

# GRADY'S EST 1891

**A TRULY FAMILY FUNERAL DIRECTOR**



*“OUR FAMILY HELPING YOURS”*

24 HOUR SERVICE



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# GRADY'S EST 1891

## A TRULY FAMILY FUNERAL DIRECTOR



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All costs correct at time of print

# GRADY'S

## THROUGH THE AGES



1890's



1930's



1950's



1960's



1970's



2013



Present Day



# AS YOUR FUNERAL DIRECTOR

We perform a unique and indispensable role in society. It is a role part professional, part vocation and part trade. We at Grady's Family Funeral Directors are always available in time of need, we provide emotional and practical advice.

Jane, Lucy, Jonathan, Peter, Graham & Donna supported by a professional team, fully trained to the Funeral industry standards, recognised and regulated by SAIF and NAFD, perform a unique and indispensable role in society. We offer 24 hours a day service in time of need, giving the bereaved the benefit of our six generations of knowledge and experience.

In selecting us as your Funeral Director, we will ensure that each and every detail is discussed with you thoroughly and sensitively to ensure your wishes and those of the deceased are carried out. If you or any member of your family is unsure of what to do, we at Grady's are there to help guide and support you at one of the most difficult times in your life and feel it a privilege to be your Funeral Director.

## Expert Advice

The experience of the Funeral Directors sympathetic ear is all the more valuable because we are the professionals who are dealing with the practicalities of the Funeral.

We will listen to you, the bereaved, and support you in your decision as to what sort of Funeral you want. We will discuss with you the type of Funeral options available; Religious, Non- Religious, Cremation, Burial, Eco Funeral, Green Burial, Civil or Celebrant led Celebration Of Life Services for Cremation or Burial, or Direct Cremation.

We arrange the forms to be filled in, the co-ordination of all legal paperwork, and can advise on grants that may be available. As a matter of course we are kept up to date with any changes that may occur in Social Security regulations relating to Funeral grants and pay outs that may be applied for.

We are sympathetic towards different Ethnic and Religious groups, and as Funeral Directors we are aware of the special and personal needs involved in supporting those who have suffered a death whether expected or sudden.

## Our Premises

We welcome you to Grady's on Hayling Island where we have run our Family business from since 1891, Incorporating today, our Arrangement Offices, Chapels of Rest, Cremated Remains Memorial Room, Mortuary, Garages for our Vehicle's and our own Garden Service Chapel.



## Cost

When you arrange a Funeral with us, we shall advise you verbally of the **approximate** costing, followed by a written estimate detailing the cost of your requirements after final discussions with the Minister or Celebrant taking the service; Our written Estimate will provide payment details and terms of business given which we require to be adhered to.

## Our Fees\*

As your Funeral Director, we are here to advise you in making all those arrangements which meet personal needs and desires. We are here to help you in whatever way we can. Providing you with a personal 24 hour by phone, 365 days a year service, ensuring a continuance of care of your loved one into Grady's care.

Much of what we do is discreet, and it is not always apparent what duties are carried out, but cover our professional fees and overhead costs including:

- Provision of 24 hour a day personal call service and attendance and conveyance of the deceased to our Private Chapel of Rest on Hayling Island.
- Care of the deceased, dressing and preparation for viewing.
- Attendance for viewing and Chapel of Rest visit appointments.
- Professional advice and guidance in making Funeral arrangements, arranging documentation such as completion of necessary Cremation, ensuring all relevant paperwork is received by the relevant organisations in order for the Funeral to legally take place e.g. Crematorium, Church, or Natural Burial grounds.
- Appointing and liaising with Vicar, Minister or Celebrant.
- Ordering & arranging an organist, piper, choir, musician or recorded music to be played during the service.
- Arranging and ordering visual photographic tribute to be shown during the service if requested (only available at certain venues).
- Arrangement of Obituary notice in Newspapers - If required.
- Administration and processing Donation payments.
- Arrangement of artwork and layout of Order of Service booklet - If required.
- Provision of Funeral Director, Bearers and Drivers.
- Provision of Vehicles.

## Disbursements

These are set fees that we have to pay in advance and are set by the relevant bodies carrying out services required.

## These include:

Crematorium or Cemetery Fee - Statutory Fee.

Parochial Fee (For a Church Funeral).

Organist Fee, Piper, Choir or Musician - If required.

Grave Purchase or Re - open Fee - If required.

Minster or Celebrant Fee - If required.

Photographic Visual Fee - If required.

Webcast Fee - If required.

Printing of Order of Service - If required.

Newspaper Announcements - If required.

Floral Tributes - If required.

Coffin Charges - Dependant on choice.

Vehicle Hire Cost - Dependant on choice.

**\* Current rate of charges available on request from our office.**



# TYPE OF FUNERAL SERVICES

## Choices of Funeral

There are various choices available to help you mark the end of a life, and help you achieve a meaningful and personal Funeral. Below is a brief outline of choices which we at Grady's can discuss in detail on a personal level during your arrangements with us as your Funeral Director. We can arrange Funeral Services for any culture and ethnicity as well as accommodate alternative forms of a farewell.

## Religious Funeral

Can be conducted in a Church of your choice, followed by Burial or Cremation. This is led by a Minister of your choice. Services can also be held at a Crematorium, or at Grady's Garden Chapel, followed by Burial or Cremation, where we welcome Ministers of all denominations.

## Civil Funeral or Humanist Funeral

Held in a Crematorium, Meeting Hall or Service Chapel at a Funeral Directors such as our Garden Chapel followed by the Cremation at a Crematorium or a Burial at a Churchyard, Cemetery or Green Burial Site.

A Civil Funeral is conducted by an Independent Funeral Celebrant, which may include music, reading, poetry and symbolic elements with no restrictions.

A Humanist Funeral contains no religious elements and is conducted by a trained Humanist Celebrant.

## Direct Cremation

Non attended Cremation at a Crematorium without a service which is the most economic option.

## Compliance, Regulations, Qualifications, Training and Expertise

Grady's Family Funeral Directors and employees are governed, trained, qualified and regulated in line with the The National Society of Allied & Independent Funeral Directors SAIF and the The National Association of Funeral Directors NAFD.

"Our Family Helping Yours" is our motto, and we take pride in serving you well, as we have for six generations, ensuring arrangements are carried out in total confidentiality and with sensitivity, efficiency and dignity. Every family that we help receives a personalised service with attention to the finest detail that makes a Funeral as unique, special and memorable as the person they have lost.

## Documents

Once Documentation for the Funeral is completed by ourselves, we pass it onto the relevant Authorities with any other legal documents required.

All documentation and discussions about the Funeral will be retained for future reference by your family and ourselves. All information is kept in absolute confidence in accordance with GDPR guidelines.



