



D. HOLLOWELL & SONS

FUNERAL DIRECTORS

ESTABLISHED 1989

SUPPORTING FAMILIES ON THE FYLDE COAST FOR OVER 37 YEARS

www.fyldefunerals.co.uk

WELCOME



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D. HOLLOWELL & SONS

FUNERAL DIRECTORS

When someone dies, there are many decisions and arrangements to be made at a time of personal distress.

No one can know what you are going through, but in a caring way, we would like to advise you on some of the practical necessities that must be performed at this trying time.

Choosing a reputable funeral director upon whom you can depend, is very important.

At the time of a funeral, families put great trust in the funeral director, to ensure that arrangements are carried through with utmost dignity and professionalism.

When called upon to arrange a funeral, it is our policy to take complete responsibility for all the details involved so that you have no problems at this difficult time.

Our services and premises have been carefully planned to produce a combination of warmth and tranquillity, efficiency, immediate attention and very personal help. We work very much as a team and all play an important part in guiding you through this time with the minimum amount of fuss.

OUR FAMILY

As an independent family funeral home we work around the clock to serve our local communities and ease the burden a loss can bring. We recognise that funerals are unique and memorable occasions and we aim to tailor each service to your needs, from a traditional church affair to the more low key yet dignified 'Simple Alternative' option. Whatever your needs, we are here to assist and serve in every way.

The Hollowell family, originally from the farms of Northamptonshire moved to Blackpool in 1984 to look after a small hotel in Albert Road. Dedicated to customer service with attention to detail, Mrs. Janet Hollowell and husband David brought up two young boys Andrew and Robert and daughter Jackie with a similar work ethic. Andrew was introduced to the funeral profession after leaving Collegiate High School and completed an apprenticeship with a local funeral directors.

The natural aptitude Andrew showed for the profession shone through, and Janet and David nurtured their son's talent. They went on to sell the hotel in favour of supporting Andrew's career in funeral service. Today, the Hollowell family are in their third generation with grandsons Jack and Luke Hollowell fully involved in serving bereaved families across Blackpool, Wyre and Fylde with that same personal touch and attention to detail set to seed in the farms of Northampton, nurtured through years of service in Blackpool's hotel trade and now flourishing as the only funeral service on the Fylde Coast to treat each family they serve as they would their own.

Jack & Mabel Hollowell pictured outside the farmhouse where David and his two brothers, Peter and John were bought up. Andrew, Robert and Jaqueline, David's sons and daughter, also spent many happy years on the farm.



OUR FUNERAL HOMES

With four funeral homes conveniently situated throughout Blackpool, Wyre and Fylde, we are never far from you in your time of need and are readily available to provide help, guidance and support 24hrs a day.

Our funeral homes are tastefully furnished and decorated with an emphasis on home, each offering comfortable sitting areas, private arranging rooms and tranquil chapels of rest.



The Oaks FUNERAL HOME

19 Wood Street,
Lytham St Annes, FY8 1QR

CALL US 01253 720998



Devonshire House FUNERAL HOME

287 Devonshire Road,
North Shore, Blackpool, FY2 0TW

CALL US 01253 355663



Highfield
FUNERAL HOME

497 Lytham Road,
Blackpool, FY4 1RE

CALL US 01253 408886



The Willows
FUNERAL HOME

57 Fleetwood Road North,
Thornton Cleveleys, FY5 4AB

CALL US 01253 859159

FUNERAL HOMES
OPENING &
CLOSING TIMES

The Oaks Funeral Home

Monday to Friday
8:00 am until 5:00 pm

Devonshire House Funeral Home

Monday to Friday
8:00 am until 5:00 pm
Saturday
9:00 am until 3:00 pm

Highfield Funeral Home

Monday to Friday
8:00 am until 5:00 pm

The Willows Funeral Home

Monday to Friday
10:00 am until 3:00 pm

ARRANGING A FUNERAL

*When called upon to arrange a funeral, it is our policy to assume as much of the responsibility as we can so that we may guide you comfortably through this difficult time. **It is always better for you to contact the funeral director as soon as possible, even if the Coroner is involved.***

Please take a moment to read through the headings below and better understand what happens next.

