

# **SOLIHULL METROPOLITAN BOROUGH COUNCIL**

## **Cemetery and Crematorium Terms and Conditions**

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## 1. Glossary of Terms

**Bereavement Services Team** – The team employed by the council to manage and administer the cemeteries and crematoriums.

**The Council** – Solihull Council

**Consecrated** – Ground that is made or declared sacred or holy and therefore suitable for Christian burial.

**Denomination** – a subgroup within a religion for example Roman Catholicism, Protestantism, Orthodox Christianity

**Religious body** – An organisation that professes faithfulness to belief in a system of faith or worship

**Cremated Remains** - Also sometimes called ashes, these are all the material that has been removed from a cremator, following the cremation of a deceased person, except for any metals which will have been removed.

**Graves** – Also sometimes called burial plots, these are burial spaces formed in the ground by excavation, without any internal walls or brickwork, stone or any other artificial lining.

**Exclusive Right of Burial** – Also known as grave ownership, this is the ownership of the sole right to instruct the Bereavement Services Team to bury the body of a deceased person or the ashes of a deceased person in a specific grave, and the right to decide the design of and the words within the permitted text on the headstone or memorial stone that is placed on that grave. As the owner of the Exclusive Rights of Burial you are also responsible for the upkeep and maintenance of the headstone or memorial stones on the grave. You neither own the land nor any surrounding land in the cemetery.

**Designated flower display areas** – These are the areas often called the Flower Terraces where floral tributes from cremation funeral services are displayed immediately following the chapel service. In these areas the deceased's name is displayed next to the tributes.

**Local Authority** – The Council or Solihull Council

**Cemeteries** – Robin Hood Cemetery, Woodlands Cemetery and Widney Manor Cemetery, all buildings and structures within them.

**Crematorium** – Robin Hood Crematorium, Woodlands Crematorium

**Local Authorities' Cemeteries Order 1977** – The government's rules and regulations for providing cemeteries.

**The Crematorium (England and Wales) Regulations 2008** – the government's rules and regulations for providing crematoriums.

**Ashes** – Also sometimes called cremated remains, these are all the material that has been removed from a cremator, following the cremation of a deceased person, except for any metals which will have been removed.

**Medical Referee** – A medical practitioner of at least five years employed by a crematorium to authorise cremations.

**Scattering lawns** – Designated lawns in the cemeteries where ashes can be scattered and laid to rest.

**Lawned Grave** – Also sometimes called lawned burial plots, these are burial spaces formed in the ground by excavation, whereby the area that has been excavated is subsequently covered with grass and maintained by the cemetery personnel.

**Traditional Grave** - Also sometimes called traditional burial plots, these are burial spaces formed in the ground by excavation, whereby the area that has been excavated is subsequently surrounded and covered with stone or gravel and maintained by the grave owner.

**Cremated Remains Grave** - Also sometimes called ashes plots, these are burial spaces formed in the ground by excavation for the burial of ashes or cremated remains, whereby the area that has been excavated is subsequently covered with grass and maintained by the cemetery personnel.

**Headstone** – Also known as a gravestone or memorial stone, this is placed at the head of a grave and details the name of the person(s), significant dates and tributes to the deceased person that is buried in the grave

**Memorial stones** - Also known as a headstone or gravestone, this is placed at the head of a grave following receipt of a permit and details the name of the person(s), significant dates and tributes to the deceased person that is buried in the grave

**Permit**- This is an official document that allows you to do install a dedicated memorial stone within our cemeteries. More information can be found in our stonemason guide.

**Cemetery Memorial** – This is an authorised article supplied by the cemetery that is dedicated to the memory of a deceased person, for example a bench or a granite plaque.

**Grave owner** - Also known as Exclusive Rights of Burial, this is the ownership of the sole right to instruct the Bereavement Services Team to bury the body of a deceased person or the ashes (cremated remains) of a deceased person in a specific grave, and the right to decide the design of and the words written on the headstone or memorial stone that is placed on that grave. As the grave owner you are also responsible for the upkeep and maintenance of the headstone or memorial stones on the grave. You neither own the land nor any surrounding land in the cemetery.

## 2. Opening Hours

We do have seasonal opening hours to protect the safety of everyone visiting.

*1<sup>st</sup> November to 31<sup>st</sup> March*

Weekdays and Saturdays 9:00am to 4:30pm

Sundays and Bank Holidays 10:00am to 4.30pm

*1<sup>st</sup> April to 31<sup>st</sup> October*

Weekdays and Saturdays 9:00am to 6:00pm

Sundays and Bank Holidays 10:00am to 6:00pm

Christmas Day and Boxing Day 10:00am to 2:00pm

Burial services generally take place Monday to Friday, nonetheless applications are considered for burials at weekends or bank holidays at an additional charge.

Cremation services take place Monday to Friday and are not provided at weekends or bank holidays

## 3. Fees

All fees and charges must be paid a minimum of five days before the service, except where account facilities have been arranged.

We reserve the right to cancel and there is no refund of your deposit if payment is not received five days prior to the service date.

In the event of your late arrival at your service we also reserve the right to postpone your service to a later time on the same day. If we are unable to do this you will need to re-book your service for a new date and time, pay an administration fee and any additional fees incurred.

You may wish to consider increasing your booking to a double service appointment (extra 30 minutes) to avoid any extra charges for late arrival (subject to availability). This would not incur an administrative amendment fee and only the double service fee would be payable.

A non-refundable deposit is required at the time of booking the following:

- Cremated Remains Reserve
- Full burial grave reserve

## 4. Refund Policy

- ❖ Cancellation 5 full working days or more prior to the service - we will refund the amount that you have paid, less the non-refundable deposit
- ❖ Cancellation within 3 full working days prior to the service – no refund
- ❖ If you fail to attend your service – no refund

## 5. Service Amendments

As standard, amendments to your service date, time or venue are subject to an administration fee; payable at the time of requesting the change.

Requests to make a change within 3 days of the service may not be permitted.

Should exceptional circumstances apply and can be evidenced, we will take these into further consideration. However, any amendments will be given subject to availability.

Any such requests will be approved at the discretion of Bereavement Services

## 6. Legal Responsibility

Solihull Metropolitan Borough Council Bereavement Services will not accept liability for:

- ❖ Delay or loss caused by you or any of your guests, such as late or non-arrival: the bereavement team reserves the right to apply further charges.
- ❖ Any loss caused by a request from you or your representative to delay the service
- ❖ Any loss or compensation where a service is stopped proceeding, for example if it would not be in the public interest for the service to proceed or all group gatherings have been banned by Parliament (e.g. in a pandemic situation).
- ❖ Cancellation because of events which are outside our control, such as extreme weather conditions, an emergency or disaster (including but not limited to war, civil war, armed conflict, terrorist attack, governmental action, fire, flood, pandemic or epidemic)

## 7. Guides

*These will be available by 1<sup>st</sup> April 2025*

- ❖ Section A- Guidance for Funeral Directors
- ❖ Section B- Guidance for Burials
- ❖ Section C- Guidance for Cremations
- ❖ Section D- Guidance for Stonemasons
- ❖ Section E- Guidance for Memorials