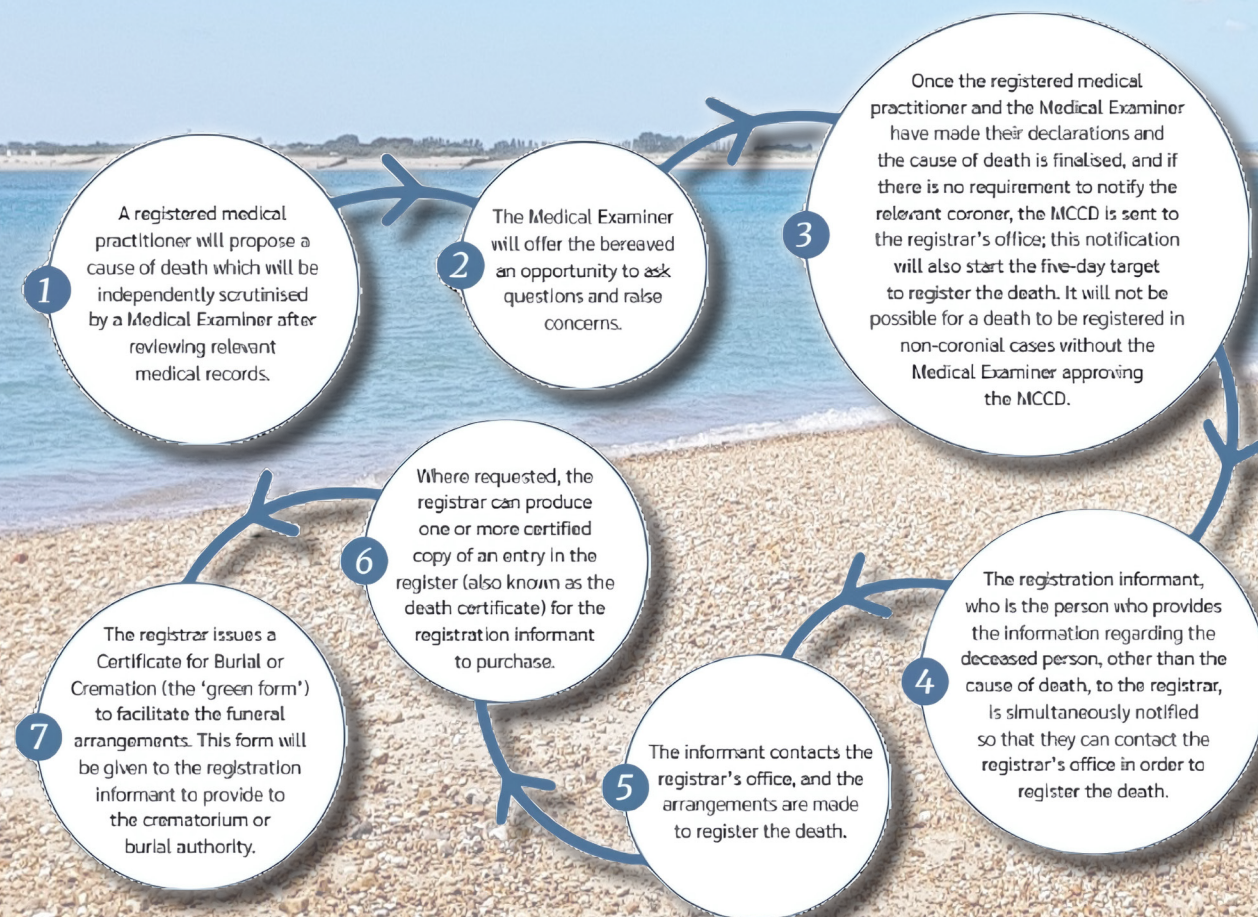
# HOW TO REGISTER

## The Registrar will ask for the following information about the Deceased:

- Date and place of death and usual address.
- Full name and surname (and maiden name if the Deceased was a women who had married).
  - Date and place of birth.
- Occupation (and the name and occupation of her husband if the Deceased was a married woman or widow).
  - Whether he or she was receiving a pension/ allowance from public funds.
  - If the Deceased was married, the date of birth of the surviving widow(er).
- **The Deceased's Medical Card, Birth Certificate, Marriage Certificate if available should be taken to the Registrar.**

## You will be given by the Registrar:

1. Certificate, green in colour, to give to Funeral Director to allow Burial or Cremation to take place.
  2. Certificate to cancel Deceased's state pension, if applicable.
  3. Death Certificates must be purchased at time of need.
- Registrar will advise as to how many copies you will require.



# GRADY'S FAMILY FUNERAL DIRECTORS

23 Mengham Road, South Hayling,  
Hants,  
PO11 9BG  
Tel: ( 023 ) 9246 3828  
( Available 24 hours by phone )  
E-mail: gradys@gradysfamilyfd.co.uk  
Opening Times:  
Monday- Friday 8am - 5pm

The Havant Registration Office  
Havant Library, 1st Floor, Meridian Centre  
Havant PO9 1UN  
&  
Havant Plaza  
Civic Centre Road,  
Havant PO9 2AX  
Telephone: 0300 555 1392 + 08456035637

Register Office, Milldam House, Burnaby Road,  
Portsmouth  
PO1 3AF  
Tel: (023) 9282 9041  
Appointments: (023) 9275 6597  
Fax: (023) 9283 1996



# GRADY'S MEMORIAL GARDEN CHAPEL



## Welcome To Our Chapel

Our Memorial Garden Chapel is available for all types of Funeral Services,  
Religious or Non - Religious.

The bespoke facility has provision for visual live tributes, personal photos,  
webcasting, piped music and a flexible time limit for an unhurried service.

Our Chapel can also help with costs, which can be sensitive at this time.

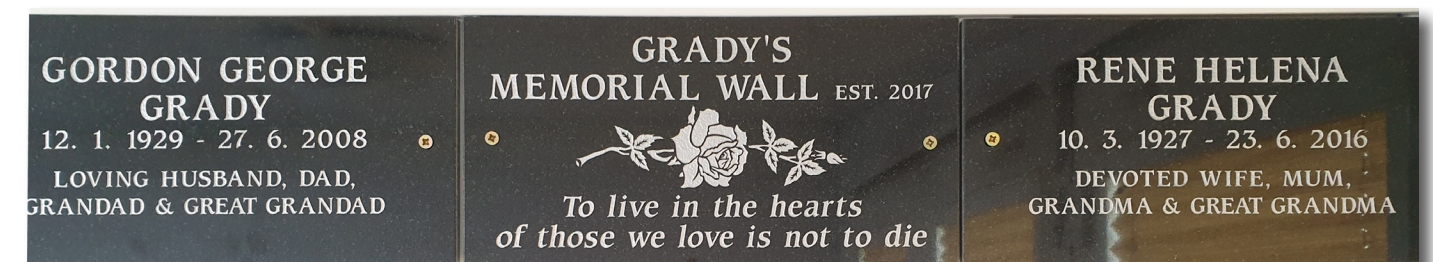
Chapel Cost from £230



# GRADY'S MEMORIAL ROOM & GARDEN

Cremated Remains may be placed into the Memorial Wall with a beautiful Black Granite Memorial Plaque, at a small cost to families.

- You can visit your loved ones by appointment.
- You can bring flowers that can be placed in wall vases or on the Memorial flower bay.
- The weather of course is of great consideration and we are undercover with easy access at all times.
- The Memorial Wall was dedicated on 27th October 2017 by Revd Pennie Payne.





# COFFINS

All our coffins on this page are as Eco as can be to help with the enviroment.