Calling Our Funeral Home For The First Time

We appreciate the first call to us can be difficult, people often don't know what to say or even how to start the conversation. Our helpful staff will lead with all the necessary questions, the call need not be more than 5 minutes and an appointment will be made for you to sit with a funeral director so you may talk more openly about your preferred arrangements.

We would encourage that you telephone the funeral home first to ensure a funeral director is available.

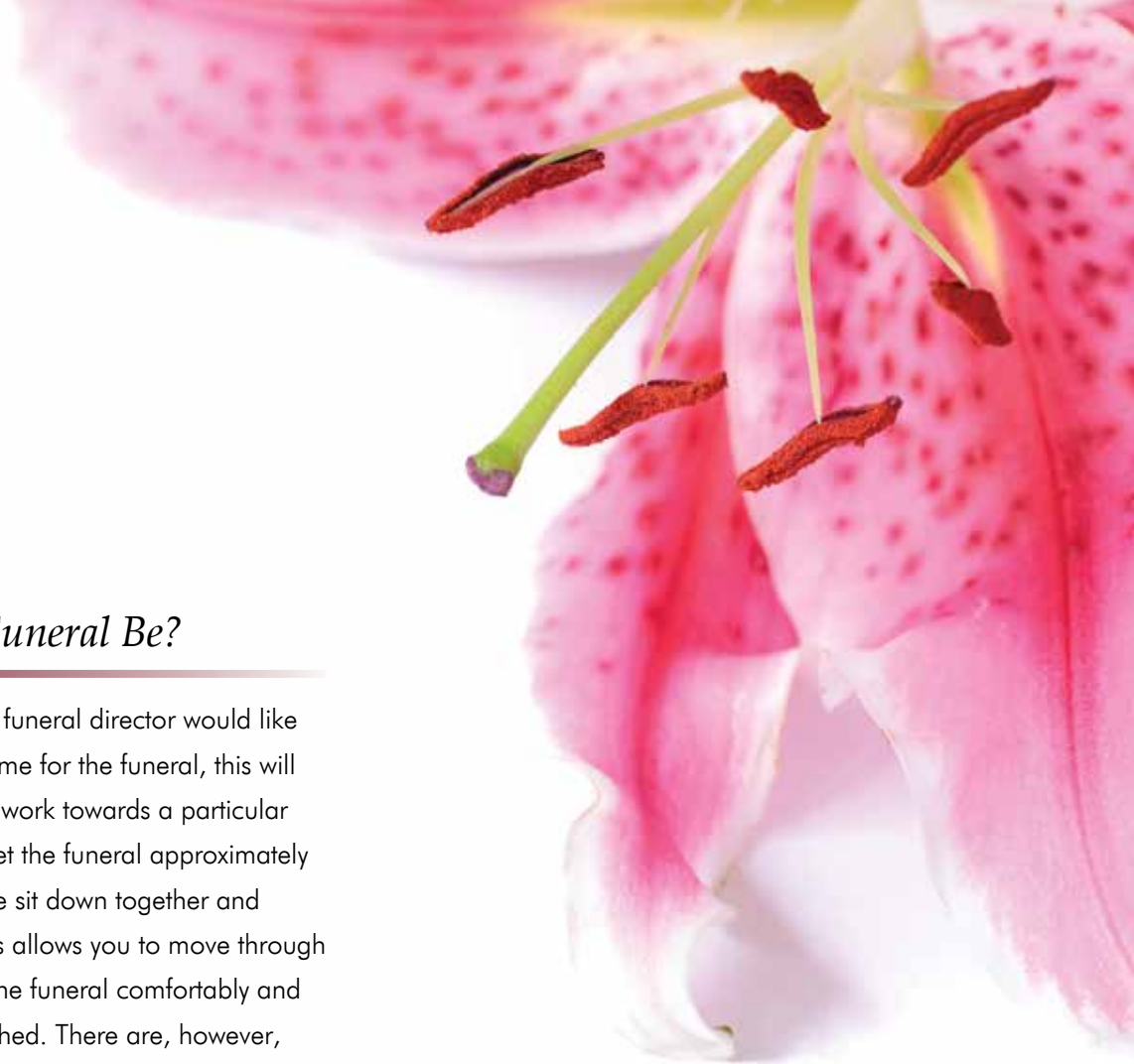


Making The Arrangements

The funeral arrangements may take place either at one of our four funeral homes or in the comfort of your family home, whichever suits you best in the circumstances. Our funeral director will sit down with you at an appointed time and guide you through all the necessary steps, inform you of all the available choices and listen and advise on your own ideas for how to personalise the occasion. The arrangement itself will take as long as is necessary for our funeral director to comfortably guide you through what needs to be done. An hour is a reasonable time scale to expect.

When Will The Funeral Be?

One of the first things the funeral director would like to do is set a day and a time for the funeral, this will help the family focus and work towards a particular date. We always aim to set the funeral approximately one week from the day we sit down together and discuss arrangements, this allows you to move through the events leading up to the funeral comfortably and without feeling unduly rushed. There are, however, many factors that may alter this preferred window: Involvement through the Coroner, family holidays, availability of particular venues: Church, Reception or preferred Celebrants, etc. Such delays are out of our hands but we will always keep you advised every step of the way.



FUNERAL ETIQUETTE

As most of us do not attend funerals very often and some of us begin to experience funerals for the first time, it is often difficult to know how to conduct ourselves and what is expected on such occasions. Please browse the titles below for some suggestions to help you feel more comfortable through the various stages.

Visiting Our Funeral Home

Time spent in reflection with a deceased friend or loved one can be a very healing, often rewarding experience and a positive step forward on your personal grief journey. Try not to let a negative past experience affect your decision, rather take an opportunity to overcome this and see how peaceful someone can really look.

