D. HOLLOWELL & SONS

FUNERAL DIRECTORS

ESTABLISHED 1989

SIMPLE & MORPETH SERVICE GUIDE

SUPPORTING FAMILIES ON THE FYLDE COAST FOR OVER 30 YEARS

www.fyldefunerals.co.uk

THE MORPETH WAY

£

(Includes hearse, four pall bearers and select professional services)

Traditional 'wood effect' coffin in matt finish, decorated with six brass effect kingston handles, ornate bell top decoration, bespoke nameplate and furnished with a taffeta interior.

By choosing the Morpeth Way you will be asked to sign a separate form acknowledging our conditions of service. A copy of these conditions can be found in this brochure.



We recognise the need to offer a funeral plan tailored to help families looking for a more cost effective option or those in receipt of social assistance.

The Morpeth Way is a cost effective, dignified alternative to a full traditional service, whilst still respecting our views on how a funeral should be carried out. It gives opportunity for you to decide which extra services you require and retain tighter financial control.

The Morpeth Way is only available for funerals arranged and conducted in Blackpool, Wyre & Fylde.

THE MORPETH WAY

(Conditions of Service)

A basic coffin will be provided as per the picture shown, and in accordance with the description outlined.

If the death occurs outside Blackpool, Wyre & Fylde a supplemental charge will be added based on mileage and staff charges as necessary.

If death occurs within Blackpool, Wyre & Fylde and transfer of the deceased is required outside of conventional working hours* a supplemental charge will be added.

Arrangements are encouraged to take place at one of our funeral homes within conventional working hours*, unless mitigating circumstances dictate otherwise.

A single visit to the family home may be made by the funeral director to deliver funeral confirmation details unless the client/family prefer to meet the funeral director at the funeral home at a mutually agreeable time. Online correspondence is available when preferred.

Visits to our Funeral Home may be made by appointment during conventional working hours* If the client/family has not given permission for hygienic treatment, the person attending will be asked to sign an indemnity accepting natural changes prior to visiting the chapel.

The decedent will not be received into a private residence or church unless hygienic treatment has been selected**

The client/family may give a preference for a.m. or p.m. on a preferred date but the actual time will be subject to the funeral home diary and the availability of funeral vehicles. The funeral director will advise accordingly.

Disbursement & Service Enhancement fees are required to be paid in full 3 days following initial arrangement to the funeral taking place.

The funeral account will be invoiced to the principal applicant or named recipient for payment.

Ashes will be collected from the crematorium on the client/family's behalf and retained at one of our funeral homes for collection within 3 months of the funeral date. If the ashes are not collected during this time, we reserve the right to strew them in a dignified manner in the grounds of the appropriate crematorium.

We will write to you when your loved one's ashes are in our care, this may be up to 21 days following the cremation service. We require written permission from our applicant should they wish to nominate another person to collect the ashes on their behalf.

* *Conventional working hours are between 8:30am and 4:30pm Mon-Fri (excl. public holidays)*

** *This is a general rule subject to professional judgement on cultural or religious grounds*

*** *2% interest charge per month may be levied on unpaid accounts exceeding one month of original invoice date*

ASSISTED MORPETH WAY
(Your Guide)

Funerals don't have to be daunting. If somebody close to you passes away, don't let paying for the funeral be your first worry.

If you are in receipt of one or more of the following benefits, our Assisted Morpeth Way allows you to arrange a dignified funeral with minimal financial outlay.

QUALIFYING BENEFITS INCLUDE:

INCOME SUPPORT
HOUSING BENEFIT
PENSION CREDIT
JOB SEEKERS ALLOWANCE

Please Note:
Although there are other allowances paid by the D.W.P. that entitle the claimant to make application for part-funding towards funeral expenses. D. Hollowell & Sons will only accept applicants claiming those benefits listed above for the Assisted Morpeth Way.

Talk to your funeral director, and make sure you are eligible for the Assisted Morpeth Way.

Call the Department for Works & Pensions Bereavement Service: Tel: 0800 169 0140. Textphone 0800 169 0286 Monday - Friday. (Option 2).
A representative will talk you through the application by telephone.

Sign your funeral directors indemnity and statement of truth, you will be given a copy.

You will be required to pay the full funeral account 3 days following the initial arrangement.

£300 can be added to the Morpeth Way if a family limousine is required.

A successful application to the D.W.P. should result in a grant of up to £1000 towards the funeral directors costs and payment of all necessary disbursements.

D.W.P. = Department for Works & Pensions

SERVICE ENHANCEMENT GUIDE





Please consider the following ways of enhancing the service we offer, by adding an extra special touch to what is a unique and memorable occasion.

• Additional Mercedes E Class Limousine (seven seats)	£300
• Hygienic Treatment (Embalming)	£150
• Reception of the Coffin into Church or Private Residence	£260
• Additional Charge for Saturday Funerals	£395
• Usher (To assist with recording names of those who attended, the handing out of service sheets and collecting of donations)	£30
• Memorial Card Keepsake (Bookmark or Booklet Style)	£3.50
• Additional Framed Portrait Picture (A4)	£7.00
• Portrait Picture (A3)	£20
• Piper in Full Traditional Attire	POR
• Soloist (Male or Female)	POR
• Dove or Balloon Release	POR
• Guest Book (a lasting record of those who attended)	from £3
• Lead Flower Hearse	from £250
• Horse Drawn Carriage	from £1185*
• Austin Chalfont Vintage Limousine (five seats)	£300
• Imperial Hearse	£590
• Imperial Limousine	£400
• Motorcycle Hearse	from £445
• Tractor Massey Ferguson 135 & Trailer	from £450
• Stationery Pack. (40x Service Sheets, Thank You Cards, A4 & A3 Picture and Memory Box.)	£70
• Per Additional	£1

POR = Price On Request

* *Discount available if chosen as part of our Greenlands Way.*

** *Service Enhancements must be paid prior to funeral date.*

Service Enhancements only available on the Morpeth Way option.

A SIMPLE ALTERNATIVE

(Non Attended or Attended Cremation Service)

A simple cremation is designed for those looking for a simple, no fuss alternative at a significantly lower cost to the traditional funeral service.

The cremation is still held at a crematorium and a hearse direct to the crematorium will convey your loved one on the journey with a Funeral Director and sufficient bearers on a day and time that is suitable to D. Hollowell & Sons and the crematorium. In order for this to take place we include the following:

- *Transferring the deceased from place of death to our Funeral Home (subject to additional costs for transfer outside the Fylde Coast and transfers effected outside of working hours)**
- *Minimal preparation of your loved one bathing and washing. Viewing available at an additional fee*
- *A basic coffin furnished with name plate, handles and taffeta interior*
- *Necessary but limited professional services of the Funeral Director on guidance with the application process and registration*
- *All confirmation correspondence will be communicated by email or post*
- *Phone calls to the Funeral Home are made during normal working hours.**

SERVICE ENHANCEMENTS ARE NOT PERMITTED WHEN CHOOSING A SIMPLE ALTERNATIVE

**Working hours are considered from 8.30am to 4pm Monday to Friday (excluding weekends and bank holidays)*

**Not Attended services will take place at a Crematorium of our choosing and at a date and time chosen by D. Hollowell & Sons and using a vehicle of our choice.*

*** Ashes will be returned within 21 days of the cremation.*

FUNERAL LIVERY

Our fleet of hearses and limousines are of the highest quality, representing our continuing investment in our funeral service. Limousines hold 6-7 people comfortably, some find great comfort from knowing that they can travel the last journey with their loved ones in the hearse, so to meet this need, we have had our hearses specially designed with separate doors and seats to make this possible and can hold the maximum of 2 people.