Here is a small range of our most popular coffins.

When someone close to you dies, the practical arrangements of a Funeral can feel somewhat overwhelming. The choice of coffin is one of the most personal decisions to be made.

## The Morpeth

Light Oak effect with matching moulds.

In Stock



From £475

## The Longsdale

Mahogany effect with matching moulds.

In Stock



From £475

## The Cambridge

Elm effect with matching moulds.

In Stock



From £475

## The Hastings

Limed Oak effect with matching moulds.

In Stock



From £475

## Carlton

A Solid Paulownia coffin with routed panel side and ends, with a raised lid. Available in Light, Medium and Mahogany.



From £675

## The Brighton

A Traditional shaped coffin using European Pine with a Water Based Natural Polish.



From £675

## The Tamworth

A Solid Redwood Timber coffin with a gloss appearance.



From £925

## Ascot

A Traditional Solid Oak coffin with simple, unadorned sides, a raised lid and deep moulds to the base. The coffin is polished to a gloss finish and furnished with brass handles.



From £1040

All coffins on this page would be ordered at the time of need.



# ECO COFFIN COLLECTION

All coffins on these pages would be ordered at the time of need.

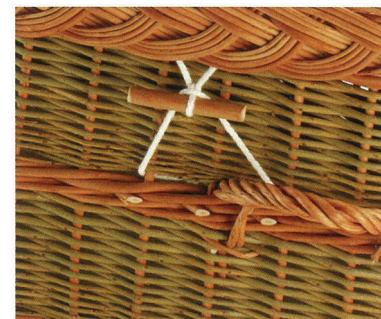
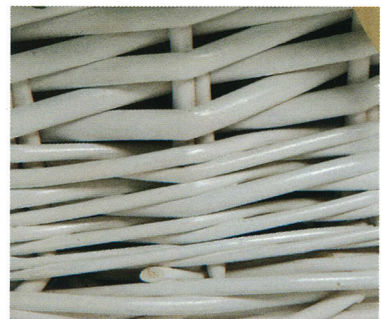
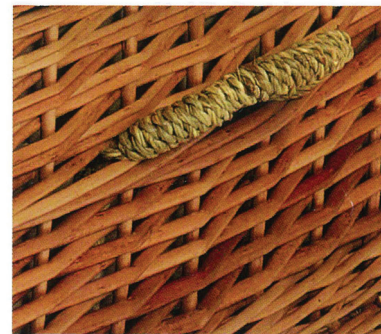
Our Eco Collection provides an attractive, comforting and environmentally friendly alternative to the traditional style coffin. Hand crafted from natural and biodegradable material, this style of coffin is popular for Woodland Burials.

## Willow Coffin

Willow is an environmentally renewable resource, used over the centuries for its strength, beauty and practicality. The Willow plant grows up to 8ft in height and can be harvested annually from the same crown for up to 60 years. All coffins within the range are hand woven by skilled weavers using the highest quality Willow.



From £875



# BAMBOO COFFIN

Bamboo is one of the fastest growing plants in the world, making it a sustainable choice for a coffin. It does not involve the cutting down trees as Bamboo is re-harvested every four years.



## Wooden Heart Tags

Wooden heart message tags are the perfect way to add a farewell message to an eco coffin or casket, individually engraved with your personal message.



From £875

## Hand Dyed Coffin

You can select our traditional coffin or our curved- end casket.

Willow is carbon - neutral; the carbon dioxide generated by using a willow coffin balances what the plant consumed while it was growing.

Your own inscription can be included on a beautifully engraved oak plaque. Pick contrasting coloured willow bands and handles for a unique style.



From £875





# THE NATURAL LEGACY RANGE

All coffins on these pages would be ordered at the time of need.

In partnership with Hainsworth, we are please to offer the outstanding Natural Legacy by Hainsworth range of Woollen Coffins. These beautiful coffins are handmade in Yorkshire using pure new British Wool and are supported on a strong recycled cardboard frame. The unique design combines the highest environment standards with an attractive and soft feel. The Contemporary design is completed with a personalised embroidered woollen nameplate. All the material used in the woollen coffin are readily biodegradable and suitable for Cremation and all types of Burial.

The woollen coffins are available in a full range of sizes and a choice of two shades – Natural and Russet.

## The Natural Woollen Coffin

The interior is generously lined with organic cotton and attractively edged with jute.



From £875

## The Natural Woollen Ashes Casket

You can select our traditional coffin or our curved - end casket.



## The Russet Woollen Coffin & Casket



# PICTURE COFFINS

Available in

- Wood • Cardboard • Sparkle • Coffin or Casket Shape
- (Price on request)