We welcome you to pay your respects at anytime, but ask that you please make an appointment first, so that we may assure you of a comfortable and undisturbed stay.

Family and friends should use their own judgement on what is an appropriate time to call and how long their visit should last.

Remember... it is all about your last memories, if you see no reason to change those, then think carefully before making your decision. If, however, your last memories are not a true reflection of the person you knew, then please do stop by for some quiet time and help restore a truer memory picture.

*Please note: If you are asked to sign an indemnity prior to visiting the chapel it is because the family have opted not to allow for hygienic treatment. In this case, the deceased will lay in a natural state and you should consider how many days have passed before making your decision to view.



Appropriate Attire & Gestures

DRESS

Although black is still considered the colour for funerals, we recognise this is no longer Victorian England. Funeral Directors may still dress this way, but only as a respectful nod back to the traditions that built the funeral profession. Today, mourners are advised to dress respectfully rather than mournfully. Smart casual is generally preferred to stiff and uncomfortable. On occasions a true celebration of life may find the bereaved family asking for a particular style of dress, colourful attire preferred or requests for a particular colour or garment can often be read as part of the funeral notice.

PERSONAL CONDOLENCES

There are many ways you can express your condolences to the bereaved family, and there are no rights or wrongs. Your presence at the funeral is often as valuable as any condolence. If attendance is not possible, you may wish to consider sending a floral tribute, or making a donation in the person's memory to the family's chosen charity. The family's wishes will be stated in the funeral notice. If there is no notice, then simply call the funeral home and ask. Other ways to pass on your thoughts could be through a sympathy or Mass card, available in most retailers and Catholic Churches respectively.

Alternatively, a personal message can be left via email info@fyldefunerals.co.uk

We will print these comments and make sure they are passed on to the family, that way you can pass on your message without feeling shy in their presence.