To enhance our fleet and further your choice in cars we have invested in the 'Imperial Hearse' which is an Edwardian style hearse a piece of true British heritage, twin rear doors, fine glass detailing, a plush velvet interior, whitewall tyres and prominent chrome headlamps all add to the dignity and decorum encapsulated in this fine motor vehicle. To complement this vehicle we acquired an Austin Chalfont limousine in 2015 which will hold 4-5 people, its graceful lines evoke nostalgic memories of a truly gentrified era.

A horse drawn carriage is a traditional and elegant alternative to the motor hearse. A team of two or four Belgian black or white friesian horses dressed in customary harness with full plumage further enhance the grace and dignity of the Victorian style carriage they draw.

You may wish to plan a special route for the cortège, taking into consideration, favourite memorable places.

THE EDWARDIAN STYLE IMPERIAL HEARSE & LIMOUSINE

Our authentic Edwardian style hearse and Limousine offers a piece of true British heritage for that final journey. Fine glass detailing, a plush velvet interior, whitewall tyres and prominent chrome headlamps all add to the dignity and decorum encapsulated in this fine motor vehicle.

- Imperial Hearse - £590
- Imperial Limousine - £400











THE CONTEMPORARY MERCEDES E-CLASS HEARSE & LIMOUSINE

D. Hollowell & Sons is proud to announce the arrival of a brand-new fleet of Mercedes funeral vehicles. The first of its kind on the Fylde Coast.

This distinguished fleet comprises two hearses and three limousines, each expertly crafted on the Mercedes 214 Hybrid platform. The new vehicles represent Hollowell's continued commitment to quality, environmental responsibility, and upholding the highest standards of presentation.



Supplied by long-standing partners Coleman & Milne Coachbuilders of Westhoughton, this delivery marks over 30 years of valued collaboration between the two firms.

Each vehicle proudly bears Hollowell's signature Royal Claret livery, a colour instantly recognisable within the local community and symbolic of the professionalism and care synonymous with the Hollowell name.

The addition of these state-of-the-art vehicles further reinforces D. Hollowell & Sons' dedication to excellence, ensuring that every family is served with dignity, compassion, and the very best in modern funeral transportation.

- Mercedes Hearse - £500
- Mercedes Limousine - £300

MOTORBIKE HARLEY HEARSE

Harley Davidson Electra Glide & Motorcycle Hearse Sidecar

The motorbike hearse is a purpose built, beautifully finished sidecar that lifts up at the rear for access. The hearse can be presented closed or the entire top can be removed for an open presentation. The hearse is suitable for anyone... from seasoned bikers to someone who has never ridden but appreciates the iconic Harley Davidson and all it stands for.

About the Harley Davidson

She is a beautiful Black Harley Davidson Electra Glide with a purring 1690cc engine. The bike is spacious allowing a loved one to ride pillion if desired.

About the Sidecar Motorcycle Hearse

A purpose built, beautifully finished sidecar that lifts up at the rear for access and can be presented closed or the entire top can be removed and can be presented open. There is plenty of room inside and it will accommodate up to a 7 foot casket and floral arrangements.

- Harley Motorcycle Hearse - from £445
- Lead Flower Hearse - from £250*
- Lead Processional Vehicle - £120*





*Lead Flower Hearse/Processional Vehicle required.

BSA BANTAM OUTRIDER

Why not add a touch of nostalgia and add the BSA Bantam as an outrider escort to the Motorcycle Hearse.

- BSA Bantam & Outrider - £100



Follow us on Facebook for updates on memorial events, support groups, and other meaningful activities that help bring comfort and reassurance as you move into the next chapter. @D Hollowell & Sons 'Fylde Funerals'.

TRACTOR MASSEY FERGUSON 135

Massey Ferguson 135

Purchased in 1968 by the Hollowell family, the Massey Ferguson 135 in its district MF red and grey was maintained and in a good working order ploughing the fields of the family farm in Northamptonshire until recently.

After many years of loyal service, she has been given a complete overhaul including a new splash of coach paint. Her new semi-retirement home is with us here at Blackpool and can be seen at our Talbot Mews. Now forging her way into that little bit different of funeral transport, we recently purchased a purpose-built trailer to compliment and provide a fitting stage to bear a loved-one's coffin.

In keeping with the flavour of farming we have added our own touch of straw bales which can be supplied by us or if preferred and if you are from an agricultural background what more fitting than knowing the bales provided came from your own harvested fields. Please enquire for costings.

- Massey Ferguson - from £450
- Lead Flower Hearse - from £250*
- Lead Processional Vehicle - £120*

*Lead Flower Hearse/Processional Vehicle required.





HORSE DRAWN FUNERAL CARRIAGE

The passing of a loved one is time of sadness for the family and we understand that you want to give them the best send-off possible. Elegant Carriages have many years of experience working with local funeral directors to provide a traditional horse-drawn hearse across the North West, travelling further if required.

Our fleet of hearses are available in four colours: white, black, silver or rainbow. they are pulled by either a pair, team of 4 or 6 of our highly experienced horses- either exclusively white Irish Sport or black Friesians. Alternatively, you can have a "domino" pair which is a mixture of the two. Likewise with our wedding carriages, our hearse carriages are purpose-built with the highest quality material.



Aside from the hearse carriage, we can provide up to two additional mourners' carriages which are available in two colours and each seats up to 5 people. Each carriage can be decorated with flowers to match the theme of your funeral.

Our horses are exquisitely turned out with matching drape and plumes available from our collection of over 100 styles. If required, we can provide bespoke drape patterns such as country flags and football club flags. As all drapes are manufactured in house, we can cater to almost any request with sufficient notice- please simply get in touch to discuss your requirements.

Black horse-drawn funeral hearse with black horses and lilac plumes and drapes: white horse-drawn funeral hearse with lilac drapes.

The hire is inclusive of our fully-qualified coachmen who will be smartly dressed in formal attire; they have a wealth of experience to make the day run as smoothly as possible. If required, we can also provide an outrider to accompany the procession.

From: £1185
Lead Flower Hearse - from £250*

*Lead Flower Hearse required.

PERSONALISED COFFIN & CASKET PLATES



A Unique Tribute to a Unique Life

Every life tells a story, and every farewell should reflect the individuality of the person being remembered. Our Personalised Memorial and Coffin Plates offer a beautiful and meaningful way to celebrate a loved one's life through colour, photographs and personal messages.

Unlike traditional engraved nameplates, these bespoke plates can be fully customised with treasured photographs, favourite colours, meaningful wording, special dates and personal tributes. The result is a lasting keepsake that truly reflects the character, personality and memories of the person being honoured.

Personalised Coffin Plates

Our colourful coffin plates provide a distinctive alternative to traditional engraved nameplates. Designed and printed to your exact requirements, they can include:

A favourite photograph or family portrait.
Personal messages, poems or meaningful quotations.
Names, dates and special milestones.
Themes, colours or designs that reflect hobbies, interests or passions.
Religious symbols, floral designs or bespoke artwork.
Whether your loved one was known for their vibrant personality, favourite colour, lifelong interests or unique sense of style, a personalised coffin plate creates a fitting and memorable tribute during the funeral service.

Memorial Casket Plates

For families choosing cremation, personalised memorial plates can also be created for caskets.

These elegant plaques allow families to create a lasting tribute that is both dignified and deeply personal, helping to keep treasured memories alive for future generations.

A Lasting Keepsake

Many families find comfort in creating a memorial that captures the essence of their loved one. A personalised plate transforms a simple name plaque into a visual celebration of a life lived, creating a focal point for remembrance and reflection.

Each plate is professionally produced using high-quality materials and vibrant colour printing to ensure a beautiful presentation and lasting finish.

Designed with Care

Our experienced team will work closely with you to create a design that reflects your wishes. Whether you have a clear vision or would like guidance and inspiration, we will help create a tribute that is personal, meaningful and unique.

Because every life deserves to be remembered in a way that is as individual as the person themselves.

