



Incorporating

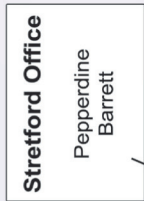
*R. Pepperdine & Sons Ltd*  
est. Manchester, 1873

INDEPENDENT FAMILY FUNERAL DIRECTORS



24-HOUR TELEPHONE:  
0161 881 5363

(Not to scale)



# OUR LOCATIONS

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## **Head Office**

R. PEPPERDINE & SONS LTD.

Alexandra House  
5 Manchester Road  
Chorlton-cum-Hardy  
Manchester  
M21 9JG

**Telephone Number: 0161 881 5363**

## **Stretford Office**

PEPPERDINE BARRETT

Lostock Lodge  
396 Barton Road  
Stretford  
Manchester  
M32 9RW

**Telephone Number: 0161 864 4631**

Email: **[info@pepperdinebarrett.co.uk](mailto:info@pepperdinebarrett.co.uk)**  
Website: **[www.pepperdinebarrett.co.uk](http://www.pepperdinebarrett.co.uk)**

# COMPANY HISTORY



**Richard Pepperdine, Founder, 1873**



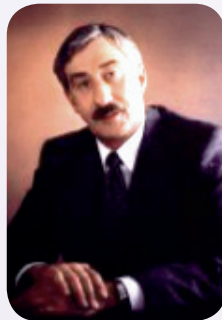
**Richard Pepperdine**



**Thomas. H. Pepperdine**



**Robert P. Pepperdine D.F.C.**



**R. Keith Pepperdine**



**Frank Barrett Dip.F.D, M.B.Inst.E**  
Managing Director



**John Barrett Dip.F.A.A.**



**Kate A. Barrett Dip. F.A.A.**



# INTRODUCTION

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*R. Pepperdine & Sons Ltd was founded in 1873 and extends over five generations of the family. With over 140 years service to the community, we are proud to maintain the traditions expected of a British-owned family firm.*

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We are entirely independent of any large organisation or foreign-owned group and, as such, great emphasis is placed on providing personal care with integrity and thoughtfulness throughout the difficult time of bereavement.

Through the years we have found that bereavement brings unique and very special problems: it is our earnest desire, allied with a sense of vocation, to render as much help as we possibly can with the practical aspects of the arrangements and to ensure that the funeral is conducted with all due reverence and dignity.

***We are greatly privileged to have been entrusted with the responsibility of ministering to you during this sad time, and hope that you will find our service and compassion both worthy of your confidence and a comfort to you.***

Although the whole procedure will have been verbally explained to you during your initial interview, the following pages have been designed to contain some of the main points, which we feel it may have been difficult for you to assimilate, particularly at a time when you are distressed. These notes will, perhaps, help you to go over some of the information at your ease. They are not designed to be entirely comprehensive, and if you are still in any doubt over procedure please do not hesitate to contact us and we will do our very best to help you.



*‘...We are entirely independent of any large organisation or foreign-owned group’*

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# BEFORE THE FUNERAL

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## NOTICES

We shall be pleased to help compile newspaper announcements for submission to all local and national newspapers. Most newspapers will only accept death announcements from Funeral Directors.

We encourage care when using address-specific information. It is much wiser to generalise simply with the details of your district. The normal practice is for us to incorporate our name and telephone number so that friends can check about any additional service details that they may need to know, without having to trouble you. We do not divulge any personal details, addresses, or telephone numbers, without your permission being obtained first of all, and then only when we are entirely certain of the identity of the person enquiring. We endeavour to record the name, address, and telephone number of anybody wishing to contact you directly, and we shall transmit this information for your approval before putting them in touch with you.

## FUNERAL STATIONERY

Printing of Orders of Service and Memorial Cards can be arranged on request. Families often feel that a printed Order of Service is helpful. If you would like advice on this point please ask us. We would remind you that at least three day's notice will be required for preparation.

## FLORAL TRIBUTES

Any reputable florist is equipped to accept orders of flowers at short notice, often the day before the funeral service. They will guide you as to design, cost and availability of certain flowers, and will deliver the order to your home or to our premises on the day of the funeral.

**If you have any difficulty, or would, in any event, like to use the services of our florist then please do not hesitate to ask.**

You may wish to keep a record of those people who have sent flowers, with a view to acknowledging them subsequently. If you prefer, we will list the flowers for you upon request, or collect the personal message cards attached to the tributes and hand them to you personally afterwards.

Following the funeral, flowers may be taken to any local care home, or Church of your choice or returned to your home for personal distribution later.

**Please note: It will be helpful on the day of the funeral if the immediate family flowers (to be placed on the coffin) are kept separately from the others.**

# BEFORE THE FUNERAL

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## CHARITABLE DONATIONS

Some families prefer that donations, in lieu of flowers, be sent to some suitable charitable source; in which event we will willingly arrange for this to be done through the medium of the newspaper announcement.

Most charities acknowledge the individual donations, and provide you with a list of donors so that you may write to them personally if you so wish. Alternatively, we can receive the donations on your behalf for forwarding to the charity, and similarly let you have details of the donors.

Any help that is required in these circumstances, choosing a suitable charity, or locating an address will gladly be given by us. Please ask us for further advice.

## CHAPELS OF REST

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We have private Chapels of Rest, located at Alexandra House and Lostock Lodge, which may be used for visiting and prayer, if this is required.

They have been specially consecrated to serve all denominations.

**Normal visiting hours are 9.15am to 4.45pm Monday to Friday. Also Saturdays, Sundays or Bank Holidays by appointment.**

It is not essential, but helpful, if you can advise us of when you intend to visit, as this will ensure that a member of staff is on hand to look after your needs. Please do not feel precluded from visiting if it is impossible for you to attend during the above times. Simply telephone us and we will willingly make a convenient appointment for you to call.

Occasionally families feel that they would prefer to hold a service at our premises, rather than at church, cemetery or crematorium. This is usually where the number attending is small. Our Chapel of Rest at Alexandra House seats approximately fifteen. If your minister agrees to help in this way, the facilities are entirely at your disposal.

# THE FUNERAL

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## SERVICE LOCATION

The funeral service can be held either in your own church or place of worship prior to a committal at the crematorium or cemetery, or in entirety at the crematorium or cemetery, where facilities are available for this purpose.

We feel it to be advisable, where there is a connection with your local church, for the service to take place there in surroundings and atmosphere with which you will be familiar. However, this is not obligatory and individual feelings differ widely on the subject. If you feel that you would prefer the entirety of the service at the crematorium or cemetery, this does not preclude your own minister/celebrant from officiating there, and of course, it is desirable that he or she should do so.

## MINISTERS & CELEBRANTS

In circumstances where you do not have a minister to call upon, we shall (with your permission), contact the church in the parish where you live, or we can arrange for the services of a humanist or civil celebrant to officiate. It is our responsibility to liaise with your chosen officiant, and to assist them in every way possible. You may feel that you require a visit, prior to the funeral, from your minister for private discussion or prayer. If so, please ask us to make any special arrangement that you may need in this regard.