## Floral



## Bluebells

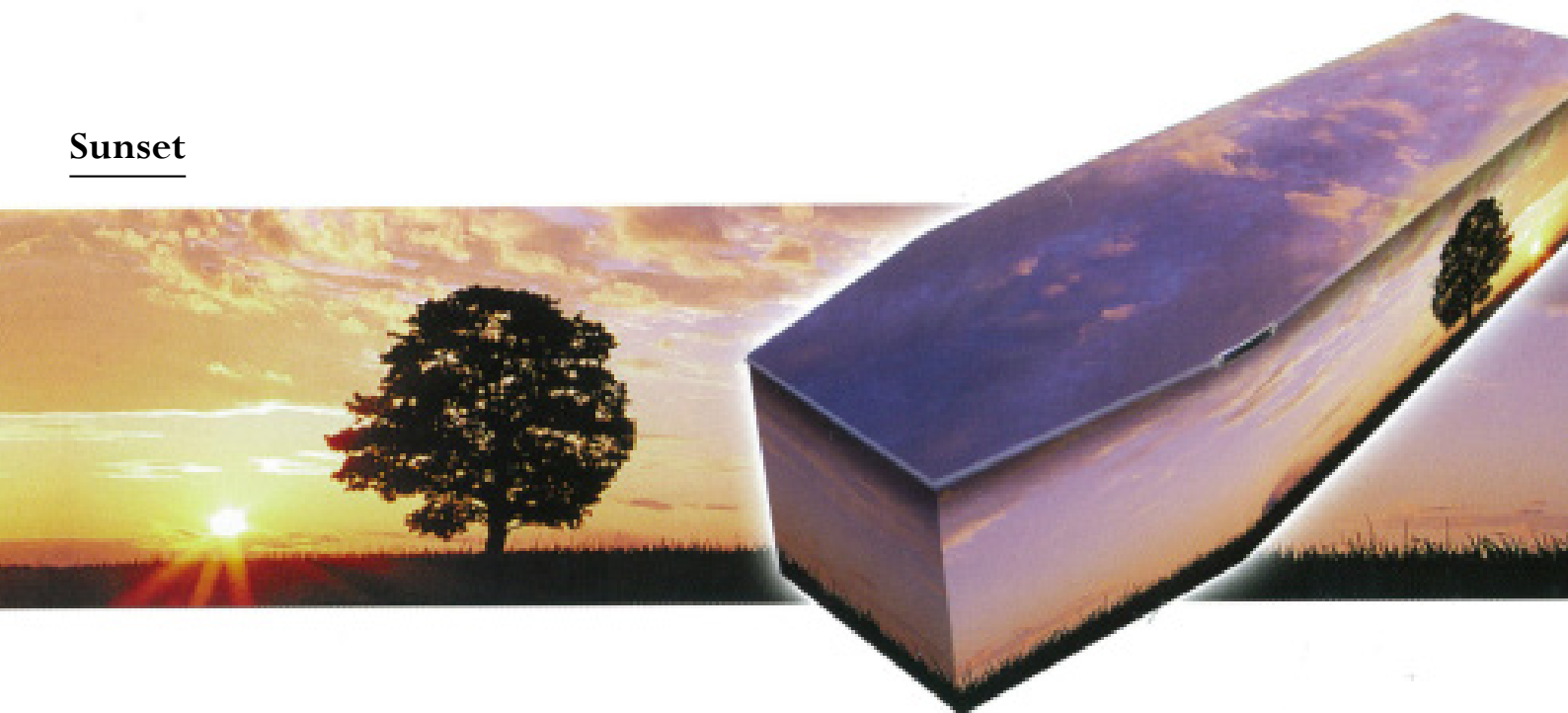


## Bluebell Blanket





Sunset



Set Sail



Break Of Day



Lancaster

All our coffins can be personalised  
by adding pictures and words



Matching Cremated Remains Casket  
& Scatter Tube



British & Proud





# TRANSPORT FOR THE FUNERAL

From a Traditional Hearse, a majestic Horse Drawn carriage through to a Motorcycle, we have a wide range of transport options available to help you create a unique and fitting tribute.

Grady's are able to offer a very wide selection of Hearses.  
A selection is shown below, please call us to discuss your individual requirements.

## Traditional Hearse



## Limousine



## Motor Cycle Hearse



**Horse Drawn Hearse**  
• Pair of horses.  
More horses are available

**From £800**

## Horse Drawn Hearse With Outrider

• Pair of horses, outside rider.  
More horses are available.

**From £925**



**Restored Original Victorian  
Hand Drawn Bier**

**The Grady's Family Original  
Horse Drawn Hearse  
145 Years Old**





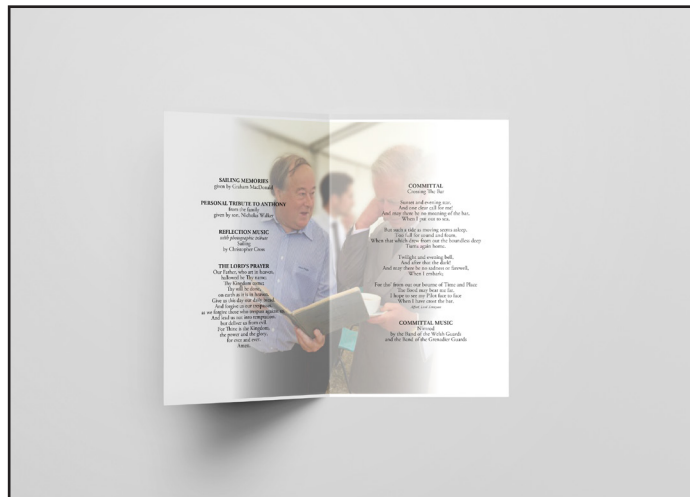
# ORDER OF SERVICE

Given to those attending the Funeral Service on the day, containing readings, hymns and the order of proceedings.

Choose the photos, messages and sentiments that symbolise the life of someone close to you.

(Minimum quantity 25)

From £3.50 Per copy



# PERSONALISING THE FUNERAL SERVICE

Funeral Stationery is a simple way of personalising the Funeral and provides an opportunity to create a unique commemoration to the person who has died. All of which can include photographs, personal messages, readings, hymns and poems.

## Attendance Cards

Given to those attending the Funeral Service, to write individual condolence messages to family members after the service.

## Memorial Cards

A lasting keepsake of a loved one designed to be kept in a wallet or purse.

## Thank You Cards

To be sent after the Funeral to allow the family to add their own words of thanks and reflection.

## Condolence Book

Personal messages of condolence can be written and kept by the family as a lasting memorial.

20 pages - 210mm x 297mm

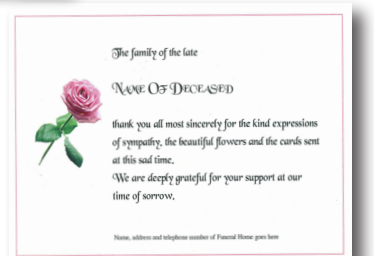
## Personalising Music

Many local crematoria have a music system, where you can select your personal selection of music to use during the service. Some examples include bagpipes or a bugler.

Please ask us for details of cost and availability.

## Webcasting

It is possible at certain venues to transmit live chapel proceedings, over the Internet, in which absent family and friends can view the service from anywhere in the world.



Please ask us for details of cost and availability.

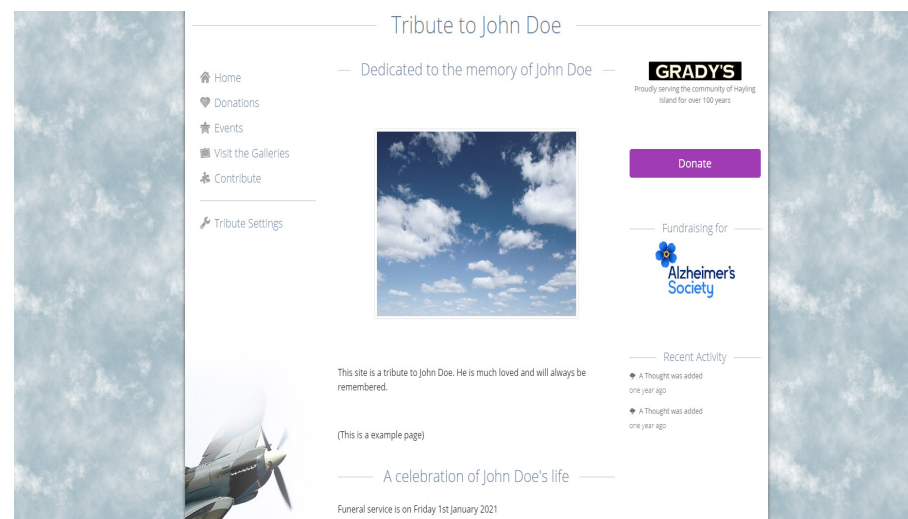


# MUCHLOVED ONLINE DONATIONS & TRIBUTES

We are proud to work in partnership with the in-memory charity MuchLoved, to offer this special way to remember loved ones to our clients. Families can personalise their tribute page and keep them forever, as a lasting memorial to that special person. They can share memories, messages, reminisce and celebrate that person, and donate to their favourite good cause all through their tribute page.

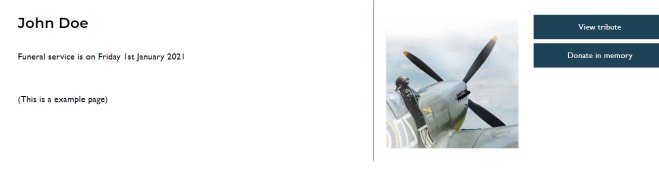
There is no cost to our families, and we often share service details and information about live streaming services for family and friends who cannot attend in person - now more so than ever. If you'd like to find out more about a tribute page, just ask one of our team or drop us a message, and we can arrange it for you.