BESPOKE ORDER OF SERVICE BOOKLETS

An Order of Service is more than a guide to the ceremony - it becomes a cherished keepsake that families and friends will treasure for years to come.

Every booklet is individually designed by our experienced in-house team to reflect the life, personality and memory of your loved one. Whether you prefer a simple, elegant layout or a fully bespoke design featuring treasured photographs, favourite hymns, poems, readings and personal tributes, we will work closely with you to create something truly meaningful.

Each booklet is professionally designed, printed and quality checked in-house, allowing us to provide a fast turnaround without compromising on quality.

Printed on premium stock and finished to the highest standard, our booklets provide a beautiful tribute for every service.



PERSONALISED TASSEL COLOURS

Complete your Order of Service with a coloured tassel to add a distinctive finishing touch.

Choose from a wide range of colours to complement your booklet design or represent something special to your loved one, such as a favourite colour, military service, sports club, charity, school, organisation or floral theme.

Our tassels are securely fitted to every booklet and are available in a variety of vibrant and traditional colours, creating a premium finish while making each Order of Service uniquely personal.

COMPLETE MEMORIAL STATIONERY PACK



Our carefully curated memorial stationery collection provides everything needed for a beautifully coordinated funeral service. Designed and printed in-house, each item is personalised to reflect your loved one's life, creating a lasting tribute for family and friends.

Every Pack Includes

- 50 Bespoke Order of Service Booklets with Premium Tassels
- Personalised Thank You Cards
- Luxury Remembrance Book
- Keepsake Memory Box
- Personalised Donation Tube
- A4 & A3 Framed Tribute Photographs

THOUGHTFULLY DESIGNED

Beautifully designed, professionally printed, and thoughtfully presented - our memorial stationery colletion provides families with lasting keepsakes while creating a coordinated and elegant service from beginning to end.





A GREENER FAREWELL

Proud Members of Greener Goodbyes

At D. Hollowell & Sons, we understand that many families today wish to consider the environmental impact of funeral arrangements alongside their personal, cultural, and religious wishes.

As proud members of Greener Goodbyes, we are committed to supporting more sustainable funeral choices while maintaining the highest standards of care, dignity, and professionalism.

Whether you choose burial or cremation, there are many ways to reduce the environmental impact of a funeral. We are here to help you understand the options available and make informed decisions that reflect your values.

Our Commitment to Sustainability

- Environmentally conscious funeral choices
- Sustainable coffin and casket options
- Reduced-impact transportation options
- Guidance on environmentally responsible memorials
- Transparency around funeral carbon emissions
- Participation in carbon offsetting and tree-planting initiatives

Our Green Contribution

As part of our commitment to environmental responsibility, D. Hollowell & Sons voluntarily pays a Green Tax on every funeral we arrange. These contributions help support carbon offsetting projects and our "Plant a Tree" programme, helping to create lasting environmental benefits for future generations.
Through this initiative, we aim to reduce the environmental impact of our operations and support the planting of trees that will absorb carbon, enhance biodiversity, and leave a positive legacy in memory of those we serve.

Understanding a Funeral's Carbon Footprint

Greener Goodbyes has developed a Funeral Carbon Calculator that helps families understand the environmental impact of different funeral arrangements.

The calculator provides an estimate of the carbon footprint associated with various choices and offers practical ways to reduce or offset emissions.

Scan the QR code or visit:
www.greenergoodbyes.co.uk/offsettingarrangement

Supporting Meaningful Choices

Every life is unique, and every farewell should be too. Whether you are planning a traditional funeral, a simple service, or a natural burial, we can help create a fitting tribute that honours your loved one while considering the future of our planet.

Together, through thoughtful choices, carbon offsetting, and our tree-planting programme, we can make every goodbye a little greener.

"For every funeral we conduct, we invest in a greener future through carbon offsetting and tree planting - creating a living legacy that continues long after the farewell."



TOGETHER IN GRIEF

Supporting You Beyond the Funeral

TOGETHER IN GRIEF
SUPPORT THROUGH SORROW

At D. Hollowell & Sons, our care for families does not end on the day of the funeral. Grief can be a difficult and often lonely journey, and we believe that ongoing support can make a meaningful difference.

Together in Grief is part of our continuing aftercare programme, offering a welcoming and understanding space for anyone who is navigating the loss of a loved one.

Held on the first Wednesday of every month, these gentle and informal gatherings are supported by the Hollowell Team and bring together people who share a common experience of bereavement. Whether your loss is recent or occurred some time ago, you will be warmly welcomed.

What to Expect

Our sessions run for approximately two hours and provide an opportunity to:

- Meet others who understand the challenges of grief.
- Share experiences in a supportive and non-judgemental environment.
- Take part in gentle hobbies, activities and creative sessions.
- Listen to occasional guest speakers and wellbeing talks.
- Enjoy light refreshments and friendly conversation.
- Build lasting connections and a network of support.

Throughout the year, we also organise a variety of outings and trips, providing opportunities to spend time together, create new memories and continue building supportive friendships within the group.

You Are Not Alone

There is no right or wrong way to grieve, and everyone's journey is different. Together in Grief offers a safe place where you can talk, listen, participate, or simply enjoy the company of others who understand.

Many people find comfort in knowing they are not facing grief alone.

Join Us

If you would like to learn more about Together in Grief, or if you would like to attend one of our upcoming sessions, our caring team would be pleased to help.

Telephone: 01253 355663
Email: clientsupport@fyldefunerals.co.uk

We look forward to welcoming you and supporting you on your journey, one step at a time.

"Grief shared is not grief diminished, but a burden carried together."

Follow us on Facebook for updates on memorial events, support groups, and other meaningful activities that help bring comfort and reassurance as you move into the next chapter.
@D Hollowell & Sons 'Fylde Funerals'.

BEREAVEMENT COUNSELLING





Angela Garlick
M 07306 233363
E angela@innerpeacecounselling.co.uk

I am Angela a Person-Centred Counsellor and Psychotherapist and a member of the BACP, British Association for Counselling and Psychotherapy and adhere to the BACP Ethical Framework and Good Practice.

I believe losing someone you love is one of life's biggest challenges and no two people ever experience it in the same way. Grieving has no timeframe, and it is important to remember there is no right or wrong way.

Although people are individuals and mourn in different ways, there are recognised stages of grief, and whilst not everyone will experience them all, the most common stages are:

- *Denial*
- *Anger*
- *Bargaining*
- *Depression*
- *Acceptance*

Quite frequently grief is described as a rollercoaster of emotions, often feeling tearful, sad, angry, guilty, alone, numb, calm, exhausted all in the same day. I am here to help honour your emotions and navigate you through this painful and traumatic time.

I offer a warm, safe and confidential space where you can talk about your loved one and work through your diverse range of emotions.

How Much Will It Cost?

- Sessions are **£50** for 60 minutes, and I offer face to face and telephone sessions.
- I offer a free 20-minute consultation with no obligation to book.

www.innerpeacecounselling.co.uk

Follow us on Facebook for updates on memorial events, support groups, and other meaningful activities that help bring comfort and reassurance as you move into the next chapter. @D Hollowell & Sons 'Fylde Funerals'.

MADE BY FLO

Handmade memory bears, pillows and blankets made from cherished items of clothing. With over 5 years of sewing experience and a first class honours degree in Fashion Design I have been making keepsake memorabilia for many families in the Fylde and across the UK.

Prices start from:
Memory bears £35 each
Memory bunnies £35 each
Patchwork cushions £35 each
Single shirt cushions £25 each
Memory blankets start from £45 each

Extras:
Embroidery of single name on bear/cushion £2
Small saying/quote £4
Handmade dust bag £5

Please contact me to discuss booking via phone or email. Wait times and clothing drop offs will apply once orders are confirmed.
I require payment in full at the time of booking to secure.