## MUSIC

Music and hymns may be required at the service and we shall be pleased to advise you about this on request.

## PRACTICALITIES

There is no need to worry about procedure on the day of the funeral because we shall be responsible for escorting the principal mourners throughout, and will give appropriate guidance to ensure the smooth running of the ceremony.

We are able to provide ushers in advance of the cortege at the point of service, if required, to seat and generally look after friends attending before your arrival.



# THE FUNERAL

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## ATTENDANCE CARDS

This opportunity can be used to issue attendance cards to the congregation in order to provide you with a record of those present. When you are emotionally involved, it is not always possible, or easy, to register everyone, and this system enables you to acknowledge individuals and organisations later on. Please let us know if you require this service to be provided.



# FUNERAL OPTIONS

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## CREMATION

In addition to issuing the death certificate, the deceased's medical practitioner must complete and sign statutory cremation medical papers and arrange for an independent doctor to complete the confirmatory section of the forms.

We can make arrangements for these documents to be issued to the doctors.

Where death has occurred in hospital, we shall make the necessary arrangements for the completion of these papers with the hospital authorities.

In each case a fee is payable to both doctors, which we will disburse on your behalf.

The only instance when the above procedure does not apply is in the involvement of H.M. Coroner, who will issue a "Form 6" which replaces the cremation medical papers (and the Registrar of Births and Deaths "Green Certificate").

Following the cremation, families sometimes wish to have a tangible form of memorial at the crematorium which can be linked with the subsequent resting place of the ashes: a niche space or rose tree would provide this.

Alternatively where the ashes are scattered on the Garden of Remembrance an entry in one of the Books of Remembrance or a suitable inscription on a Recordia Tablet might be appropriate.

The best form of procedure with any of the above is to see the Crematorium Manager during normal office hours, who will be able to advise about all aspects of memorials; although if you have any difficulty whatsoever, we shall be pleased to help on your behalf.

## EARTH BURIAL

We arrange and advise regarding documentation for the cemetery authorities.

With an existing family grave we may need to have the official deed. This document will have been issued at the time the grave was purchased. If the deed has been lost or accidentally destroyed, there is a form of procedure that can be adopted to permit the grave to be re-opened (in some circumstances, immediate transfer of ownership is required) and we shall explain this fully to you.

Following the funeral, we will return the deed for your own safe keeping. Where it is necessary to purchase a new grave, facilities are offered by most local authorities for a member of the family to attend the cemetery to select a suitable plot if they wish; although this can be somewhat distressing and an additional burden. The alternative would be for us to ask the cemetery officials on your behalf.

If any form of monumental work is subsequently required in the cutting of an additional inscription, or the purchase of a memorial, we would be pleased to give you any help or guidance if required.

# AFTER THE FUNERAL

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Our staff and vehicles will remain with you throughout, and will be on hand to return you home, or to some alternative venue afterwards.

Traditionally, hospitality is provided at home for relatives and friends, some of whom may have travelled considerable distances, and we can quite easily advise regarding catering services for a buffet if this is required.

Alternatively, we can arrange facilities for you with a local hotel if this is preferred.

We are also able to arrange hotel accommodation for any relatives who may travel before the service, and where it is not convenient for them to stay with you.

You may wish to donate the flowers afterwards to a church or residential home. We will willingly deliver the flowers for you, and we will always provide the recipient with your details, as most homes wish to acknowledge their appreciation of your gift.

It is fair to point out that most hospitals, nowadays, do not accept the delivery of flowers, primarily because of the problems of staff availability in receiving them. It is normal practice to remove cards from flowers before they are donated, and you may wish to retain these rather than preparing a list.

Alternatively, flowers may remain at the graveside which, in most instances, is normal practice, or in the Garden of Remembrance at the Crematorium, to bring comfort to succeeding mourners. This allows them to be inspected during the following day if you desire.

We may check with you a day or two after the service concerning any acknowledgements that might be required by way of general newspaper announcements, or personally printed cards, which we are able to supply.



*“...Our staff and vehicles will remain with you throughout, and will be on hand to return you home, or to some alternative venue afterwards.”*

# REGISTERING A DEATH

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**To register a death, you will need to visit your local Register office  
Please telephone them to arrange an appointment**

**For the contact details of your local Register Office, please look at pages 15/16**

When you visit the Register Office to register a death, the Registrar will need to see:

- a. **Doctor's Medical Certificate for Cause of Death (MCCD) - (except where H.M. Coroner's procedure is involved, see page 15)**
- b. **Medical Card of the Deceased (if available)**
- c. **Birth Certificate and/or Marriage Lines are not essential but you may find them helpful in providing information required by the Registrar.**

The Registrar will want to know how many Death Certificates (they are all original documents) and for what purpose they are to be used. A charge is made for each Death Certificate.

(It is possible to obtain supplementary Death Certificates at any stage after registration but this will incur further costs. The Registrar will advise you on this if required.)

**NB:** The Registrar will automatically issue a 'Green Certificate' which we will require. Where matters are under the jurisdiction of H.M. Coroner and Cremation is required, the Coroner's Order ('Form 6') replaces the 'Green Certificate' from the Registrar. This also applies in the case of Earth Burial, but only where an Inquest is held and a Coroner's Order of Burial instead.

## **What the Registrar will give you:**

- a. **Certificate of Burial or Cremation** (this is the '**Green Certificate**' which we require)
- b. **BD8 Form** (this is for you to complete and send to the Social Security Office)
- c. **Death Certificates** (you can purchase as many of these as you need. The Registrar will advise you on the cost)

## **Questions the Registrar will ask:**

- 1. **Full names and surname** (including maiden surname if the deceased was a married woman, and any middle names)
- 2. **Date and place of birth** (town and county or country if born abroad).
- 3. **Occupation** (and name and occupation of spouse if the deceased was married or widowed)
- 4. **If the deceased was married** the date of birth of the surviving Widow(er).
- 5. **The home address of the deceased**
- 6. **Date and place of death**

If it is not possible to register in the area where your relative has died, you can register at a Register Office local to you. This is called 'Registering by Declaration'. Be aware though, that this may delay your funeral so please speak to a Registrar for advice before making a decision of where to register.

# REGISTERING A DEATH (CONTINUED)

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## Who can register a death?

1. A relative of the deceased
2. A named Executor of the Will (the Registrar may need to see a copy of the Will)
3. The occupier of the building where the death occurred (e.g. Hospital, Nursing Home)
4. Whoever is responsible for dealing with the funeral arrangements (e.g. Client Financial Services, Solicitor etc.)

## Tell Us Once Service

Some Register Offices provide a ‘**Tell Us Once**’ service. When you register a death, please check if your chosen Register Office have signed up to this. If they have, they can inform other government departments about the death so you don’t have to contact them yourself.