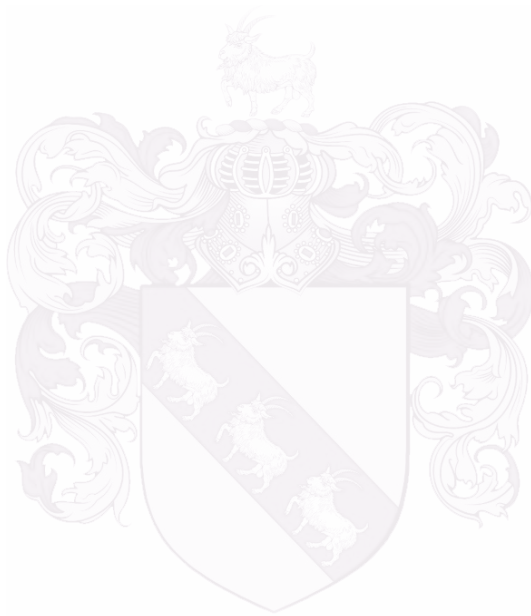
FLOWERS

Floral tributes are a traditional sentiment at funerals, today's culture tends to lean toward 'less is more', with donations favoured to suggested charities. If you do wish to make a floral offering in accordance with family wishes your funeral director can organise flowers on your behalf which can be delivered to the family home or funeral home on the day of the funeral. These can be created to represent hobbies or interests, a favourite colour or particular flowers. We will save the cards that come with the tributes and give you them back for safe keeping. If you wish, you can donate flowers to a Care Home, Nursing Home or Hospice, to be placed on a family or friend's grave or if appropriate to a war memorial.



FUNERAL ETIQUETTE

Memory Giving 



DONATIONS:

It has become common practice to donate to charity in memory of a loved one at the time of the funeral. We aim to make the process appropriate, safe and secure for all donors whilst supporting the family's funeral director to coordinate on your behalf.

A full individual tribute page will be created with an optional personal picture of your loved one. Family, friends and all who knew and loved them can leave written tributes, letting you know how cherished they were. A full donation breakdown will be sent after the donations are closed, including tribute messages left.

Memory Giving is used by many of the leading funeral companies in the UK. The role of the funeral director is radically changing with an increased emphasis in marking a death with a more personal and individual event. Giving to charity in memory continues as a principal constituent of commemoration and recognition of the person, their values and their wishes. www.fyldefunerals.co.uk/donations

MASS CARDS:

A Roman Catholic tradition, also adopted within the 'high' Church of England. These cards can be purchased from most Catholic Churches or Prayer Shops and indicate the sender has requested that the deceased person be prayed for during Mass, in a particular Church on a specific date, the priest in charge will sign the card to authenticate this. If received at our funeral home in good time, Mass cards will be placed on the coffin during the funeral mass and handed to the family at the end of the service.

ACKNOWLEDGEMENTS:

After the funeral, usually the week following, the bereaved family may choose to place a public thank you in the local newspaper. This is not mandatory, but often helps the family express their sincere thanks to all concerned and alleviates the burden of writing to each individual personally. The funeral director will help word the acknowledgment and place it on the family's behalf.

Participating In The Service

Pall Bearers: With permission from the family, you may like to be actively involved in carrying (or bearing) the coffin. If so, no practice is needed, our funeral director will simply gather the pall bearers together on the day and talk you through the necessary steps. The funeral director will remain alongside you throughout, ensuring your comfort.

Readings & Eulogies: With permission from the family and the officiant in charge, you may wish to participate in a reading or offer a personal eulogy. If so, please work towards a 2-3 minute tribute and remember... the funeral service is not a full life story, but a series of heart warming anecdotes on which mourners can hang their memories.

Club or Association Participation: If you are attending and representing a specific club, order or association please inform the funeral director of any customs or traditions that you and your associates wish to carry out during the service. This will help both parties understand each other's needs and ensure events run smoothly on the day.



STATIONERY & MUSIC

We can supply you with stationery for the funeral. Service sheets with a memorable picture of the person who has died, can be produced, making them a treasured keep-sake. Appreciation cards, thanking people for attending, or just for thinking of you, are a touching way to acknowledge your thanks. At some funerals, it can be quite overwhelming by the volume of mourners attending and you may not be able to acknowledge everyone in person. With the book of remembrance, it gives the opportunity for the mourners to record their name, address and words of sympathy, this book is handed into your care. Laminated memorial cards and book marks are a way to record the day and date the person passed away, when and where the funeral was held, close family names and also in addition, a verse or picture can also be chosen to be printed.