Telephone: 07737066761
Email: katiecross20@gmail.com
Also found on Facebook at Made By Flo

DIGNIFIED SCATTERING OF ASHES WITH THE RNLI

A Meaningful Farewell at Sea

At D. Hollowell & Sons, we are proud to work alongside two valued colleagues whose dedication extends far beyond their roles within our funeral service. Both are committed volunteers with the Royal National Lifeboat Institution (RNLI) at Blackpool Lifeboat Station, serving their community with distinction, professionalism and compassion.

Together, **Kyle King and Antony Harris** have dedicated an impressive **35 years of volunteer service** to the RNLI, a remarkable achievement that reflects their unwavering commitment to helping others in times of need.

Kyle serves as both **Helmsman and Boat Mechanic**, playing a vital role in ensuring the lifeboat is maintained to the highest standards and ready to launch at a moment's notice, day or night. Antony is the station's **Senior Launch Driver and Trainer**, bringing extensive experience and leadership to the shore crew while helping to maintain the exceptional standards for which the RNLI is renowned.

Their combined expertise, dedication and professionalism are invaluable to both Blackpool Lifeboat Station and the wider community.

Serving One of the UK's Busiest Lifeboat Stations

Blackpool Lifeboat Station is among the busiest RNLI stations in the country, second only to London for call-outs. Despite this extraordinary demand, the station operates without a full-time crew, relying entirely upon the dedication of volunteers who balance these responsibilities alongside their work, family life and personal commitments.

Kyle and Antony embody the RNLI's core values of **courage, commitment, selflessness and teamwork**. Through their years of service, they have not only helped save lives but have also contributed to the strength and future of the station for generations to come.

At D. Hollowell & Sons, we are honoured to support such exceptional individuals and thank them sincerely for everything they continue to do for the RNLI, Blackpool and the families they serve.

A Dignified Scattering of Ashes at Sea

As part of their continued service to families, we are pleased to offer the opportunity to arrange a **dignified scattering of ashes at sea in partnership with the RNLI and Blackpool Lifeboat crew.**

For many families, the sea holds special memories and significance. A scattering at sea can provide a peaceful and meaningful farewell, conducted with the utmost care, respect and dignity by experienced RNLI volunteers.

Families may also choose to attend and witness the occasion from the shoreline, providing a moment of reflection and remembrance as their loved one is committed to the sea.

Every scattering is arranged sensitively and individually, ensuring that the wishes of the family and the memory of their loved one remain at the heart of the occasion.

Enquire Today

If you would like to learn more about arranging a dignified scattering of ashes at sea, please speak with your Funeral Director, who will be pleased to discuss the options available and assist with all arrangements.

At D. Hollowell & Sons, we are committed to helping families create personal and meaningful farewells that honour the life and memory of those they love.



REGISTERING A DEATH...

In Blackpool

Can the death be registered in Blackpool.

Blackpool Registration Service can only register deaths and stillbirths which occur at the following locations:

- Blackpool Victoria Hospital
- Trinity the Hospice in the Fylde, Low Moor Road, Bispham
- Any private residence, nursing or care home where the Council Tax is payable to Blackpool Council

Registering by declaration.

If the death occurred in Blackpool and it is difficult for you to register in person, you can arrange to register the death by declaration at any register office in England or Wales. Search for a register office.

If the death occurred elsewhere in England or Wales, you are a Blackpool resident and it is difficult for you to travel to the district where the death took place, you can arrange to register by declaration at Blackpool Registrars office. If you would prefer to register by declaration, please contact them on 01253 477177 to arrange this.

Please note: registering by declaration will delay the issue of documentation which in turn may cause a delay to your funeral arrangements.
Use the Gov.uk website to find out more about how to register a death in the UK or abroad.

What do I need to register a death?

When you attend the appointment, please ensure you take the following information with you:

- The medical certificate issued by the doctor treating the final illness of the deceased. Without this certificate the registrar will not be able to register the death.
- If the coroner has been involved, the coroner's office will advise you what to do and when to contact us.
- The deceased person's birth certificate, marriage certificate, passport and medical card; this is not essential but can be helpful.
- You can download a copy of Information required by the registrar. www.blackpool.gov.uk

The registrar will ask for information about the deceased. This will include details of where and when the death occurred and their personal details (full name, maiden name, date of birth, occupation, address, public sector pension details). You may also be asked to provide details of their spouse or partner including name, date of birth and occupation.

Official documents you will receive.

For deaths registered using a medical certificate of cause of death, or post mortem where a burial will take place, the registrar will issue a green form. You need this form to make the funeral arrangements and you should give it to your funeral director. If a post mortem was held and a cremation will or has already taken place, the Coroner may already have provided you with a yellow form.

- Tell Us Once is a service that lets you report a death to most government organisations in one go and you will be given information about this.
- You will also be given a booklet about how to manage the practical issues following a death, what to do after someone dies.

You will also need to purchase copies of the death certificate from the registrar for:

- Probate or letters of administration
- Bank or building society accounts
- Insurance companies
- Stocks and shares
- Pension funds
- Solicitors

Urgent burials

If you need to arrange an urgent burial (for example if the deceased was Jewish or Muslim) then a senior member of the Registrars can be contacted outside normal working hours (on Saturdays, Sundays and Bank Holidays) between 10.00am and midday by these communities only on 07796 994678 or 07393 752436.

Correcting a death record

In the majority of cases, you can't change a death certificate once it's been issued, but you can apply to get a note added to the original entry in the death register.
You can then purchase an updated certificate that shows this note.

Corrections to a death registration can only be made when the information is wrong (for example a mistake in spelling a person's name). There is a fee to correct an error of between £75-£90.

Updated certificates will cost £11 each.

Contact
Registration service
Town Hall, Talbot Square, Blackpool, FY1 1GB
Telephone 01253 477177
Email registrars.bdm@blackpool.gov.uk

Blackpool Register Office

INFORMATION REQUIRED BY THE REGISTRAR WHEN REGISTERING A DEATH

1 ID for the deceased such as a birth certificate or passport or other official document showing their full name, for example a driving license (if you have it).
2 ID for yourself (if you are registering the death) such as a birth certificate, passport or driving licence (if you have it).
3 Date and place of death.
4 Name and surname.
Were there any name changes?
5 Maiden surname.
(if the deceased was a woman who had married). Were there multiple marriages?
6 Date and place of birth.
Place is the town or Local Authority sub-district and district i.e. Ashton-under-Lyne, Tameside.
7 Last occupation.
Description of job title and type of industry last worked in. Did they retire?
8 Name and surname of Spouse or Civil Partner. (if the deceased has married or formed a Civil Partnership).
9 Last occupation of Spouse or Civil Partner. (if the deceased has married or formed a Civil Partnership. Did they retire?)
10 Date of birth of surviving Spouse or Civil Partner.
11 Usual address including postcode.
12 Was the deceased in receipt of a pension or allowance from public funds? (Were they in receipt of an occupational pension from a Government department such as the NHS, Civil Service, Armed Forces, RAF, Royal Navy, Post Office, Teacher's Pensions Agency?)
If so, do you have the pension reference?
If not, don't worry.
13 Do you have the deceased's NHS Medical Card? If not, don't worry.
14 Deceased's NHS medical card (if you can find it)

In Lancashire

You can register a death that took place in Lancashire at any Lancashire County Council registration office.
If English is not your first language you may ask a friend or relative to go with you to act as an interpreter. If you need us to provide an interpreter there will be a non-refundable charge of £80.

Book an appointment

If it is not possible or convenient to go to a registration office in the area where the death took place, you can give the details to any registration office and they will forward these to the correct registration office.
If the death has been reported to a coroner you can't register the death until the coroner gives permission.