They can contact the following organisations on your behalf:

- **Department for Work and Pensions**
- **H.M. Revenue and Customs**
- **Driving and Vehicle Licensing Agency**
- **Identity and Passport Service**
- **Housing/Council tax benefits**
- **Council tax**
- **Family information service/Children’s Services**
- **Elections**
- **Libraries**
- **Blue badge**





# REGISTERING A DEATH (CONTINUED)

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## REGISTER OFFICES

### **CITY OF MANCHESTER**

Registrar of Births, Deaths & Marriages,  
Heron House, 47 Lloyd Street, Manchester M2 5LE (*opposite the Town Hall*).  
Telephone 0161 234 5005 (press Option 1)

Opening Hours: 9am – 4.30pm Monday to Friday  
(*1st Tuesday of every month closed at 2.30pm*)

It is advisable to arrange an appointment by telephoning the above number, or we can arrange one for you

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### **TRAFFORD**

Registrar of Births, Deaths and Marriages,  
Sale Town Hall, Sale Waterside, Sale M33 7ZF  
Telephone: 0161 912 3026

Opening Hours: Monday to Friday 9.00am to 4.00pm (last appointment 3.30pm)

Location: Opposite to Sale Metrolink Station. There is a carpark on Broad Street opposite Sale Leisure Centre, or Sainsbury's Pay and Display

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### **STOCKPORT**

Registrar of Births, Deaths and Marriages,  
Town Hall, John Street entrance (off the A6), Stockport SK1 3XE  
Telephone: 0161 217 6007

Opening Hours: Monday to Friday 8.30am to 4.30pm, or by appointment

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### **TAMESIDE**

Registrar of Births, Deaths and Marriages,  
The Register Office, Town Hall, King Street, Dukinfield, SK16 4LA  
Telephone: 0161 342 5032

Opening Hours: Monday to Friday 9.30am to 4.30pm by appointment only

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# REGISTER OFFICES (CONTINUED)

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## **SALFORD & BARTON**

Registrar of Births, Deaths and Marriages  
Salford Register Office, Swinton Civic Centre, Town Hall, Chorley Road,  
Swinton M27 5DA  
Telephone: 0161 909 6501

Opening Hours: Monday to Friday 9.00am to 3.30pm

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## **MACCLESFIELD**

Registrar of Births, Deaths and Marriages,  
Macclesfield Register Office, Town Hall Extension, Market Place, Macclesfield,  
Cheshire SK10 1EA  
Telephone: 0300 123 5019

Opening Hours: Monday to Friday 8.30am to 5.00pm

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## **PRESTWICH & BURY**

Registrar of Births, Deaths and Marriages,  
The Register Office, Town Hall, Knowsley Street, Bury BL9 0SW  
Telephone: 0161 253 6026

Opening Hours: Monday to Friday 9.00am to 4.30pm (closed 1st Thursday  
afternoon of every month)

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## **OLDHAM**

Registrar of Births, Deaths and Marriages,  
The Register Office, Chadderton Town Hall, Middleton Road, Chadderton,  
Oldham OL9 6PP  
Telephone: 0161 770 8960

Opening Hours: Monday to Friday 9.00am to 4.30pm

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# PROBATE & LETTERS OF ADMINISTRATION

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The Executors appointed in the Will are responsible for administering the affairs of the deceased (*The Estate*); however when a person dies without making a Will (*Intestate*) an administrator needs to be appointed. This is dealt with through an application to a specific division of the High Court, which is called the Probate Court.

Under these circumstances it is usual to consult the deceased's own Solicitor, although it is perfectly possible to make a personal application for *Probate* or *Letters of Administration*. Kindly refer to the following notes and addresses. You will need to supply a copy of the Register Office Entry of Death, any Will or written wishes of the deceased, and full details of the Estate. Where amounts are small this procedure may not be necessary, and we shall be pleased to give advice on the guidelines.

The number of Estates that require a **Grant of Representation** continues to increase. In customer surveys the Probate Registries have been told that customers wish they had been told of the possible requirement for a **Grant of Representation** by Funeral Directors. It is intended to give an introduction to the subject so that you can make progress with your enquiries and have an understanding of what to expect.

## WHAT IS PROBATE?

When a person dies somebody has to deal with their Estate (*the money, property and possessions that they owned*) by collecting the assets together, paying funeral expenses and debts and then distributing what is left to those people entitled to it. To ensure that this happens properly according to the appropriate laws and to limit the responsibility of organisations holding assets (*banks, building societies, insurance companies etc.*) the Court issues a **Grant of Representation**, commonly known as **Probate**.

## THE DIFFERENT GRANTS OF REPRESENTATION

**Probate:** When there is a Will and Executors named in the Will are applying.

**Letters of Administration with Will annexed:** when there is a Will but no Executors are named, or the Executors named are unable or unwilling to apply for Probate.

**Letters of Administration:** When no Will has been left or a Will is not valid.

*“The Executors appointed in the Will are responsible for administering the affairs of the deceased”*

# PROBATE (CONTINUED)

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## WHAT DOES THE PROBATE SERVICE DO?

- Ensure the correct person is making the application to administer an Estate and that the correct procedures are followed
- Issues Grants of Representation
- Keeps all proved Wills and copies of the Grants issued
- Supplies official copies of Wills and Grants
- Accepts the deposit of Wills of living people for safe keeping during their lifetime

## WHAT DOES THE PROBATE SERVICE **NOT** DO?

- Give legal advice
- Draw up Wills or give advice on Wills that people have drawn up themselves or advise people on their financial affairs
- Administer Estates
- Decide contentious matters. These are usually decided by judges in the Chancery Division

## HOW IS THE PROBATE SERVICE ORGANISED?

The Principal Probate Registry in London, The Probate Registry of Wales in Cardiff, The District Probate Registries and smaller Probate Sub Registries are all part of the Family Division of the High Court. They have no set geographical Jurisdiction, other than England and Wales, which means that personal applicants and solicitors can deal with whichever Probate Registry is convenient for them regardless of where the deceased person died.