Memorable music can be chosen for the service. It may be a favourite of yours or of the person who has died. Depending on the type of funeral service, you can normally choose up to three pieces of music to be played in the background as you enter and leave the service. Most crematoriums and cemeteries are provided with music from a central data base called Wesley Music. For an up to date music list www.wesleymusic.co.uk. A hymn can be

sung if this is your wish. The person officiating the service will be able to assist you in your choice. A piper or trumpeter in traditional dress is a highly visible and unique addition to a funeral, as can be a soloist. Your funeral director will, on request, check the availability and cost of this service.

Most crematoria and cemeteries now provide music through digital tribute and media systems such as Wesley Media and Obitus. These services offer extensive music libraries, allowing families to choose meaningful songs and recordings for the service. For the most up-to-date music selections, please visit www.wesleymedia.co.uk and www.obitus.com, or speak to our team for assistance.

NEWSPAPER:

We shall be pleased to help compile a funeral notice for both local and national newspapers. We shall then arrange for them to appear on the appropriate day.

FLAGS:

All types of flags are available to drape over the coffin on the day of the funeral. For example RAF, Royal and Merchant Navy, Union Flag, Scottish, Welsh and Irish, etc.

STANDARD BEARERS

Standard Bearers can be arranged for a small donation.

JEWELLERY:

Every care is taken over the handling of jewellery, which is normally removed and returned to the next of kin for safe-keeping. We will require you to sign a receipt of safe return.

RECEPTION:

Catering may be arranged on your behalf. You may choose a venue you have been to previously or alternatively, we can make a recommendation of a local catering establishment. A home catering service is also available.

ASHES:

At the time of making funeral arrangements it is not always easy to realise the emotional benefit that is gained after the funeral by having somewhere to go, a place that you and your family can go back to knowing that a loved one is there. You can scatter ashes in the crematorium grounds, in your garden, at a place that holds fond memories, at sea or abroad. A burial plot smaller to those used for full burials, can be a focal point to have a lasting memorial and a place to visit on anniversaries. A burial plot can be at a cemetery, church grounds or in your own garden, subject to regulations.

FUNERAL COSTS:

We will give a written estimate of all funeral charges and disbursements to be made on your behalf, in each and every case at the time of taking instructions or as soon as practicable before the day of the funeral. Disbursements are essential fees that we pay out on your behalf, e.g. Crematorium/Cemetery and Church Fees. Our policy is to cater for all needs and, therefore an 'Affordable' and 'A Simple Alternative' funerals are available online. The two funeral plans are designed for those who are looking for a no-fuss, no-frills service which does not include our full services. For more information please enquire with one of our helpful Funeral Directors.

COFFINS AND CASKETS:

A selection of coffins and caskets are available, made by specialist craftsmen, using traditional techniques. You may wish to visit our showroom at the Highfield Funeral Home, 497 Lytham Road, Blackpool FY4 1RE.

DOVE RELEASE:

It is never easy to say goodbye to loved ones, but in addition to flowers, a white dove release for a funeral is one of the most loving and inspirational gifts to give. The doves are provided by a local family to ensure you receive beautiful white birds that are guaranteed to return back to their home.

What Doves Represent

Single Dove The release of a single dove represents the spirit and soul of the departed being released to begin their final journey home.

Two Doves The release of a pair of doves represents the joining of two souls.

Four Doves The release of four doves represents the spirit of the departed joining the Father, the Son and the Holy Spirit to be guided lovingly on their final journey home.

You may also wish to have the closest members of the family release a single dove each to celebrate the life of the person that has died.

HEADSTONES & GRAVESTONES



Stevenson Memorials is proud to be a sixth-generation family business, passed down through the years directly from father to son. Founded in 1883, we retain the same philosophy and principles today that Thomas Stevenson held close to his heart when he first set up the business.