Who can register a death

The majority of deaths are registered by a relative of the deceased. For registration purposes a relative is defined to be the nearest relative of the deceased and that person will always take priority. If there is no living relative the informant can be someone from the lists below. The lists are in order of preference:

If the death occurred in a house or hospital
- A relative of the deceased
- Surviving civil partner
- Someone present at the death
- The occupier of the house or hospital if he or she knew of the death
- Another person living at the house if he or she knew of the death
- The person making the arrangements with the funeral directors

If the death occurred elsewhere
- A relative of the deceased
- Surviving civil partner
- Someone present at the death
- Someone who found the deceased
- A person in charge of the deceased
- The person making the arrangements with the funeral directors

Documents and information you need to provide

You will need to provide the following documents:

- The medical certificate of cause of death from the doctor who was treating the deceased.
- The deceased's medical card, if available

It would be useful if you could also take one of the following supporting documents relating to the deceased, Passport/Utility Bill/ Driving Licence/Marriage or Civil Partnership Certificate. You can however still register a Death without any of these.

You will need to give the following information:

- Date and place of death
- Name and surname of the deceased
- Maiden surname (if applicable)
- Date and place of birth
- Occupation
- Name and occupation of husband, if the deceased was a married woman or widow
- Address
- Whether the deceased was in receipt of a pension or allowance from public funds
- If the deceased was married, the date of birth of the surviving widow or widower

Certificate for burial or cremation

When you register a death in the majority of cases the registrar will issue a certificate for the burial or cremation of the body.
If you are making the funeral arrangements you will need to hand it to the funeral directors. They will hand it to the burial authority or the crematorium in due course.
A funeral cannot proceed until this certificate is given to the burial authority or the crematorium. If there is a delay to the registration of a death, the registrar can still issue a certificate for burial before registration but only if the death does not need to be reported to the coroner. However the registrar won't be able to issue a certificate for cremation before the registration of the death.
If a death has been reported to the coroner, he or she may issue a certificate for burial or cremation where possible.

Fees and payment types

There is no charge for registering a death, but death certificates (certified copies of the death entry) are £11 each at the time of registration and afterwards. Different prices then apply for how quickly you require the certificate and your preferred postal method.
You can pay by cash or credit and debit card at the Town Hall.

FLEETWOOD REGISTRATION OFFICE

New Central Library, North Albert Street,
Fleetwood, Lancashire, FY7 6AJ
Tel: 0300 123 6705
Email: Fleetwood.Registrars@lancashire.gov.uk

Opening times (by appointment only)

Mon	9:30am to 3:30pm
Tues	9.30am to 3:30pm
Wed	10:00am to 3:00pm (notices only)
Thurs	Closed
Fri	9:30am to 3:30pm

PRESTON REGISTRATION OFFICE

Lancashire Rose Suite, Bow Lane,
Preston, Lancashire, PR1 8SE (for post)
PR1 8RL (for navigation)
Tel: 0300 123 6705
Email: registrars@lancashire.gov.uk

Opening times (by appointment only)

Mon	9am to 4:30pm
Tues	9am to 4:30pm
Wed	9am to 4:30pm (10:30am first Wednesday every month)
Thurs	9am to 4:30pm
Fri	9am to 4:30pm
Sat	Ceremonies only

ST ANNE'S REGISTRATION OFFICE

The Library, 254 Clifton Drive South,
St Anne's, Lancashire, FY8 1NR
Tel: 0300 123 6705
Email: Lytham.Registrars@lancashire.gov.uk

Opening times (by appointment only)

Mon	9:30am to 12:30pm 1:30pm to 3:30pm
Tues	9:30am to 12:30pm 1:30pm to 3:30pm
Wed	9:30am to 12:30pm 1:30pm to 3:30pm
Thurs	Closed
Fri	9:30am to 12:30pm 1:30pm to 4:30pm

LANCASTER REGISTRATION OFFICE

Georgian House, 4 Queen Street,
Lancaster, Lancashire, LA1 1RS
Tel: 0300 123 6705
Email: Lancaster.Registrars@lancashire.gov.uk

Opening times (by appointment only)

Mon	9am to 4:30pm
Tues	9am to 4:30pm
Wed	9am to 4:30pm (10am first Wednesday every month)
Thurs	9am to 4:30pm
Fri	9am to 4:30pm
Sat	Ceremonies only

DISBURSEMENTS

(Fees paid to others on your behalf)

Required

Selected Crematorium	£	
Medical Fee (Cremation Only)	£	
Cemetery (Purchase and/or opening)	£	
Celebrant	£	
Church & Associated Costs	£	
Mileage Charge & Staff Charge (Outside the Fylde Coast)	£	
Transfer Fee (Out of Hours)	£	
Funeral Arrangement or Chapel Attendance (Out of Hours)	£	

Service Enhancements

	£	
	£	
	£	

Optional

Cemetery Chapel	£	
Organist (Fees may vary)	£	
Press Notices	£	
Floral Tributes	£	
Catering	£	
Final Disposition of Cremated Remains	£	
Wooden Casket (to receive cremated remains)	£	
Choice of Urn (to receive cremated remains)	£	

Selected Funeral Plan

	£	
	£	
Total	£	

Payment required 3 days following
the initial arrangements made on date: ..... /..... /.....

D. HOLLOWELL & SONS

FUNERAL DIRECTORS

At D. Hollowell & Sons we believe in providing our families with standards of service second to none. We take great pride in the personal service we offer and take this opportunity to present a few thoughts, which may distinguish us from other funeral directors in the area.

Payment Details

Facility to pay funeral deposit account online at:
www.fyldefunerals.co.uk/online-payment

Other ways to pay:
BACS Transfer
Santander Account No: 10022364
Sort Code: 09-02-22

Debit / Credit Card in person or by phone (01253 355663) Cash, Bankers Draft or Building Society Cheque.

Facility to make charity donations in memory of a loved one at:
www.fyldefunerals.co.uk/donations

- We employ more funeral directors than any other funeral company in the Fylde area, per ratio of funerals, to ensure you are personally guided through every step of the arrangements by the same director.
- Four tastefully furnished and decorated Funeral Homes across the Fylde Coast, each offering comfortable arrangement rooms and tranquil chapels of rest for time of personal reflection.
- Modern E-Class Hearse and Limousine, Vintage Fleet and a Motorcycle Hearse.
- Immaculately presented bespoke uniformed pall bearers for carrying your loved one's coffin in a dignified and respectful manner.
- Stationery and media options, including service sheets, and booklets, appreciation cards, portrait images, guest books and individually compiled.
- Discreet aftercare and support programme.

TERMS & CONDITIONS

Effective from: 7th September 2026
These Terms & Conditions apply to funeral services provided by D. Hollowell & Sons Limited (Hollowells', we", "us" or Your')We understand that arranging a funeral takes place at a difficult and sensitive time. Our aim is to provide professional, compassionate and dignified care while ensuring that our clients receive clear information about the arrangements, choices and costs involved.

1. Professional Services

Our services include arrangements in connection with the funeral, assistance and advice in matters relating to the funeral, attendance and services of staff, arranging or providing documentation, care of the deceased and, where requested or appropriate, embalming or other preparation. We will provide our services with reasonable care and skill and in accordance with the arrangements agreed with our client. We will take account of the individual needs and circumstances of our clients and provide sufficient information to enable informed decisions to be made.

2. Our Client

Our contract is with the person or persons whom we accept as our Client. The Client is normally the person responsible for giving instructions to us and for payment of the funeral account, unless another arrangement has been expressly agreed with us in writing. Where more than one person is involved in making the arrangements, we may ask those persons to agree who will act as our principal Client or spokesperson. We will make reasonable efforts to establish who is entitled to instruct us before accepting arrangements.