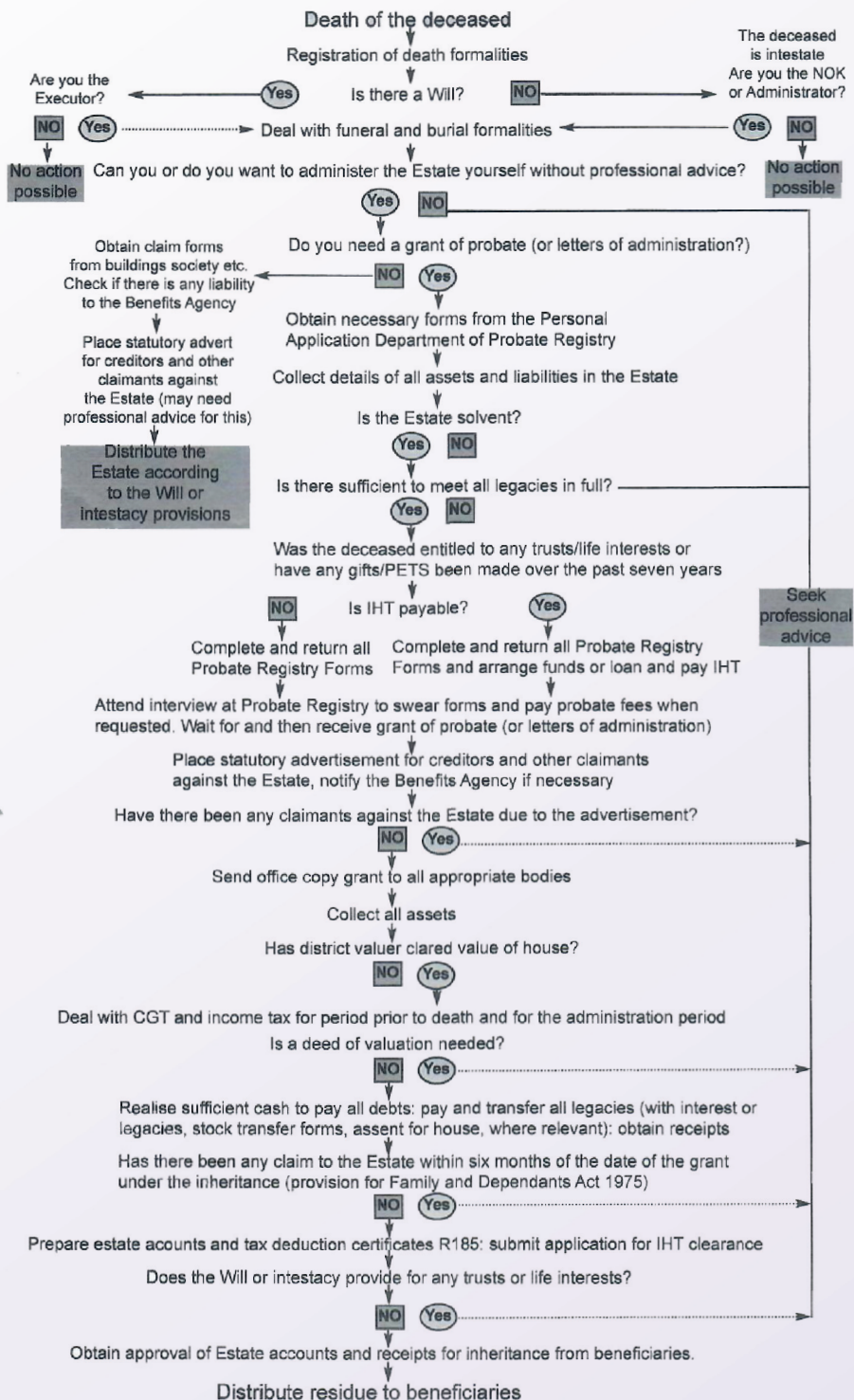
### **Probate Court (Manchester)**

Manchester District Probate Register Office  
Manchester Civil Justice Centre  
Ground Floor  
1 Bridge Street West  
P.O. Box 4240  
Manchester  
M60 1DJ  
Telephone: 0161 240 5701 /0161 240 5702

Opening Hours: Monday to Friday  
9.30am to 4.00pm.  
Probate Helpline: 0300 123 1072  
[www.gov.uk](http://www.gov.uk) - then type 'Probate'

### **It is necessary to telephone, for whatever reason, before calling in person.**

With regard to Probate, the Which? Consumer's Association publish a useful, easy to understand guide, entitled 'Wills and Probate' which can be obtained from their organisation at: 2 Marylebone Road, London NW1 4DF or found online at: [legalservice.which.co.uk/wills-probate/deaths](http://legalservice.which.co.uk/wills-probate/deaths)





# THE CORONER

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## THE PROCEDURE

When, for any reason, a death has been reported to the Coroner there will be one of four courses of action taken:-

- 1) After initial enquiries the Coroner may agree for a General Practitioner (GP) or a hospital doctor to issue the Medical Certificate of Cause of Death (MCCD) to enable you to register the death.
- 2) After initial enquiries the Coroner may request a Post-Mortem to be carried out to ascertain the cause of death and the forms for registering the death will then be issued by the Coroner.
- 3) If the cause of death cannot be accurately ascertained, then an Inquest may ensue, and will probably take place in two parts. Firstly, a preliminary Inquest will be held for the purpose of Formal Identification of the deceased (you may be asked to identify the deceased with a Coroner's Liaison Officer present), after which it is usual for the necessary forms to be issued for the funeral to take place. In this instance, the Coroner will issue you with 'Interim Death Certificates' – You can request multiple copies. Then, at a later date, a full Inquest will be held, following which the forms will be issued for the death to be registered (at the Coroner's discretion, a full Inquest sometimes takes place initially)
- 4) The Coroner may want to open an Inquest without the need of having a Post-Mortem (*see number 3 for the Inquest Process*)

## CORONERS' OFFICES

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### GREATER MANCHESTER CORONER'S OFFICES

#### **Manchester CENTRAL**

H.M. Coroner's Office, Manchester City Area, PO Box 532, Manchester Town Hall, Albert Square, Manchester M60 2LA  
Telephone: 0161 219 2222

#### **This office has jurisdiction over the following areas:**

Ardwick, Cheetham, Chorlton, City Centre, Collyhurst, Crumpsall, Didsbury, Fallowfield, Gorton, Hulme, Levenshulme, Longsight, Miles Platting, Moss Side, Ringway, Rusholme, Whalley Range, Withington and Wythenshawe.

# CORONERS' OFFICES

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## Manchester SOUTH

H.M. Coroner's Office,  
Mount Tabor, Mottram Street, Stockport, Cheshire SK1 3PA  
Telephone: 0161 474 3993

### **This office has jurisdiction over the following areas:**

Ashton-under-Lyne, Altrincham, Bramhall, Bredbury, Bowdon, Bucklow RD, Cheadle, Denton, Droylsden, Dukinfield, Gatley, Hyde, Longdendale, Marple, Mossley, Old Trafford, Sale, Stalybridge, Stockport, Stretford and Urmston.

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## Manchester NORTH

H.M. Coroner's Office,  
4th Floor, Telegraph House, Baillie Street, Rochdale OL16 1QY  
Telephone 01706 924 815

### **This office has jurisdiction over the following areas:**

Bury, Chadderton, Crompton, Failsworth, Heywood, Lees, Littleborough, Middleton, Milnrow, Oldham, Prestwich, Radcliffe, Ramsbottom, Rochdale, Royton, Saddleworth, Tottington, Whitefield.

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## Manchester WEST

H.M. Coroner's Office,  
Ground Floor, Paderborne House, Civic Centre, Bolton BL1 1JW  
Telephone: 01204 338 799

### **This office has jurisdiction over the following areas:**

Ashton-in-Makerfield, Aspull, Atherton, Billinge, Blackrod, Bolton, Eccles, Farnworth, Horwich, Ince-in-Makerfield, Irlam, Kearsley, Leigh, Little Lever, Orrell, Pendlebury, Salford, Standish with Langtree, Swinton, Turton, Tyldesley, Westhoughton, Wigan CB, Wigan RD and Worsley.