Craftsmanship, heritage and tradition are our watchwords - the difference is that now we mix those with 21st Century innovation and style, ensuring our service offers the very best quality materials and standard of care that we know our customers expect.

Serving customers throughout the Lancashire area, we operate from offices in Blackburn, where our workshop team is based - and Blackpool where we opened a branch in 2009.

Our Memorials range from modern styles to the more traditional and are suitable for both Cemeteries and Churchyards. We also feature Muslim Memorials and are specialists in Islamic script; especially from the Koran. We also have a very special range of Baby & Child Memorials to remember the little ones in our lives. Jewish Memorials are the most recent addition to our specialists' memorials.

We are proud to be at the forefront of new ideas and techniques within the industry, some of which you can read about on our website. We regularly attend industry events at home and overseas in order to stay ahead of trends and are always looking for ways of improving the level of service we offer our customers.

We are members of the National Association of Memorial Masons (NAMM), the British Register of Accredited Memorials Masons (BRAMM) and the Register of Qualified Memorial Fixers (RQMF), which means we meet very strict standards of service.

We take great pride in the relationship we have built up with D. Hollowell & Sons over the years and the fact that generations of families on the Fylde Coast have chosen Stevenson Memorials and wish to be seen as a trusted friend to those who require a lasting memorial for their loved ones.

Stevenson Memorials
239 Talbot Road, Blackpool, Lancashire FY3 7AS
Telephone: 01253 304604



SUPPORTING YOU

Aftercare

Our support to you extends far beyond the day of the funeral. We are proud to offer a dedicated 'Aftercare' service to help you integrate back into your daily routine. Once the funeral has taken place, our Client Support Team will make a telephone call to the next of kin or their representative and have a friendly chat, ensuring any questions you may have are dealt with efficiently and with sensitivity during this difficult lifestyle change.

The Team draw on many years' experience within the funeral profession and customer service. We will call you and have an informal chat on

the telephone over a number of subjects which you may or may not have thought about following the funeral. Subjects range from thoughts on the final resting place for the ashes to cancelling store cards or subscriptions. Whatever the issue, we will provide help and advice and have a general chat at a time when most have gone back to their daily routines. If you prefer a one to one chat, then please feel free to make an appointment together with a cup of tea or coffee.

Address: Devonshire House Funeral Home
287 Devonshire Road, North Shore,
Blackpool, FY2 0TW

PROBATE & ADVICE

We are very proud to welcome Blackhurst Budd Solicitors to our D. Hollowell & Sons working family. Blackhurst Budd Solicitors are experienced Probate Consultants with an exemplary background in Law.



Blackhurst Budd SOLICITORS

We all appreciate how daunting it can be attempting to deal with issues of probate and estate administration, particularly at such a difficult, often emotional time.

Blackhurst Budd Solicitors have kindly agreed to partner with D. Hollowell & Sons in helping our families at this difficult time by offering their expert advice in these matters.

By way of a telephone call, a simple e-mail or an appointed visit to Blackhurst Budd Solicitors, 22 Edward Street, Blackpool FY1 1BA your probate/administrative queries or concerns can be answered, and your mind set at ease.

This service is free of charge and appointments are expected to last up to half an hour. A pamphlet will be given out with our funeral brochure at the time of the funeral arrangements, all necessary contact details are set out therein.

Contact Our Consultants

BY APPOINTMENT

A personal consultation can be arranged to answer any probate/administration related questions and you will be offered a helping hand on the right path toward settling the estate. Appointments are expected to last up to half an hour.

BY TELEPHONE

(Blackhurst Budd) 01253 629300

If you don't feel a one to one appointment is necessary, you may share your query or concern with Blackhurst Budd over the telephone. Your call will be answered by one of our helpful receptionists, please leave them your name, the nature of your query and a preferred contact number. We promise Blackhurst Budd will return your call at the soonest opportunity.

BY E-MAIL

Please feel free to send any questions, queries or concerns by email to ss@blackhurstbudd.co.uk Blackhurst Budd will endeavour to respond at the earliest opportunity.