## Remembrance Page Example



This is an example Muchloved donation page. Muchloved has many themes including Hobbies, By the Sea, Navy, RAF, Scenery etc.

We are able to add a Funeral notice onto the Grady's website including a google map of the Funeral location, Funeral date, link to the donation page and a message of your choice.



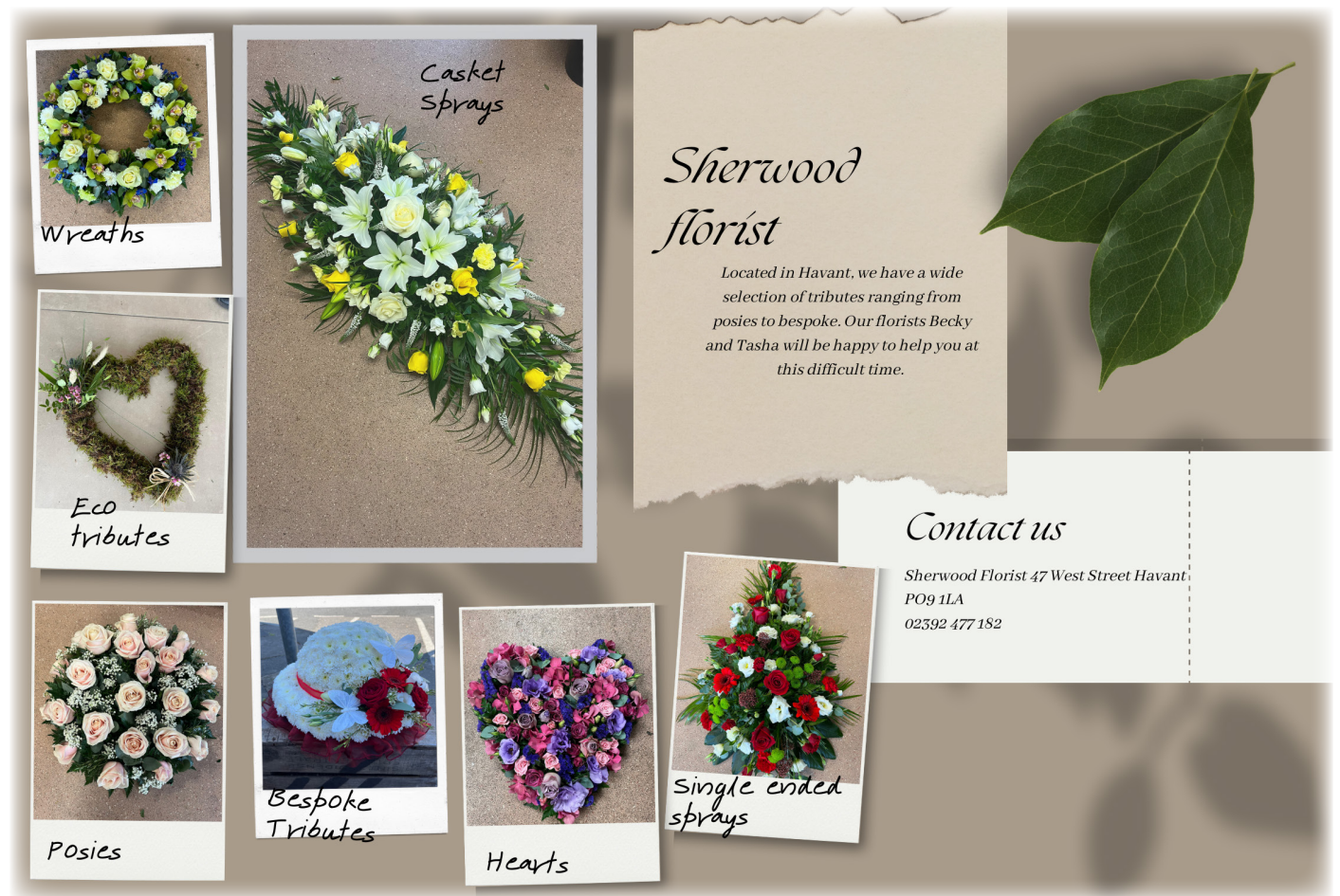
## QR Codes and Sharing



Muchloved makes it easy to share to a wide variety of social media platforms. We are also able to generate a QR code for the back of the Order of Service.

# FUNERAL FLOWERS

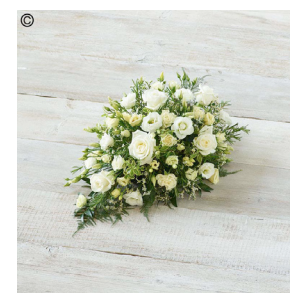
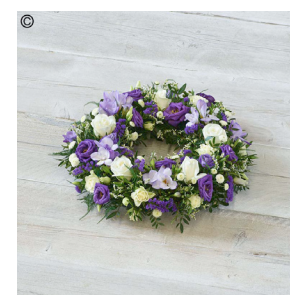
## Sherwood Florist



## Bulbeck Blooms

Funeral flowers are a way of celebrating and saying those final farewells in the most personal way. Here at Bulbeck Blooms we work with you to choose your loved ones favourite flowers and add that special touch on such an important day.

We would love to speak to you to choose what feels right for you. You can call on 02392699145, email on [info@carolmoore-florist.co.uk](mailto:info@carolmoore-florist.co.uk) or take a look at our website [www.carolmoore-florist.co.uk](http://www.carolmoore-florist.co.uk)





# CREMATED REMAINS

The Heartwood ashes caskets are superbly constructed and finished to an exceptional standard. They are made from Solid Oak or Solid Paulownia, which is a light weight, sustainable and fast growing alternative to Oak.

## Heartwood Ashes Caskets

From £100



Lesbury



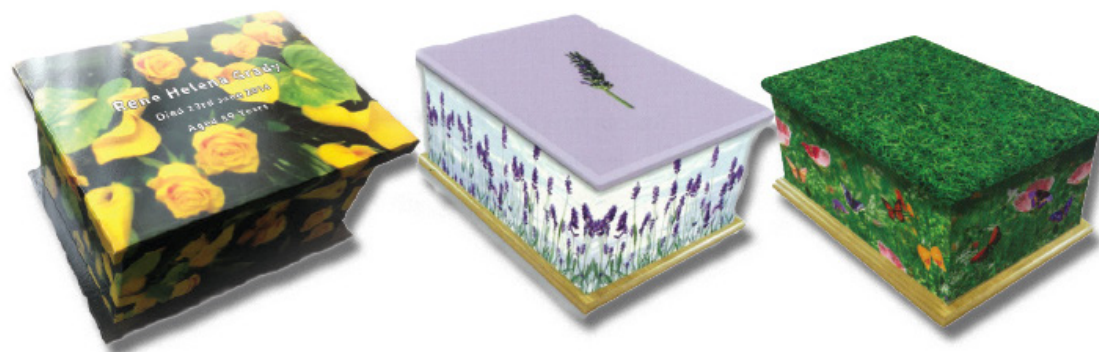
Hilda



Newton

## Themed Picture Caskets

We have a wide range of caskets, urns and keepsakes available for your loved one's Cremated Remains. Available in different materials, colours and styles to allow the utmost in choice and personalisation.