# DEPARTMENT FOR WORK AND PENSIONS

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The Registrar will automatically issue a **Certificate of Registration (BD8)**, which is for the benefit of the D.W.P. and should be lodged with your local office together with the deceased's pension and/or benefit books. It is specifically designed to assist those who are receiving certain benefits.

The scheme is administered by the D.W.P. and if you wish to pursue the claim with them please obtain form '**SF200**' from your local D.W.P. Office or your local Jobcentre Plus. You can also download the SF200 via the D.W.P. website **[www.gov.uk](http://www.gov.uk)**

Please ask us for up to date information and advice regarding the Social Fund Scheme Social Fund Advice.

For all enquiries contact Jobcentre Plus on 0345 603 6967 – Monday to Friday 8.00am to 6.00pm.

The D.W.P. also have a dedicated Bereavement Service which may be able to advise you on:

- State pensions and benefits advice
- SF200 Social Fund
- Various other Bereavement Allowances

The Bereavement Service contact details are:

Telephone: 0345 606 0265  
0345 606 0275 (Welsh)

Textphone: 0345 606 0285  
0345 606 0295 (Welsh)

Opening Hours: Monday to Friday 8.00am to 6.00pm

# USEFUL ADDRESSES & TELEPHONE NUMBERS

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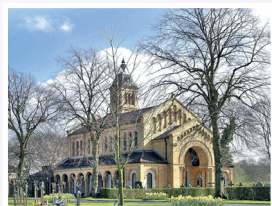
## **The Manchester Crematorium Ltd**

Barlow Moor Road, Chorlton-cum-Hardy, Manchester M21 7GZ

Telephone: 0161 881 5269

Office Hours: 8.30am - 4.30pm Monday to Friday  
and 8.30am - 11.00am on alternate Saturdays.

Office is located in the Crematorium Grounds



## **Southern Cemetery**

The Lodge, 212 Barlow Moor Road, Chorlton-cum-Hardy,  
Manchester M21 7GL

Telephone: 0161 227 3205

Office Hours: 8.30am - 4.30pm Monday to Friday.

Office is located immediately inside the main cemetery gates.



## **Stretford Cemetery**

Lime Road, Edge Lane, Stretford, Manchester M32 8HX

Telephone: 0161 912 1515

(The office is located at Altrincham Crematorium)



## **Urmston Cemetery**

Queens Road, Urmston, Manchester M41 9HF

Telephone: 0161 912 1515

(The office is located at Altrincham Crematorium)



### **Altrincham Crematorium & Dunham Lawn Cemetery**

White House Lane, Dunham Massey, Altrincham,  
Cheshire WA14 5RH

Telephone: 0161 912 1515

Office Hours: 8.30am - 4.30pm Monday to Friday

Office is located immediately inside the Crematorium entrance.

This office is responsible for all Trafford Cemeteries.



### **Blackley Crematorium & Cemetery**

Victoria Avenue, Blackley, Manchester M9 8JP

Telephone: 0161 227 3201.

Office Hours: 8.30am - 4.30pm Monday to Friday.

Office is located on main drive opposite the Crematorium chapels.



### **Agecroft Crematorium & Cemetery Office**

Langley Road, Pendlebury, Swinton M27 8SS

Telephone: 0161 686 7290

Office Hours: 9.00am - 4.30pm Monday, Tuesday, Thursday,  
Friday, 9.30am - 4.30pm Wednesday

Office is located immediately inside the main entrance.



### **Stockport Crematorium & Borough Cemetery**

Buxton Road, Heavily, Stockport, Cheshire SK2 6LS

Telephone: 0161 480 5221

Office Hours: 9.00am - 4.30pm Monday to Thursday /  
9.00am - 4.00pm Friday.

Office is located inside the Main Entrance.



### **Eccles Crematorium & Cemetery** (Peel Green)

716 Liverpool Road, Eccles M30 7LW

Telephone: 0161 686 7290

(The office is located at Agecroft Cemetery)





# OUR SERVICES

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## YOUR ACCOUNT WITH US

The account of funeral expenses will be forwarded approximately seven to fourteen days after the funeral, unless for any reason you have specifically requested that it be rendered before this time. If you intend to pass our account to your Solicitor or Bank Trustee Department please inform us of the name and address concerned so that our records can be noted accordingly.

## FEES & DISBURSEMENTS

All fees and disbursements in connection with the funeral can be dealt with by us on your behalf, to obviate any additional worry for you on the day of the funeral. If you wish to attend to any of the items personally this is quite in order and presents no difficulty to us as long as we are notified in advance.

## AFTER CARE

We feel our responsibility to you does not end after the funeral, and if you feel that our experience might benefit you in an advisory or practical way we are always available to you.

Grief affects us all in different ways and at different times. There is no right or wrong way in how you should be feeling. Emotional help and support can be found from your family and friends or from your minister. Alternatively, your General Practitioner (GP) may be able to offer support or they may signpost you to an appropriate support group or an individual counsellor.

If your relative has died in hospital, please ask the Bereavement Team as they may also be able to provide counselling and support.

## OUR SERVICES (CONTINUED)

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### SAIF CARE

SAIF Care is a service offered by Funeral Directors that are members of SAIF (The National Society of Allied and Independent Funeral Directors).

SAIF Care is provided by Professional Help Limited, an organisational member of the British Association of Counselling and Psychotherapy. Professional Help Limited maintains the highest standards of customer service, client care and safe practices.

SAIF Care provides a range of services for you and your family for people who are over 18 years old.

FREEPHONE HELPLINE: 0800 917 7224 open Monday to Friday  
between 9.00am-9.00pm

EMAIL SUPPORT: [help@saifcare.org.uk](mailto:help@saifcare.org.uk)

POSTAL ADDRESS OF SAIF Care:

**SAIF Care**  
**C/O Professional Help Limited**  
**Burtlands**  
**Burton in Kendal**  
**Cumbria**  
**LA6 1HR**

SAIF Care offers up to six free sessions of supportive counselling by Telephone, Skype, Face-Time or Face to Face in your local area, by skilled and qualified counsellors.

All SAIF Care services are confidential and are provided free of charge to people who have used the services of a SAIF member Funeral Director.



# PEOPLE TO CONTACT

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Please see below a list of people you may need to contact to inform them of the death.

- **Bank/Building Society**
- **Insurance Company**
- **Solicitor**
- **Private Pension Company**
- **Social Services**
- **Employer**
- **Credit Card Companies**
- **Inland Revenue**
- **Benefits Office**
- **Trade Unions**
- **Schools/Further Education**
- **General Practitioner (GP)**
- **Hospital Clinics etc**
- 
- **Utilities** e.g. gas, electric, water, telephone, TV licence
- **Mobile phone companies**
- **Local Council** (Tax Office)
- **Dentist**
- **Opticians**
- **Royal Mail**
- **Newspaper, milkman etc**
- **Hire Purchase Companies**
- **DVLA**
- **Club memberships**
- **Passport Office**

You may also need to return various items. An example is given below.