PLANNING AHEAD

Society today is more open to honest discussion about pre-planning funerals and recognising the financial and emotional burden they can ease on the family.

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

At D. Hollowell & Sons, we work in partnership with Golden Charter to provide you with a simple way to plan ahead. As one of the UK's largest funeral plan providers¹, Golden Charter has helped over 1 million people to plan ahead², so we're completely confident in offering their plans to you.

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

(1) Based on a Golden Charter analysis and independent research of the funeral plan market size as at December 2024.

(2) Correct at July 2025.

(3) Confirmed by Golden Charter Trust's audited accounts at 31 March 2025.

It makes perfect sense to be a part of your own arrangements and to have a personal say in what happens at your funeral. From burial or cremation, to favourite hymns or music... these are all very personal decisions and a huge responsibility if left for somebody else to decide!

As independent funeral directors, we currently offer our advanced planning options through Golden Charter's Independent Plans. This well established plan provider represents family funeral homes throughout the country and ensures that the funds you set aside for funeral expenses are held in trust and perform in line with inflation, guaranteeing the funeral director's costs at the time they are needed.

Golden Charter
Later Life Planning 

Backed by: 

D. Hollowell and Sons is an appointed representative of Golden Charter Limited trading as Golden Charter Funeral Plans which is authorised and regulated by the Financial Conduct Authority (FRN:965279).

COMMUNITY PARTNERS



Blackpool Council



D. Hollowell & Sons are extremely proud to have been working in partnership with Blackpool Council since the fulfilment of the Public Health Funeral Contract.

Hebrew



Working in partnership with the Hebrew Society since 2010, supporting and caring for all the funeral needs of the Jewish community on the Fylde Coast.

Blackpool Carers Centre

Blackpool Carers Centre

Quality • Passion • Respect

Charity No. 1114558

D. Hollowell & Sons are delighted to have partnered with Blackpool Carer's Centre as our Charity of choice during our 30th Anniversary Year. Blackpool Carers provides specialist support, respite and outings for unpaid carers from the age of 5 years.

Helping carers to create friendships, feel less isolated, strengthen their resilience and make happy memories. Being a carer can affect any one of us at any time of life. Caring for someone due to illness, disability, mental ill health or substance misuse can leave carers unable to maintain their own well-being, that is why we are here to help... Making a Better Life for Carers.

Our projects deliver a wide range of tailored support to carers and their families including regular respite provision for children and young people focused on

play and friendships and one to one support for carers of all ages allowing them to have time to discuss the impact of their caring role and work through action plans to help with practical aspects of their caring. We carry out specialist work around mental health, substance misuse and dementia and offer benefit advice and support to ensure that families in are receipt of the correct financial support. We encourage families to access activities together, exploring new experiences in a safe environment, encouraging bonding and development for children, including those with additional needs, helping them to create their own identity outside of their caring roles and create positive memories to share. We also provide training opportunities for carers to assist them in planning for their own futures.

One of our main achievements within the past few years has been our move into our new centre which had been gifted to us through Beaverbrooks Charitable Trust. The building was in disrepair and dangerous following some years of neglect. In July 2016 we were excited to welcome BBC DIY SOS Big Build programme

and hundreds of volunteers to start work on our vision. The result of the 2 week build was fantastic provision and a landmark building for Blackpool's carers and the community as a whole which now stands proud, opening its doors to carers to provide daily support.

Our wonderful staff team is complemented by our dedicated volunteers who devote their valuable time, skills and talents to help us to deliver our projects across Blackpool. We are always looking to hear from people who would like to help us to make a better life for carers through volunteering.

Please feel free to call us on **01253 393748** for information on services, support, volunteering opportunities or to take part in any of our events.

Our website **www.blackpoolcarers.org** has regularly updated information about services and events.

Address: Blackpool Carers Centre
Beaverbrooks House, 147 Newton Drive,
Blackpool, FY3 8LZ

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 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

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



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.



COFFINS & URNS

D. Hollowell & Sons has a long-standing partnership with Atkinsons to provide our ashes urns and keepsakes. Atkinsons create, curate and commission urns, keepsakes and jewellery of the very highest quality.