3. Identification and Authority to Instruct

Before accepting instructions, we may ask the person giving instructions to provide reasonable confirmation of:

* their identity;
* their relationship to the deceased;
* the capacity in which they are acting; and
* where appropriate, their legal authority to arrange the funeral.

This may include confirming whether they are:
a spouse or civil partner,

* a near relative;
* an Executor;
* a personal representative;
* Solicitor or other authorised representative; or
* another person legally entitled to make or contribute to the funeral arrangements.

Where a person states that they are an Executor or personal representative, we may request reasonable evidence of that capacity. Where a person is acting on behalf of another individual, we may request reasonable evidence of their authority to do so. Being an Executor or personal representative does not, of itself, mean that the person is our contractual Client or that they automatically have authority to vary instructions previously given to us by our Client. We will act reasonably and proportionately when carrying out identity and authority checks.

4. Legal Entitlement to Arrange The Funeral

The person instructing us is responsible for ensuring that they are legally entitled to make the funeral arrangements. We may ask the Client to confirm their relationship to the deceased and the capacity in which they are acting. We do not determine disputes concerning inheritance, probate, family entitlement or the validity of a Will. Where there is uncertainty or disagreement about who is entitled to instruct us, we may ask the relevant parties to provide appropriate clarification or evidence. Where necessary, we may recommend that the parties obtain independent legal advice.

5. Family Disputes

We understand that disagreements can sometimes also between family members or other. We will treat all parties with dignity and respect and will take reasonable steps to avoid becoming involved in family disputes. Where instructions conflict, we may require instructions to be confirmed in writing. Where appropriate, we may ask the relevant parties to agree who will act as our Client. If we cannot reasonably establish who has authority to give a particular instruction, we may pause or decline to act on

the disputed instruction until the position has been clarified. We will not determine legal disputes between family members.

6. Information Provided By The Client

The Client is responsible for providing accurate information required for the funeral arrangements.

This includes information relating to:

* the deceased;
* statutory applications;
* family and next-of kin information;
* cremation or burial arrangements;
* ashes;
* personal belongings; and
* any other information reasonably required to provide the funeral services.

If we identify an apparent error or inconsistency, we may ask the Client to clarify the information before proceeding.

7. Estimates and Funeral Costs

We will provide an estimate setting out the services, products and anticipated costs. (Our published pricing information is available in accordance with applicable legal and regulatory requirements.) Our estimate will distinguish, where applicable, between our charges and charges payable to third parties. Some third-party charges may change or may not be known when the estimate is prepared. Where this occurs, we will notify the Client as soon as reasonably practicable. Unless expressly stated otherwise in writing, an estimate is not a fixed-price quotation. If the Client requests additional services, products or changes after the estimate has been prepared, additional charges may apply. We will explain the likely additional cost before proceeding wherever reasonably practicable. We will provide clear information about the likely overall cost of the funeral as the arrangements progress.

8. Payment of Account

Our pricing policy operates in accordance with applicable legal and professional requirements. The Client is responsible for payment of the funeral account unless we have expressly agreed otherwise in writing. The final account will reflect the services and products provided and applicable third-party charges. Payment is due within the period stated on the final account. Where another person, solicitor, estate representative, insurer or other organisation has agreed to make payment, the Client may remain responsible unless we have expressly agreed otherwise in writing. Payments not made when due, we will contact the person responsible for payment to discuss the position. We will deal reasonably with genuine financial difficulties and encourage Clients to contact us as soon as possible if they are experiencing difficulty paying an account, Ashes will never be withheld for the purpose of securing payment for funeral goods or services.

9. Pre-Paid Funeral Plans and Insurance

Where a Client has purchased a pre-paid funeral plan or has an insurance policy intended to contribute towards funeral costs, the Client should provide us with the relevant documentation as soon as possible. We will make reasonable efforts to assist with the administration of the plan or policy. Unless expressly confirmed otherwise in writing, the existence of a funeral plan or insurance policy does not remove responsibility for any balance not covered by the plan or policy.

10. Cremation 1 Application

Where cremation is requested, the appropriate statutory application must be completed and signed by the appropriate applicant. We will assist the applicant with the application and may go through the questions and declarations with the applicant before they sign it. The applicant will be given an opportunity to check the information contained in the application before signing. The applicant remains responsible for ensuring that the information supplied is accurate and complete. The applicant must personally sign the application and any statutory declaration required. We may ask the applicant to provide reasonable identification and/or confirmation of their capacity to make the application. We will not knowingly provide false or misleading information on behalf of an applicant.

11. Cremation And Statutory Documents

Statutory cremation documentation is subject to applicable legislation and the procedures:
of the relevant cremation authority. Where a Client or another person subsequently requests a copy of a document held by Hollowells, we will consider the request individually, taking account of:

* the identity and capacity of the person making the request;
* the nature of the document;
* the circumstances in which it was created;
* confidentiality obligations;
* personal information relating to living individuals;
* applicable statutory requirements; and
* Whether disclosure is otherwise lawful and appropriate.

Where appropriate, information may be redacted before a document is released. Being an Executor or personal representative does not automatically mean that a person is entitled to receive every document held by Hollowells.

12. Confidentiality

We treat information provided by our Clients as confidential. We will not ordinarily disclose confidential information provided by a living Client to another person without an appropriate legal basis or the Client's consent.

This may include:

* correspondence;
* personal circumstances;
* addresses;
* telephone numbers;
* email addresses;
* family information; and
* other information provided to us by or concerning a living Client.

Information concerning a deceased person, statutory records and information concerning the administration of an estate may be subject to different legal considerations. Where a request for information is received, we will consider what can appropriately be disclosed and may request evidence of identity, authority or entitlement. Where appropriate, information relating to another living individual may be withheld or redacted before disclosure.

13. Data Protection

We process personal information in accordance with applicable data-protection legislation, including the UK GDPR and Data Protection Act 2018. Our Privacy Notice explains how we collect, use, store and protect personal information. We may share information with third parties where necessary to arrange and provide the funeral, comply with legal obligations, protect the rights of individuals or where otherwise lawful. Where a request concerns another living individual, we will consider that person's privacy and data-protection rights before disclosure.

14. Care of the Deceased

We will care for the deceased with dignity, respect and professionalism. Our staff are trained to carry out the duties required of them. We maintain appropriate procedures for the care, handling and transfer of the deceased.

15. Viewing and Hygienic Preparation

Where a viewing is requested, we will explain the arrangements and any preparation considered necessary. Where appropriate, we may recommend hygienic treatment or other preparation to assist in presenting the deceased in a suitable condition for viewing. The condition of a deceased person can change naturally following death. While we will take reasonable care and provide appropriate preparation, we cannot guarantee a particular appearance.

16. Clothing and Glasses

Where the family wishes clothing or personal items to remain with the deceased, we will record the instructions wherever reasonably practicable. If glasses or other personal items are to be removed, we will discuss this with the Client.Where clothing or personal items are to be returned, donated or otherwise disposed of, we will follow the Clients instructions wherever reasonably practicable.

17. Pacemakers and Other Medical Devices

The Client should inform us if they are aware that the deceased has a pacemaker, implantable medical device or other item which may affect cremation. Where we become aware of such a device, we will follow the relevant crematorium and statutory requirements. Where necessary, a pacemaker or other device must be removed before cremation, there maybe a cost implication for this.

18. Jewellery and Personal Property

We will take instructions from the Client regarding jewellery and other personal belongings. Where jewellery or other items are to be removed, we will take reasonable care and provide a record or receipt where appropriate. The Client should tell us about any particularly valuable or significant item.

19. Ashes

If the Client chooses to have ashes returned to them, we will discuss the available options and record the instructions wherever reasonably practicable. Where ashes are to be collected or received by a particular person, we may ask for appropriate identification and/or confirmation of authority. We will maintain appropriate records concerning the handling and transfer of ashes. Where ashes are to remain temporarily in our care, we will explain the arrangements and any applicable charges. Ashes will not be withheld for the purpose of securing payment for funeral goods or services. If the Client changes their instructions regarding ashes, they should notify us as soon as possible.