- **Pension Books and Benefit Books**
- **Passport**
- **Driving Licence, Vehicle Documents etc** (if transferring vehicle over to yourself, make sure you are covered by the insurance)
- **National Insurance Documents**
- **Hospital/Social Services Equipment and Aids**
- **Library Cards/Season Tickets etc.**

## PEOPLE TO CONTACT (CONTINUED)

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Below is an example of a letter that may be of some use to you if you need to contact various organisations or departments.

Private and Confidential

Your name  
Your Address  
Your postcode

Date of letter

Name of recipient  
company name  
company address  
company postcode

Dear Sir/Madam

RE: NAME, DATE OF BIRTH AND HOME ADDRESS OF DECEASED

I am writing to inform you of the death of my [relationship to deceased],  
[name of deceased] on [date of death] at [place of death].

Please find enclosed [name of documents etc.] that I am returning to you,  
which you may require to update your records.

If you need any other information, please do not hesitate to contact me.

Yours faithfully

Your name

# CHILDREN AND BEREAVEMENT

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When a loved one has died, it is difficult enough for us as adults to come to terms with what has happened and to try to make sense of it all, let alone having to deal with the different emotions we may be going through. So how do we prepare and explain to our children what has happened? As adults we want to protect them and shelter them but grief affects ALL of your family. We may think that children are resilient to death but they have emotions too which at this very sad time, they also need to express.

You know your children better than anyone, and depending on their age, you will know the right level of language to use that they will best understand. Your children may already have experienced a death in your family; maybe they have had a pet who has died. Think back to how you explained this and what you did, how you involved your children.

It is OK for your children to see you upset. Children learn by what they see and hear and seeing you upset can help them with their own emotions.

Talk to your children, answer their questions, be there to support each other, go through your grief together.



There are things you can do to help you at this time which can be beneficial to both you and your children.

You could make a Memory Box where you can put anything special in that reminds you of your loved one. Things like a photograph, a lock of hair, a little book where you can write down your thoughts, a letter, a picture that you have drawn, their favourite perfume or aftershave.

You could plant a tree or a favourite plant of your loved one in the garden which may become a place for reflection.

You could make a Memory Book where all of your precious memories can be written down like... *'do you remember when we went to the beach.....'*

Your children's school can play a huge part in helping supporting you and your children. Don't be afraid of asking.

One of the biggest questions you may ask yourself is 'Should I let my child/ children go to the funeral?' What happens around the time of your loved one's death, those memories will stay with you forever.....it is the same for your children.

Remember: be honest with your children, answer their questions, keep talking to each other and never forget that your loved one will always be part of your family.

#### Further Information:

**Waterbugs and Dragonflies** – by Doris Stickney

**Winston's Wish** - [www.winstonswish.org.uk](http://www.winstonswish.org.uk)

**Child Bereavement UK** - [www.childbereavementuk.org](http://www.childbereavementuk.org)





# WHEN A BABY OR CHILD DIES

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We tend think that when we hear that someone has died, we are talking about an adult, but unfortunately in some cases that is not always so. As parents you have dreams, plans and aspirations for the future but when your baby or child dies, you grieve for those dreams, plans and aspirations too. There may also be grandparents and siblings in your family who will also be grieving for their future they would have shared with their grandchild or brother or sister.

As parents our role is naturally to protect our children and when they die you may start to question yourself, thinking that this must be your fault, that you could have done something to prevent this from happening, and these feelings and thoughts are completely natural even though irrational. This is part of the grief that you and your family will be going through.

As a grandparent, not only will you be grieving for your grandchild, but you will also be grieving for you own daughter or son, having to see them go through their own pain and grief.

Any baby (that has breathed, even if only for a moment, despite gestation) or child under the age of 18 years old has to be reported to the H.M. Coroner. This will be done by either a hospital doctor, a midwife or by your GP (General Practitioner). This is a Safeguarding legal requirement irrelevant of natural causes of death.

When you are ready to, you will need to think about the funeral arrangements. You can either contact a Funeral Director of your choice or the hospital may offer you a funeral service. *This decision is completely yours and you need to make sure you are making the right decisions for you, your family, but most of all for your baby or child.*

## Further Information:

**Child Bereavement UK** - [www.childbereavementuk.org](http://www.childbereavementuk.org)

**SANDS** (Stillbirth & Neonatal Death Charity)- <http://www.uk-sands.org>

## REGISTERING THE DEATH OF A BABY

If your baby has breathed, even for a moment, then you will need to arrange to register both their birth and their death. This is usually done at the same time. If your baby is over 24 weeks and was stillborn you will need to register the death. This can either be arranged for you to register at the hospital or at your local Register Office. Your midwife or Bereavement Team will advise you on this.

## Further Information:

**Registering a Stillbirth** - <https://www.gov.uk/register-stillbirth>

# PEPPERDINE BARRETT

Incorporating  
*R. Pepperdine & Sons Ltd*  
est. Manchester, 1873

## Privacy Policy

This Privacy Policy explains how your personal data and information are used, how we store it, why it is being held, who ('Third Parties') we pass your personal data and information onto and for what purpose, how long we need to keep your personal data and information and the possible repercussions it may have if you decide to withdraw your information, and how we dispose of your personal data and information securely. This includes personal data and information we obtain from you face-to-face, via the telephone, via written correspondence, via email or via our website. This is in line with The General Data Protection Regulation (GDPR).

### WHO ARE WE?

**R. Pepperdine & Sons Ltd** (established in 1873) is an Independent Family-Owned, Family-Run, Funeral Directors. Our Head Office is Alexandra House, 5 Manchester Road, Chorlton-cum-Hardy, Manchester, M21 9JG, Telephone Number: 0161 881 5363.

**PEPPERDINE BARRETT** is our Stretford Branch, Lostock Lodge, 396 Barton Road, Stretford, Manchester, M32 9RW, Telephone Number: 0161 864 4631.

Registered in London and our company number is: **334671**

We are founder members of The National Association of Funeral Directors (NAFD) and are members of The National Society of Allied and Independent Funeral Directors (SAIF).

### DESCRIPTION MEANINGS

'We', 'Our', 'Us' – **R. Pepperdine & Sons Ltd / PEPPERDINE BARRETT**

'Third Party/ies' – External Agencies to aid with the funeral arrangement process:-

Hospitals, Care/Nursing Homes, H.M. Coroner, Cemeteries/Crematoria, Printers (Orders of Service/In Memoriam Cards), Newspaper Agencies (Obituary Notices), Florists, Catering Services, Monumental Masons, General Practitioner's (GP's), Register Office, Police, Charities, Social Services, Religious Ministers/Celebrants/Organists, Bereavement Services, Mortuary Department, Pre-Paid Funeral Companies, Bank/Building Societies/Credit Card Companies, Department of Work and Pensions (DWP), Solicitors, Debt Collection Agencies.