Cost on request

# WOVEN CASKET

(Price on request)

## Bamboo Casket

- Woven in eco- friendly Bamboo
- Drawstring linings
- Perfect for scattering or burial



## Willow Casket

- Woven in eco- friendly Willow
- Drawstring lining in unbleached calico
- Perfect for scattering or burial
- Also available in White

## Organic Forms

J. C. Atkinson has commissioned Molly Russell to develop the Organic Forms range, a collection of keepsake urns crafted from marble. The Urn's are beautifully simplistic, simultaneously both modern and traditional. They celebrate organic forms and the serenity of the stone in its purest state.



MARBLE ROSE  
KEEPSAKE



MARBLE LOTUS  
KEEPSAKE



MARBLE ROSE TEA  
LIGHT KEEPSAKE



MARBLE FLAT PEBBLE  
KEEPSAKE



# CLASSIC URNS

Individual Costs Given on Enquiry



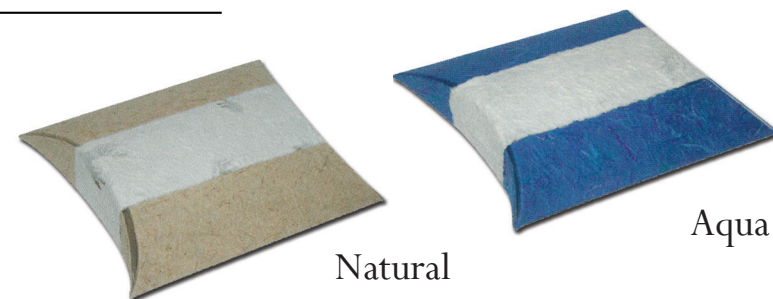
Blooming Grace

Mosaic

Peaceful Grace

## Earthurn Journey

Biodegradable water urns are designed specifically for water burial and will float briefly to allow a final farewell before gracefully sinking.



Natural

Aqua

## Biodegradable Urns

Crafted by hand from natural and sustainable materials. Once the Unity Earthurn is buried it will biodegradable naturally over time. Unity Earthurns are available in two sizes.

### Unity Earthurn



### Scatter Tubes

From £40

These tubes are wrapped in a high class graphic of your choice, or you can create an entirely bespoke design based on your own ideas.

All tubes can be personalised with name plate details and are available in three sizes.



# TRIBUTE OAK HEART KEEPSAKE (W6.5CM)

(Price on request)

Beautiful carved from Natural Oak, these heart keepsake's are the perfect size to hold in the palm of your hand and are designed to discreetly hold a tiny quantity of Cremated Remains, along with photos, jewellery and other small mementos.  
(Please note cost is included of up to seven engraved letters)



## Tribute Memory Box



Beautifully crafted in natural, eco- friendly laminated Bamboo. The photo frame lids have a discreet, recessed magnetic catch. Suitable for shared ashes and as a memento or memory box.

(Price on request)

## Tribute Frame

A wall hanging frame discreetly conceals a casket behind the picture to hold your loved one's Cremated Remains. Available in a choice of six designs, the versatile memorial is ideal for families wishing to share a lasting memento.

(Price on request)





# CREMATED REMAINS WITHIN GLASS

Keep your loved one close to you always with Ashes into Glass. Your loved one's Cremated Remains are added to crystal glass to create unique memorial jewellery and paperweights.

## Paperweights

Designed to represent a spiritual embrace through twists of coloured crystal and clear glass.



**From - £295**

## Tribute Ring

Hold the memory of your loved one on your hand with the elegant ring design, complete with your personal inscription engraved on the inside of the band.



**From:**  
**Silver - £325**  
**Gold - £425**

## Cuff-links

The classic design makes these cuff - links perfect for wearing everyday or just on that special occasion.



**From:**  
**Silver - £345**  
**Gold - £565**

## Earrings

This stylish set of earrings are a beautiful way of remembering your loved one.



**From:**  
**Silver - £195**  
**Gold - £345**

## Pendants

Keep your loved one close to your heart with these ladies 18 inch necklaces, complete with your personal inscription engraved on to the back of the pendant. Available in a round or long pendant design.



**From:**  
**Silver - £245**  
**Gold - £375**

**From:**  
**Silver - £295**  
**Gold - £395**

All the Ashes into Glass jewellery items are available in sterling silver, white gold or 9ct gold and in a choice of five different colours.

# PERSONALISED JEWELLERY

(Price on request)

The simple touch of our personalised jewellery evokes warm memories of the people we love. The uniqueness of each individual's fingerprints means that each Keepsake is a custom creation. Available print style; fingerprint, hand-print or footprint. All can be engraved in some way, please ask for more details.

## Classic Pendants

A simple, clean shape to accommodate every taste. This classic charm offers an understated elegance for a timeless look.



## Organic Charm

Designed to be worn in clusters and with other charms, these free- form pieces are individually crafted and pressed, leaving unique edges.



## Key Tags

Worn as a pendant or carried as a key chain, with a black rubber silencer, a 30" stainless steel ball chain, and a split ring for holding keys.





# OPTIONS WITH CREMATED REMAINS

Individual Costs Given on Enquiry

## Burial Of Ashes



The burial of a loved one's cremated remains in a churchyard offers a tranquil and lasting place of rest. This can be an ideal choice for those who valued the charm of a traditional setting or enjoyed the peaceful surroundings of a churchyard.

A memorial tablet or plaque can be placed at the site, inscribed with their name, dates, or a short message.

## Ashes At Sea

The Burial of a loved one's Cremated Remains at Sea can be a memorable way to honour those who enjoyed life on the water. This may be the perfect option for a loved one who may have been a former member of the Royal or Merchant Navy, a member of the Coastguard or Lifeboat crew, a Fisherman, keen Yachts - person or simply lived by or enjoyed the sea.

## Ashes Into Fireworks

Fireworks celebrate the life of a partner, relative or friend.

- Spectacular Fireworks display
- Rockets and Mini Display you can fire yourself
- Memorial Spaceflights

All events can be tailored to suit individual requirements. Displays can be set to music or supported by your additional ideas.

# MEMORIAL HEADSTONES

(Price on request)

A Memorial Headstone provides a focus for personal memories – a place to visit, lay flowers and reflect on happy times with your loved one.

## A Lasting Tribute for your Loved One

When choosing a memorial there are often rules and regulations in place regarding the size, materials, colours and wording used. We can provide advice and guidance, on what is allowed at the local churches on Hayling Island and surrounding areas.

