immediate family only;
- viewing during normal office hours;
- a coffin suitable for cremation or burial;
- provision of a suitably equipped vehicle (together with an appropriate number of staff) to the nearest crematorium or cemetery on a day, and at a time, suitable to us*.

Full details are available on request. Disbursements and fees are extra. Not available for pre-purchase. In providing this funeral we need your co-operation to minimise our overheads and we respectfully request that you pay all moneys in advance when ordering this service. A pro-forma invoice is available on request for clients seeking Benefit Agency support.

* Some additional service options available at additional cost. Committal times not between 11am and 3pm.