20. Floral Tributes

If the Client wishes to donate flowers to a care home, nursing home, hospice or similar organisation after the funeral, we can arrange this where practicable. Flowers may be collected from the funeral service and delivered locally. Where delivery to a particular organisation is requested, acceptance by that organisation cannot be guaranteed.

21. Newspaper Notices

We can assist with the preparation and placement of funeral notices in local and national newspapers. Where a notice is placed through us, we will provide information about the anticipated cost. The Client should approve the wording before publication wherever reasonably practicable. Once approved wording has been supplied to a newspaper, we cannot accept responsibility for errors subsequently introduced by the newspaper or other third party.

22. Catering

We may recommend local catering establishments or other suppliers where requested. Where the Client contracts directly with a third-party supplier, the contract for those services is between the Client and that supplier.

23. Service Sheets and Printed Material

Where we prepare service sheets, orders of service or other printed material, the Client should carefully check the proof before printing. The Client is responsible for checking names, dates, addresses, photographs, hymns, readings and other information contained in the proof. Once the Client has approved a proof, we cannot accept responsibility for errors contained in the approved version which could reasonably have been identified by checking the proof.

24. Repatriation

Where repatriation is required, we will discuss the arrangements, requirements and anticipated costs with the Client. Repatriation may involve requirements imposed by airlines, government authorities, consulates, coroners, hospitals or other organisations. We will make reasonable efforts to assist but cannot guarantee timescales controlled by third parties.

25. Combined Weight

Where the combined weight of the deceased and coffin is expected to exceed 100kg, the Client should inform us as soon as possible. This information is important for the safe handling and transportation of the deceased and may affect the equipment, coffin, vehicle and number of staff required. Where the combined weight exceeds 150kg, specialist equipment or an electric bier may be required in accordance with health and safety requirements. Additional charges may apply where specialist equipment or additional staff are required. We will explain these costs wherever reasonably practicable.

26. Conveying The Coffin

For health and safety reasons, family members or other persons who are not members of our staff may not be permitted to carry or convey the coffin where doing so would create a safety risk. Where family members are permitted to assist with carrying the coffin, our staff may provide appropriate guidance. Our staff may decline to permit carrying arrangements where they reasonably consider that the health or safety of anyone involved could be compromised.

27. Hygiene and Safety

We maintain appropriate hygiene and health and safety procedures within our funeral homes, mortuary facilities and vehicles. Clients and visitors are expected to follow reasonable instructions given by our staff.

28. Smoking and Vaping

Smoking and vaping are prohibited within our funeral homes, mortuary areas, vehicles and other areas where such activity may present a health, safety or dignity concern.

29. Children and Car Seats

Children must be appropriately restrained when travelling in our vehicles. Where a child car seat is required, the parent or guardian is responsible for ensuring that an appropriate seat is provided and correctly fitted, unless we have expressly agreed otherwise.

30. Vehicles

In the unlikely event of vehicle failure, we reserve the right to use a suitable alternative vehicle where reasonably necessary to complete the funeral arrangements. We will make reasonable efforts to ensure that any alternative vehicle is suitable for the purpose.

31. Bringing A Loved One Into Our Care

Where we are asked to bring the deceased into our care from a hospital, care home, nursing home or other location, we will make reasonable efforts to arrange this promptly. The timing may depend upon the availability of staff and vehicles and the requirements of the organisation from which the deceased is being transferred. Where a hospital, care home, NHS body, local authority or other organisation provides specific instructions or requirements, we will work with them to facilitate the transfer.

32. Changes to Arrangements

Changes to funeral arrangements can normally be made where practicable. Clients should notify us as soon as possible of any changes. Changes may affect the availability of services, timings and costs. Where an additional charge is likely, we will explain this before proceeding wherever reasonably practicable.

33. Right to Cancel

Where applicable, consumers have statutory cancellation rights under consumer legislation, particularly in relation to certain contracts entered into at a distance or away from our business premises. The applicable cancellation rights depend upon how the contract was made and the circumstances in which services are provided. If a Client asks us to begin providing services during an applicable cancellation period, we will comply with the legal requirements relating to that request and explain the consequences where required. If you wish to cancel or change the funeral arrangements, please contact us immediately. We will explain the consequences of cancellation, including services already provided and costs properly incurred, in accordance with applicable law. Nothing in these Terms & Conditions is intended to remove or restrict any statutory consumer right.

34. Our Right to Suspend or End the Contract

We may suspend or end the contract where:

* we are unable to establish who has lawful authority to instruct us;
* continuing to act would place us in an unreasonable family or legal dispute;
* we are asked to undertake something unlawful or contrary to our professional obligations;
* a serious health or safety concern arises;
* payment remains outstanding and the matter cannot reasonably be resolved; or
* another serious circumstance arises which makes it unreasonable for us to continue.

Where reasonably practicable, we will discuss the position with the Client before ending the contract. Ending the contract will not affect rights or liabilities which have already arisen.

35. Delays and Circumstances Outside Our Reasonable Control

We will make reasonable efforts to provide services within agreed timescales. We cannot accept responsibility for delays caused by circumstances outside our reasonable control, including:

* severe weather,
* transport disruption;
* equipment failure;
* industrial action;
* statutory delays;
* crematorium or cemetery delays:
* hospital or coroner delays; or
* delays caused by third-party organisations.

Where a delay occurs, we will keep the Client informed and take reasonable steps to minimise its effect.

36. Third-Party Suppliers

We may use appropriately selected third-party suppliers in providing funeral services.
This may include:

* crematoria;
* cemeteries;
* churches;
* celebrants;
* ministers;
* florists;
* newspapers;
* printers;
* caterers;
* transport providers; and
* other specialist suppliers.

Where a third party contracts directly with the Client, that suppliers own terms may apply.

37. Donations

Where donations are requested in memory of the deceased, we may facilitate the collection of donations through Memory Giving. Donations may be made online via the relevant Memory Giving page and, where available, at the funeral service through a donation station or other electronic donation facility. All donations are processed through Memory Giving and/or the relevant donation collection facility. We do not receive, hold, administer or account for charitable donations and are not responsible for the processing, administration, allocation or accounting of donations made to a charity. The handling and accounting of donations are the responsibility of the relevant donation platform, payment provider and/or charity, in accordance with their own terms and procedures. We will take reasonable steps to ensure that the correct charity and donation arrangements are communicated to the family and mourners. However, we accept no liability for matters outside our reasonable control relating to the processing or administration of donations by third parties. If you have a query regarding a donation made, you should contact the relevant charity or donation platform directly. We will, where reasonably possible, assist in directing you to the appropriate organisation.

38. Records and Correspondence

We maintain records relating to funeral arrangements, including:

* estimates;
* invoices;
* instructions;
* statutory documentation;
* ashes records;
* correspondence; and,
* other relevant information.

We will retain such records for appropriate periods in accordance with our legal, regulatory, professional and business requirements. Where a person requests copies of records, we will consider the request individually, taking account of confidentiality, data protection, statutory requirements and the rights of other individuals. We may provide a copy of a document with appropriate information redacted where necessary. We may retain original documents and provide copies where appropriate.

39. Personal Information of Living Individuals

Where a document contains information relating to a living individual other than the person requesting it, we will consider whether disclosure is lawful and appropriate. We may withhold or redact information where necessary to protect the individual's privacy, confidentiality or other legal rights.

This may include:

* addresses;
* telephone numbers:
* email addresses;
* private correspondence;
* personal circumstances; and
* other information relating to an identifiable living individual.