## Nabresina

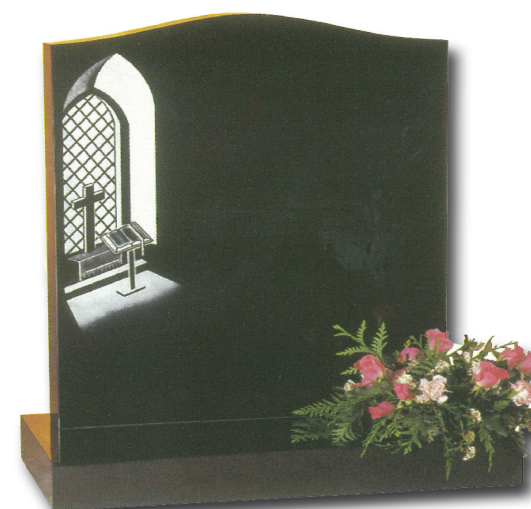


## Dense Black Granite



## Additional Inscriptions and Memorial Cleaning

We can add additional inscriptions to existing memorials and we also offer a cleaning service. Please ask for further information about these services.



## Dense Black Granite



## Karin Grey Granite





### EXCLUSIVE TO INDEPENDENT FUNERAL DIRECTORS



### A COMPLETE GUIDE TO FUNERAL PLANS FROM YOUR LOCAL INDEPENDENT FUNERAL DIRECTOR

#### Pre Paid Funerals

A funeral plan is an easy way to arrange the funeral you want in advance. A plan allows you to specify your wishes and pay for the funeral director's services included in your plan. As customers often tell us, that can bring peace of mind to you and your family. A plan from Golden Charter also includes an allowance towards third party costs. These are essential, non-funeral director services such as the cremation or burial fees, plus the minister or officiant's fee to perform the service.

At Grady's, we work in partnership with Golden Charter to provide you with a simple way to plan ahead. As one of the UK's largest funeral plan providers, Golden Charter has helped over 900,000 people to plan ahead, so we're completely confident in offering their plans to you.

Everyone has different needs when it comes to funeral planning, so we make sure the plans we offer are as flexible as possible. When you get in touch, we'll be happy to discuss your funeral requirements and tailor a plan to suit you. Rest assured a plan from Golden Charter is available to all UK residents regardless of age or state of health.

#### A plan to suit your needs

As an independently owned funeral director, we'll take the time to understand your wishes and tailor a plan to suit you. We can discuss these at our premises or in your home, at a time that is convenient for you. If you'd prefer to discuss this over the phone or via email, we can assist with this too. You can tell us about any preferences you have in mind – the type of funeral you would like to have, hymns, music or any other personal touches – and we'll make sure your plan takes these into account.

#### What's included in a pre-paid funeral plan?

Our funeral director's services will be covered in your funeral plan, which means our fees will be fixed at today's prices and protected against rising costs. These services typically include:

- Professional services and making arrangements for the funeral
- Transportation of the deceased from the place of death to our premises, chapel of rest or other suitable location
- Care of the deceased and preparations for family viewing if requested
- Advice on the certification and registration of death and related documentation
- Provision of funeral vehicles
- Advice on bereavement counselling
- Coffin or casket requested

Although a pre-paid funeral plan can cover all of the services above, there are some additional third party costs to consider. These are the costs for essential, non-funeral director services required to carry out a cremation or burial which need to be paid at the time of the funeral. These costs are outside our control. Depending on the plan type chosen, a Golden Charter funeral plan can include a contribution towards some third party costs.

There will only be more to pay at the time of the funeral if the third party costs exceed the allowance when you buy your plan, or if the costs increase by more than the growth of your plan. However, even if prices rise in the future, you'll have the reassurance of knowing there'll be nothing more to pay for our funeral director's services included in the plan once your plan is fully paid for – guaranteed.

The retail price of your funeral plan is representative of the equivalent cost of a funeral today plus an arrangement fee of £325 which is retained by Golden Charter to help cover the costs of setting up your plan.

*Your payments are held within the Golden Charter Trust. With almost £1.2 billion under management, the Trust is operated by a Board of Trustees, completely independent of Golden Charter. Their role is to hold your payments and ensure that the funeral director services in your plan can be paid for at the time they are required – however far into the future that may be. For more information on how your payments are protected, please visit [goldencharter.co.uk/faqs](https://goldencharter.co.uk/faqs)*



# FREQUENTLY ASKED QUESTIONS

In our opinion there is no such thing as a normal Funeral. Each and every Funeral is individual to the family concerned. It is up to the family to pay their last respects and say their farewell in the manner that is most suitable for them. The following information is there to help answer questions that we are most often asked about the Funeral and Service associated with it: -

**Q: HOW MANY PEOPLE CAN BE SEATED IN THE LIMOUSINE?**

**A:** In the lead limousine there is room for six people. (Restrictions may apply).

**Q: HOW DO WE KNOW WHAT TO DO AT THE FUNERAL?**

**A:** On the day of the Funeral, the Funeral Director is there to help and guide you, your family and friends. If you are unsure of anything please ask the Funeral Director.

**Q: CAN THE FAMILY CARRY THE COFFIN?**

**A:** Yes, although we would ask that you contact us as soon as possible to ensure that it is safe to do so.

**Q: CAN WE VISIT THE DECEASED AND PAY OUR LAST RESPECTS?**

**A:** Yes, our Funeral Home is open and available to you anytime. If you wish to visit our private chapel, please ring and inform us when you would like to come and we will be pleased to arrange for a member of staff to meet you. (Out of office hours will include a charge Or Costs could be incurred if the Funeral Date Exceeds 20 days after the arrangements are made. £10.00.)

**Q: NOTICE FOR THE NEWSPAPER?**

**A:** If you require either a Death Notice or Acknowledgment in a local or national newspaper, please let us know either in person or by E-mail.

**Q: IS EACH CREMATION CARRIED OUT INDIVIDUALLY?**

**A:** Yes, the identity of the coffin name plate is checked by the Cremation attendant before it is placed in the Cremation Chamber. This only holds one coffin or casket at a time and again there are rules that must be abided by.

**Q: CAN WE HAVE THE DECEASED BROUGHT HOME?**

**A:** Yes, we can bring the deceased home, either on the evening before the service, or on the morning of the service, so the Deceased can leave from home.

**Q: CAN WE CHOOSE WHAT MUSIC IS PLAYED AT THE CREMATORIUM?**

**A:** Yes, if you have a special request or would like a particular piece of music playing either as you walk into or out of the Crematorium Chapel, please let the Funeral Director know as soon as possible. Please note that only original recordings are allowed because of copyright laws.

**Q: CAN WE REQUEST DONATIONS TO CHARITY?**

**A:** Yes, if donations to charity are requested in lieu of flowers, we will setup a MuchLoved online page where we donations are forwarded instantly to the charity of your choice.

**Q: ARE THE HANDLES ON THE COFFIN REMOVED BEFORE THE CREMATION TAKES PLACE?**

**A:** No, there are strict laws regarding Cremation. Once at the Crematorium nothing may be removed from the coffin before Cremation without the permission of the Home Office.

**Q: DOES THE COFFIN MOVE AFTER THE FUNERAL SERVICE AT THE CREMATORIUM?**

**A:** No, After the service has ended, the coffin does not move until all relatives and friends have left the Crematorium Chapel. At some Crematoria there are curtains that close at the head of the coffin, but this is only done at the request of the relatives.