### YOUR PERSONAL DATA & INFORMATION WE COLLECT

- Your name, home address & telephone contact numbers
- Your relationship to the deceased person
- Your email address (*if applicable*)
- Your credit card details (*if applicable*)
- Your signed consent details
- Funeral estimate & funeral invoice information
- Your next-of-kin details RE: if you are taking out a Pre-Paid Funeral Plan
- Name and address of donor's details (*where provided*) RE: Charitable Donations
- Visual contact (*CCTV Surveillance*)
- Company details, contact name, telephone numbers if you are a 'Third Party'

## HOW WE COLLECT YOUR PERSONAL DATA & INFORMATION

- **First Call Telephone Message** (*paper record*)
- **Funeral Service Arrangement** (*paper record*)
- **Pre-Paid Funeral Plan** (*email & paper records*)
- **Funeral Estimate & Funeral Invoice information** (*paper record*)
- **Signed Consent details** (*paper record*)
- **General Enquiries** (*email & paper records*)
- **Visual Contact** (*CCTV Surveillance*)
- 

## WHY DO WE COLLECT YOUR PERSONAL DATA & INFORMATION?

We need to collect your personal data and information to fulfil your contractual agreement for us to carry out the funeral arrangements of your loved one and to be able to keep you updated throughout this process. This means that we will also need to provide your personal data and information to the necessary **‘Third Parties’** to enable the funeral service to be carried out and for the necessary paperwork to be completed e.g. completion of cremation paperwork where doctor’s may need to speak to the next-of-kin.

We need to collect your personal data and information to fulfil your contractual agreement when setting up a Pre-Paid Funeral Plan.

We do not collect your personal data and information for marketing purposes, nor do we pass this information onto any external organisation who is not directly involved with the funeral arrangement process or Pre-Paid Plan process.

## SECURITY OF HOW IS YOUR PERSONAL DATA & INFORMATION STORED

**Paper Records** – Access to your personal data and information is limited to authorised staff who are directly dealing with your arrangements and enquiries. This includes only authorised staff who have access to security keys for lockable storage facilities, and the secure keys and codes to the premises.

**Electronically** – Any of your personal data and information which is stored electronically is only accessible by authorised staff who have their own individual password and login details to the computer systems. All computer systems are regularly backed up on a separate hard drive which is kept in a locked safe and is only accessible by authorised staff. If a USB Stick or disc temporarily contains your personal data and information, this is only accessible by authorised staff and is securely locked away on a daily basis.

**Credit Card Payments** – Your personal data and information and payment card details are kept on paper record until the payment has been processed then it is shredded.

**CCTV Surveillance** – Recordings of the CCTV Surveillance is only accessible by authorised staff.

## HOW LONG DO WE RETAIN YOUR PERSONAL DATA & INFORMATION FOR?

We will keep all of your personal data and information indefinitely, which you have agreed to when signing your Contractual Agreement with us. This will be kept for archival purposes and for future enquiries as to who made the original burial or cremation arrangements.

It is your legal right to instruct us, in writing, at any time, to either erase all of your personal data and information, or instructions to restrict how we use your data. In doing so, there may be consequences if your personal data and information are erased, especially if you require this information for the future as we would have none of your data available to look back on.

## HOW DO WE DISPOSE OF YOUR PERSONAL DATA & INFORMATION?

**Paper Records** – Any paper records with your personal data and information which you have requested to be erased is handled by an authorised member of staff. A cross-shredder is used for this purpose.

**Electronic Records** – Any electronic records with your personal data and information which you have requested to be erased is handled by an authorised member of staff. This includes erasing any of your personal data and information held on any separate back-up hard drives, computer history, computer trash bin, or from the cloud.

**CCTV Surveillance** – Our Premises are under CCTV Surveillance and this is highlighted throughout our premises. It is your legal right to instruct us, in writing, at any time, to erase your visit to our premises from the CCTV Surveillance but in doing so, it may hinder any issues you may raise in the future about your visit to our premises. In circumstances where you instruct us to erase your visit from the CCTV Surveillance but we feel that there is justifiable cause to retain this information, which in turn is required to be handed over to the appropriate authorities e.g.: the police, if there has been an incident which needs evidential proof, then legally we have a legitimate reason to decline your request for erasure.

## ‘THIRD PARTY’ DATA PROTECTION

If we need to pass your personal data and information onto a ‘**Third Party**’ in relation to organising the funeral arrangements, we are not liable and we do not accept responsibility for their own ‘**Third Party**’ Data Protection Policy. It is the ‘**Third Party**’ own responsibility on how they securely use and store your personal data and information. You are within your rights to liaise with the ‘**Third Party**’ to obtain their Data Protection Policy.

## YOUR RIGHTS

Under the **General Data Protection Regulation (GDPR)**, you have the right:

- To be informed of any information you request
- To access your information
- Of rectification of any incorrect information e.g.: wrong spelling, change of address, change of contact details
- To the erasure of your personal data and information from our records (legal restrictions may apply)
- To restrict processing of your personal data and information. This means that you request for your personal data and information to be only used for a specific purpose.
- To Data Protection
- To object to any of your personal data and information being used e.g.: for marketing purposes
- To object to any of your personal data and information being used in relation to automated decision making and profiling.

## WHO DO I COMPLAIN TO?

If you are not happy with how your request/s and your personal data and information have been handled, you can report to:

**Information Commissioner's Office (ICO),  
Head Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF**

**01625 545 745 (*national rate*) or 0303 123 1113 (*local rate*)**

**<https://ico.org.uk>**

# TERMS OF BUSINESS

We are a member of the **National Association of Funeral Directors (NAFD)** and subscribe to its current Codes of Practice, a copy of which is available upon request. We aim to act in a professional manner and provide a courteous, sensitive and dignified service to you.

**1. Estimates and Expenses** – The estimate sets out the service we agree to supply. This estimate is an indication of charges likely to be incurred on the basis of the information and details we know at the date of the estimate. While we make every effort to ensure the accuracy of the estimate, the charges are liable to alteration, particularly where ‘**Third Parties**’ change their rates or charges. We may not know the amount of ‘**Third Party**’ charges in advance of the funeral: however, we give you a best estimate of such charges in the written agreement. The actual amount of the charges will be detailed and shown in the final account. If you amend your instructions, we will require your written confirmation of the changes. We may need to make an extra charge in accordance with prices published in our current price list.