40. Communications

We may communicate with Clients by telephone, email, post, text message or other agreed means. The Client should notify us promptly if their contact details change. We will take reasonable steps to protect confidential information when communicating electronically. Where particularly sensitive information is involved, we may use an alternative method of communication.

41. Serious Incidents and Mistakes

If a serious mistake or incident occurs which affects a Client or funeral arrangement, we will deal with the matter openly and honestly, subject to our legal and professional obligations. We will investigate the matter and take reasonable steps to minimise any impact.

42. Liability

Nothing in these Terms & Conditions excludes or limits any liability which cannot lawfully be excluded or limited. We will provide our services with reasonable care and skill. We are not responsible for loss or delay caused solely by

inaccurate or incomplete information supplied by the Client or another person where the error could not reasonably have been identified by us. Nothing in these Terms affects the Client's statutory rights.

43. Complaints

We aim to resolve concerns promptly, fairly, openly and effectively. Clients should initially raise any concern with us so that we have an opportunity to investigate and respond. Our formal complaints procedure is available upon request. Where a complaint cannot be resolved locally, we will provide details of our certified Alternative Dispute Resolution (ADR) body and comply with the applicable NAFD requirements. Nothing in our complaints procedure affects any statutory rights available to the Client.

44. Governing Law

These Terms & Conditions are governed by the law of England and Wales. Nothing in these Terms affects any mandatory rights or protections available to a consumer under applicable law.

45. Identity Verification Documents

Where identification is required for the protection of our clients, the prevention of fraud, or the secure release of ashes or other property, we may request appropriate proof of identity and address. We will collect and retain only the minimum information necessary for this purpose. Copies of identity documents will normally be securely deleted no later than 12 months after completion of the relevant funeral services or release of ashes, unless a longer retention period is necessary in connection with a complaint, legal claim, regulatory requirement or other legitimate purpose. A record that identification was verified may be retained in accordance with our general client file retention policy.

46. Collection of Ashes

Identification on collection of ashes. For the security and proper release of ashes, any person collecting ashes from D. Hollowell & Sons Limited must produce satisfactory photographic identification, such as a current passport or photocard driving licence. Where one is not available we will accept two bills, such as a council tax bill and utility bill, showing the Client's current address. Where appropriate, we may also request confirmation of the person's authority to collect the ashes. We may refuse to release ashes until we are reasonably satisfied as to the identity and authority of the person collecting them. We may record details necessary to evidence that identification and authority checks have been completed.

Client Acknowledgement

By signing the funeral arrangement documentation, the Client confirms that:

* they have had an opportunity to discuss the funeral arrangements with us;
* they have been given information about the services and costs relevant to their arrangements;
* they have had an opportunity to ask questions;
* they have confirmed the capacity in which they are instructing us;
* the information they have provided is accurate to the best of their knowledge;
* they understand that statutory applications must be completed and signed by the appropriate applicant; and
* they have received or been given access to these Terms & Conditions.

Client Name
Relationship/Capacity:
Funeral Reference:
Client Signature:
Date:
For D. Hollowell & Sons Limited
Name:
Signature:
Date:

Complaints Procedure

Our commitment to clients:

We aim to ensure that:

1) Making a complaint is as easy as possible and we treat your complaint seriously.
2) We deal with your complaint promptly and in confidence.
3) We learn from complaints and use them to review and improve our service.

What is a complaint?

A complaint is when you tell us you are not happy about any part of the service and/or the products we provide.

How to make a complaint

If you wish to make a complaint you can contact our Employee & Client Liaison Manager, in any of the ways listed:

By email: clientsupport@fyldefunerals.co.uk
In writing: For the attention of Client Support, D. Hollowell & Sons, Devonshire House, 287 Devonshire Road, North Shore, Blackpool, FY2 0TW.
In person (by appointment only) at: D. Hollowell & Sons, Devonshire House, 287 Devonshire Road, North Shore, Blackpool, FY2 0TW.
Your complaint will be acknowledged within 3 days and fully investigated within 5 working days.

If you are unhappy with the response you can contact Jack Hollowell, in any of the ways listed:

By email: jack.hollowell@fyldefunerals.co.uk
In writing: For the urgent attention of Jack Hollowell, D. Hollowell & Sons, Devonshire House Funeral Home, 287 Devonshire Road, Blackpool, FY2 0TW.

If you are still unhappy

If you are still unhappy with our response you can contact The Funeral Arbitration Service in any of the ways listed:

By email: fas@nafd.org.uk
In writing to: The Funeral Arbitration Scheme, 618 Warwick Road, Solihull, West Midlands, B91 1AA
By phone: Tel: 0121 711 1636.

Timescale for findings and final response will vary depending on each individual case and investigation. Please note that The Funeral Arbitration Service will not investigate a complaint unless the internal complaints procedure of the Funeral Directors has been exhausted.

If you are still unhappy

If you are still unhappy with the response and final decision of The Funeral Arbitration Service you can request that your complaint be referred to the Independent Dispute Resolution Service (IDRS) Ltd.

For more information and to download a leaflet of the scheme please visit https://www.nafd.org.uk/wp-content/uploads/2016/12/Funeral-Arbitration-Scheme-leaflet-rebranded-version-No-1-Dec-2016.pdf

We would like to keep you informed about:

- ☐ Open Days and Memorial Services
- ☐ Pre-Paid Funeral Planning
- ☐ Bereavement Services
- ☐ Memorial Masonry
- ☐ Other, please state .....

Please let us know how you would like to receive information from us

☐ Phone ☐ Text ☐ Email ☐ Post

**You can change your options at any time by contacting us.*

Title	
First Name	Surname
Address	
Postcode	
Tel No	Email
Consent Obtaining YES / NO	
Client Signature	

CARING FOR YOUR LOVED ONE

How do we care for your relative or friend whilst in our care?

Following death, the general appearance and condition of the person who has died can change considerably. There are many reasons for this such as medication, the time that has elapsed since they died or the environment they have been in. It is not always possible to know when or if these changes will occur, therefore with your permission, we will carry out preparation to ensure the changes that may occur are kept to a minimum. This will also assist should you wish to spend some time with your relative or friend prior to the funeral.

When we bring your relative or friend into our care they will rest in our refrigerated facilities and be prepared in our separate mortuary facility. You must also be aware that should we be advised that your relative or friend's cause of death involved a notifiable illness, or if the virus covid-19 is confirmed or suspected, spending time with them may involve additional restrictions.

Before we carry out any preparation, we will always ensure we have your permission to do so. We will also check that we have all official authorities, and the death has been registered.

We will perform the following procedure unless otherwise directed by you:

- We will always ensure your relative or friend is treated with the greatest care and respect and at all times maintain their dignity.
- If your relative or friend is wearing any jewellery this will normally be removed during preparation and replaced, if it is your instruction for it to remain on. Please let us know if this is acceptable.
- Any clothing will be disposed of unless otherwise directed by you.
- If your relative or friend has a medical device implant such as a pacemaker and should cremation be requested, the medical device will need to be removed to adhere to cremation regulations.
- We will wash using a mild disinfectant and warm water, dry and where necessary clean fingernails, eyes, nose and mouth using a swab and disinfectant. We will also take steps to ensure there is no possibility for seepage of fluids which may cause distress when spending time with your relative or friend.
- If instructed we will shave the face, apply massage cream, and close the mouth using a suture.
- We will arrange the hair and apply any cosmetics as per your instructions. You may wish to supply a photograph to assist us which will be returned to you.

Please be assured at all times we will follow your instructions and guidance. If there are any of the above procedures you do not wish us to perform, please let us know.

NOTES

D. HOLLOWELL & SONS

FUNERAL DIRECTORS

FOLLOW US ON:

D. Hollowell & Sons, registered in England with company number 04118167
at registered office Devonshire House, 287 Devonshire Road, Blackpool FY2 0TW