**Q: WHAT ABOUT CATERING AFTER THE FUNERAL?**

**A:** If you require catering after the Funeral you can make your own arrangements, contact us to make a booking at a hotel or restaurant or visit our website to where wake venues can be viewed.

**Q: HOW SOON AFTER A BURIAL CAN I PUT A HEADSTONE ON THE GRAVE?**

**A:** If the grave is 'earth' rather than 'bricked' then the grave will take 12 months or more before the ground is firm enough to place the weight of a headstone. If the grave is 'bricked' inside, then it does not take as long.



## Q: WHAT CAN I DO WITH THE CREMATED REMAINS?

1. You can place them in the Garden of Remembrance.
2. You may wish to purchase a grave just for the purpose of interring the Cremated Remains. This allows you to have a headstone and have other members of the family buried there, in the future.
3. You may keep them at home in a special urn or memorial.
4. You may scatter them in a special place.
5. The remains may be buried in an existing family grave.  
If you would like to discuss any of the above alternatives, please contact us and we will be pleased to help you.
6. Placed in Grady's Memorial Room - with personal plaque.

## Q: HOW WILL I KNOW WHO ATTENDED THE FUNERAL?

**A:** A list of mourners who attended the Funeral can be made, and written in a memorial book (if required). Cards can be filled out if service held at a Church or at Grady's Garden Chapel.

**Q: DO I GET THE CREMATED REMAINS BACK THAT BELONG TO ME?**

**A:** Yes, once the Cremation has taken place, the Cremated Remains are left to cool before placed in an urn. This urn is clearly identified as to whose remains they are.

## Q: WHERE IS MY LOVED ONE TAKEN AFTER YOU COLLECT THEM?

**A:** Once we bring your loved one into our care, they remain with us here on Hayling Island in our Chapel of Rest, unless the coroner is involved. We ensure they are settled with us as soon as possible, allowing you to arrange a private visit if you wish.

## Q: HOW SOON CAN A FUNERAL TAKE PLACE AFTER A PASSING?

**A:** Typically, a funeral service can be arranged within 2-3 weeks after a loved one's passing, depending on your preferences and any religious or cultural practices. If the coroner is involved, however, there may be delays to allow for necessary procedures. We will keep you informed throughout the process and work to schedule the service as soon as possible.



# CHECKLIST

We believe every farewell should reflect the uniqueness of the individual it honours. Whether planning for yourself or for a loved one, these questions are designed to help you consider what matters most, ensuring every detail is meaningful and personal.

1) **PREFERENCE FOR BURIAL OR CREMATION**

Would burial or cremation best reflect your wishes, or those of your loved one? For cremation, is there a particular place for scattering the ashes? For burial, is there a specific type of headstone or resting place that holds meaning?

2) **ATTENDANCE AND SERVICE PREFERENCES**

Would you like family and friends to attend the burial or cremation? What type of service would feel most fitting—perhaps an intimate gathering, a traditional ceremony, or a celebration of life?

3) **MUSIC CHOICES**

Are there particular songs or musical pieces that hold significance and would bring comfort to family and friends during the service?

4) **VISUAL LIFE TRIBUTES**

Would you like a visual tribute shown during the service, such as photos or videos set to music, at a crematorium or chapel?

5) **COFFIN, CLOTHING, AND SERVICE LOCATION**

Do you have preferences for the coffin style, clothing, or the service location itself?

6) **FLORAL CHOICES**

Is there a preference for specific flowers, or a request for simplicity in floral arrangements?

7) **VEHICLE CHOICES**

What type of vehicle would you or your loved one prefer for the final journey—hearse, horse-drawn carriage, motorcycle, or limousine? If selecting a limousine for family, please specify how many.

8) **LASTING TRIBUTES AND MEMORIALS**

Would you like a lasting tribute, such as a bench, tree planting, or another special memorial, to keep your memory alive for future generations?

9) **CHARITABLE DONATIONS**

Is there a charity or cause close to your heart that you would like people to donate to in your memory?

1)

2)

3)

4)

5)

6)

7)

8)

9)



# WORDS OF COMFORT



*One night a man had a dream. He dreamed he was walking along a beach with the Lord. Across the sky flashed scenes from his life. For each scene, he noticed two sets of footprints in the sand; one belonged to him, and the other to the Lord.*

*When the last scene of his life flashed before him, he looked back at the footprints in the sand. He noticed that many times along the path of his life there was only one set of footprints. He also noticed that this happened at the very lowest and saddest time in his life.*

*This really bothered him and he questioned the Lord about it. "Lord, you said that once I decided to follow you, you'd walk with me all the way, but I have noticed that during the most troublesome times in my life there is only one set of footprints. I don't understand why when I needed you most, you would leave me".*

*The Lord replied, " My son, my precious child, I love you and I would never leave you. During your times of trial and suffering, when you see only one set of footprints, it was then that I carried you"*



*Do not stand at my grave and weep;  
I am not there I do not sleep.  
I am a thousand winds that blow,  
I am the diamond glints on snow.  
I am the sunlight on ripened grain.  
I am the gentle autumn rain.  
When you waken in the morning's hush  
I am the swift uplifting rush  
Of quiet bird in circled flight.  
I am the soft stars that shine at night.  
Do not stand at my grave and cry;  
I am not there, I did not die.*

*Mary Elizabeth Fraye*



*If I should go before the rest of you  
Break not a flower, nor inscribe a stone.  
Nor talk of me in a Sunday voice;  
But be the usual selves that I have known.  
Weep if you must, parting is hell;  
But life goes on - so sing as well*

*Joyce Grenfell*

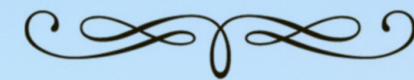




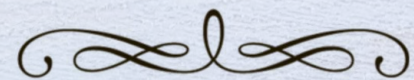


*Death is nothing at all...  
I have only slipped away into the next room.  
I am I, and you are you.  
Whatever we were to each other;  
That we are still.  
Call me by my old familiar name,  
Speak to me in the easy way in which you always used.  
Put no difference into your tone,  
Wear no forced air of solemnity or sorrow,  
Laugh as we always laughed at the little  
Joke we enjoy together.  
Play, smile, think of me, pray for me.  
Let my name be ever the household word  
That it always was. Let it be spoken without effort,  
Without the ghost of a shadow on it.  
Life means all that it ever meant:  
There is absolute unbroken continuity.  
What is this death but a negligible accident?  
Why should I be out of mind because I am out of sight?  
I am waiting for you, for an interval,  
Somewhere very near, just around the corner.  
All is well.*

*Henry Scott Holland*



*I am standing on the seashore.  
A ship at my side spreads her white sails  
to the morning breeze and starts for the blue ocean.  
She is an object of beauty and I stand and watch her  
until at last she fades on the horizon.  
Then someone at my side says, "There, she has gone."  
Gone where? Gone from my sight, that is all.  
She is just as large in the mast, hull and spars  
as she was when she left my side.  
The diminished size and total loss of sight is in me,  
not in her. And just at that moment  
when someone by my side says, "she's gone,"  
others take up the glad shout, "There she comes."*





# GRADY'S EST 1891



Prices are correct at time of print and may alter.

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