**2. Payment Arrangements** – The funeral account balance is due payment within thirty days of our account, unless otherwise agreed by us in writing. If you fail to pay us in full on the due date, we may charge you interest:

- at a rate of 4% per annum over base rate
- calculated (on a daily basis) from the date of our account until payment;
- compounded on the first day of each month; and
- before and after any Judgment (unless a Court orders otherwise)

We may recover (*under Clause 3*) the cost of taking legal action to make you pay. Unless required by law, we may delay the release of any documents relating to purchases made on behalf of the client e.g.: Grave Deeds, which will remain the property of **R. Pepperdine & Sons Ltd** until the funeral expenses have been paid in full. This may also apply to Cremated Remains left in our care.

**3. Indemnity** – You are to indemnify us in full and hold us harmless from all expenses and liabilities we may incur (directly or indirectly, including financing costs and including legal costs in a full indemnity basis) following any breach by you of any of your obligations under these **Terms**.

This means that you are liable to us for losses we incur because you do not comply with these **Terms**. For example, we will charge you an administration fee where we receive a cheque from you which is subsequently not honoured, or if we write to remind you that an account is overdue. If we instruct debt collection agents, we may also recover from you the fees we incur. Further details regarding these fees are available on request. We may claim those losses from you at any time and, if we have to take legal action, we will ask the Court to make you pay our legal costs.

**4. Data Protection** – Words shown in *italics* are defined in the **Data Protection Act 1998** (“**The Act**”). We respect the confidential nature of the information given to us and, where you provide us with **Personal Data** (*‘data’*). We will ensure that the data will be held securely, in confidence and processed for the purpose of carrying out our services. In order to provide our services, we may need to pass such data to ‘**Third Parties**’ and those ‘**Third**



**Parties**, who are performing some of the services for you, may contact you directly. Under the **Act**, you have the right to know what data we hold on you and you can, by applying in writing and paying a fee, receive copies of that data.

**5. Cooling-Off Period** – The **Cancellation of Consumer Contracts** made in the **Customer's Home or Place of Work**, etc, **Regulations 2013** may give you the right to terminate this agreement in the **Cooling-Off Period** of fourteen days. If you wish the performance of the agreement to which this right applies to commence before the end of the **Cooling-Off Period**, you must sign the authority form which will be handed to you. In the event that you exercise the right to cancel this contract during the **Cooling-Off Period**, you will be required to pay a reasonable amount for goods and services already supplied.

**6. Termination** – This agreement may also be terminated before the services are delivered: **(1)** by us if you fail to honour your obligations under these **Terms** and **(2)** by you communicating to us in writing, terminating your instructions.

If we or you terminate your instructions you may, depending upon the reasons for termination, be asked to pay a reasonable amount based upon the work carried out up to the time your termination is received.

**7. Standards of Service** – The **National Association of Funeral Directors (NAFD) Codes of Practice** requires that we provide a high quality service in all aspects. If you have any questions or concerns about the service we provide you, please raise them in the first instance with our designated senior person.

If that does not resolve the problem to your satisfaction, the **National Association of Funeral Directors (NAFD)** through the **NAFD Resolve Scheme** provides a simple, independent free resolution service. You can contact **NAFD Resolve at 618 Warwick Road, Solihull, West Midlands, B91 1AA**. The **NAFD Resolve Scheme**, and how it can be accessed, is explained in a leaflet made available to you and is on display on our premises.

All dates and times provided on the estimate cannot be guaranteed until final bookings are made and confirmed.

Although we endeavour to provide a prompt and efficient service for you, there may be instances where, because of circumstances beyond our control, we are unable to fulfil our obligations to you on the date or time specified. Where this is the case, we will attempt to contact you in advance, using the details provided and advise you of alternative arrangements.

**8. Agreement** – Your continuing instructions will amount to your continuing acceptance of these **Terms of Business**.

Your instructions will not create any right enforceable **(by virtue of the Contracts Rights of Third Parties Act 1999)** by any person not identified as our client.

If any of these **Terms** are unenforceable as drafted:-

- it will not affect the enforceability of any other of these **Terms**; and
- if it would be enforceable if amended, it will be treated as so amended

Nothing in these **Terms** restrict or limits our liability for death or personal injury.

# soterios

Design & Print for Churches



Orders of Service

Memorial Cards

Large Photo Enlargements

Digital Tributes

Memorial Memento Items



Call us on: **01565 722111**

Email: [info@soterios.co.uk](mailto:info@soterios.co.uk)

For information and examples:  
[www.soterios.co.uk](http://www.soterios.co.uk)

# Blossom Florist

- Beautiful Fresh Flowers & Plants
- UK Grown Seasonal Flowers
- Local, National & International Delivery
- Corporate Contracts
- Funeral Tributes



0161 881 4567  
[www.blossomflowers.co.uk](http://www.blossomflowers.co.uk)

# STRETTFORD MEMORIALS LTD

*Dedicated to upholding our reputation for quality and personal service*



- ✦ *Independent family business*
- ✦ *We use only top quality natural materials*
- ✦ *Inscriptions and renovations*
- ✦ *Traditional and modern craftsman skills*
- ✦ *Free no obligation advice and estimates*
- ✦ *Colour brochure available upon request*
- ✦ *Home visits can be arranged*



## STRETTFORD MEMORIALS LTD

36, Lime Road, Stretford, Manchester, M32 8HT

T: 0161 865 2394 E: [sales@stretford-memorials.co.uk](mailto:sales@stretford-memorials.co.uk) W: [www.stretford-memorials.co.uk](http://www.stretford-memorials.co.uk)



## Funeral Plans from PEPPERDINE BARRETT

### What is a Prepaid Funeral?

A Prepaid funeral is the simplest, most caring and most practical way to remove the financial and emotional worry and responsibility that unexpected funeral arrangements can bring.

### Why Prepay for your Funeral?

The cost of a funeral over the last decade has outstripped inflation mainly due to the rising fees for doctors, crematoria and clergy. By prepaying for your funeral you can secure today's prices for your future requirement.

### Why choose an Open Prepaid Funeral Plan?

Open provide a totally transparent and secure method of planning your funeral and committed to the provision of your funeral through Pepperdine Barrett funeral directors.

A funeral plan leaves nothing to chance and provides **peace of mind** for you and those you care about.

- **Fix the cost** of our services at today's prices
- **Reassurance** for your family: no uncertainty or difficult decisions
- **Complete flexibility** to choose the funeral you want

**Call us on 0161 881 5363**  
or email: [info@pepperdinebarrett.co.uk](mailto:info@pepperdinebarrett.co.uk)

We will be happy to discuss your options and provide a bespoke plan for you and your family.

[www.pepperdinebarrett.co.uk](http://www.pepperdinebarrett.co.uk)

# LIST OF MOURNERS

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FIRST CAR

SECOND CAR

THIRD CAR

# NOTES

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# SERVICE DETAILS

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# CHECKLIST

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☐☐☐☐☐☐☐



*A personal Independent Family service, designed to afford maximum help, guidance and comfort throughout the difficult time of bereavement.*



## CODES OF PRACTICE

We are members of The National Association of Funeral Directors (NAFD) and The National Society of Allied and Independent Funeral Directors (SAIF) and, as such, we are pledged to honour their Codes of Practice.

