



## **Working with Pure Cremation**

### **How it all works**

- You make the funeral arrangements as usual
- Use our online form or call us to make a booking
- E-sign our booking confirmation form
- Submit the usual cremation forms electronically
- You bring the deceased into our care
- You collect the ashes from our crematorium

### **Who looks after the family?**

You make the funeral arrangements with the family as usual, partnering with us increases the choice you can offer families without ever compromising on the care or quality of service.

### **Making a booking**

Simply use our booking form or call 0808 147 1918 (option 1) to request a direct cremation. Our team will ask for the following information:

- Your business details
- Details for the deceased
- The service level you are requesting

*You can make several bookings at once.*

The details are entered onto our system to generate a unique booking reference for your client.

We send you an email with confirmation of dates and our terms and conditions that you should e-sign, and an invoice.

We always work with you to arrange suitable dates for the transfer of care, and for the committal itself. Please let us know at the point of booking if you have services booked that will impact on the dates we can offer.

## **Preparing the deceased and the coffin**

You are responsible for the provision of a suitable coffin with a minimum of four handles, preferably NOT cardboard, ideally certified by the CCSA or the FFMA. Please ensure that the identification label or plate bears the full name, age and date of death as recorded on the cremation paperwork.

*We can supply a standard solid pine coffin for £119, medium or large are £139 if required and a high quality body bag for £3.50*

Our equipment is state of the art and so we can accept coffins up to 41" wide and a maximum of 40 stone in weight. Please notify us if the deceased is more than 18 stone in weight so that we can ensure the right staff levels for transfer.

## **Sending Paperwork**

You can use any Application for Cremation form (Form 1) as the information is the same in all of them. There is no need for the client to sign a Notice of Cremation. We accept digital signatures if you use this technology.

*Please check the medical papers to ensure these are complete and ALL questions have been answered as you will be asked to go back to the doctor if information is missing.*

As soon as you have the Green Form and medical papers (or Form 6 from the Coroner) and the signed Application for Cremation these should be scanned and emailed to us as one PDF file at [cremationdocuments@purecremation.co.uk](mailto:cremationdocuments@purecremation.co.uk). Please start the SUBJECT of the email with the unique BOOKING ID that was created for the client.

*Please alert us to any notifiable diseases as you would any other crematorium.*

The papers will be reviewed by the Medical Referee. You must ensure we receive any original documentation at the time of transfer.

## **For the cremation to go ahead we need the following:**

All paperwork should be scanned and emailed as one multipage PDF file, along with this we also require full payment and the DocuSign to have been signed at least 5 days before the agreed transfer date.

Remember to tell us if the cremation and/or return of ashes are time critical and we will accommodate this where possible.

## **Transporting the deceased**

Please perform your usual checks prior to sealing the coffin. The deceased will come to our client care facility located at Charlton Park Crematorium. You will always be given a specific date for the committal that you can share with your client.

**All transfers:**

Our staff will check the coffin plate against the booking information and cremation documentation before accepting the deceased. They will attach our own ID label and ask you to sign that the coffin has been transferred into our care. When we are providing a coffin, the deceased must be wearing wristbands with their full name, date of death and age as a minimum.

**Final safety check**

Pure Cremation Ltd reserves the right to perform a final check prior to committing any coffin into the care of the crematorium team.

At the point of signing our terms you may choose if you consent or not to this final check.

These checks are performed by our well-trained team who act with great respect. These checks are performed in order to:

- Protect our staff and facility from the consequences of leaving hazardous items in situ
- Protect your business from a claim for failing to remove any such items
- Check whether any remaining personal effects are indeed intended for cremation
- Protect your business from claims from families for failure to return priceless items to them

Once committed to the crematorium your client will then experience dignified placement into the cremator chamber, undisturbed in complete compliance with the ICCM regulations.

**Ashes**

We have a unique ashes container, displaying a ceramic disc that bears the cremation number, that has been through the cremation process with the deceased and recovered along with their remains. Providing tangible proof of their identity. The ashes are always accompanied by a cremation certificate. There is no additional charge for this document.

Alternatively, ashes can be scattered in our beautifully landscaped gardens.

**Your client data**

Please be assured that in this arrangement we are simply acting as an alternative cremation provider and will never use your client's data for our own marketing purposes. We will never contact your families.