They seek out the innovative, the lovely and the unique so that our clients can be sure they're getting a memorial that's personal, beautiful and more importantly... a fitting tribute to honour their loved one.



*£30 Supplement for medium stain
(Newcastle only)*



Light Oak

THE NEWCASTLE

This traditional coffin features a rich true oak veneer in high gloss, decorated with six brass effect kingston handles, ornate wreath holders, bespoke nameplate and furnished with a satin interior.

THE YORK

The additional craftsmanship displayed in the raised lid and panelled sides of this true oak veneer coffin in high gloss affords a feeling of individuality. Decorated with six brass effect oscar bar handles, ornate wreath holders, bespoke nameplate and furnished with a satin interior.



Reflections®

CLASSIC CARS

Customising your loved ones coffin can be a truly rewarding experience. There can be no more fitting a tribute than choosing the perfect coffin for their special day. Whether it be a lifelong hobby, favourite place, football team or special interest, we can personalise the coffin to suit most situations.

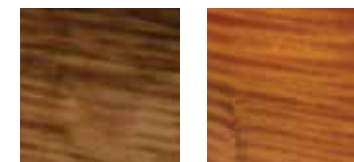


HEARTWOOD™

THE WINCHESTER

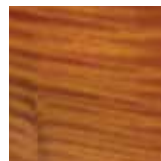
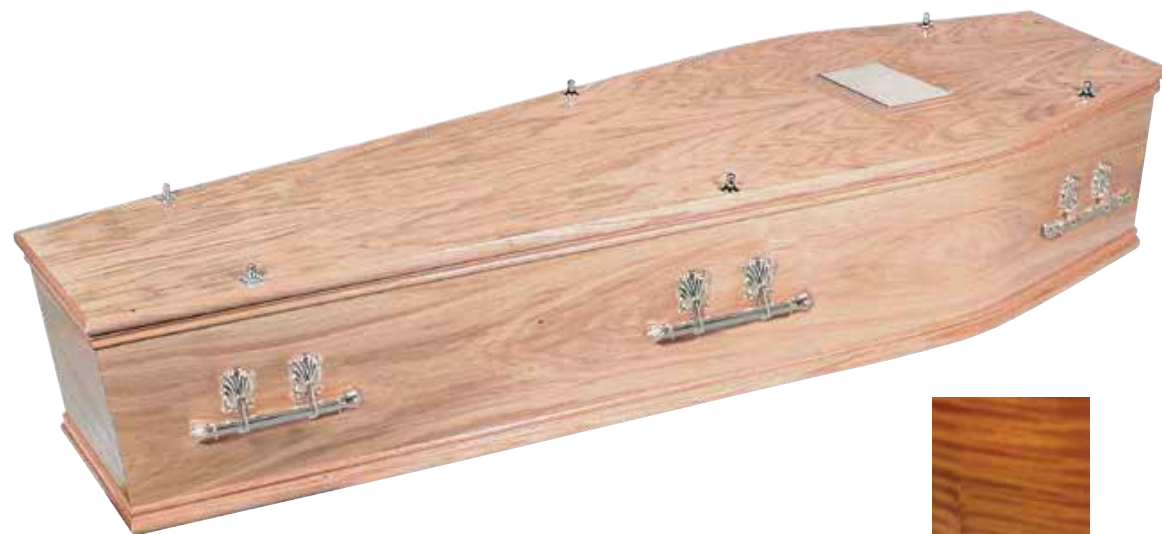
A traditional coffin made using a solid oak veneer. Da Vinci's The Last Supper is featured on the side panels.

The elegant Winchester comes polished in a rich teak colour with a gloss finish and a raised lid. The coffin is fitted with a lovely satin interior, and is shown here with electro brass handles and crucifix.



Medium Oak Rich Teak

** Wood grain & tone may vary*



*Tamworth Redwood**



*Barnard Oak**

** Wood grain & tone may vary*



HEARTWOOD™

THE OAKHAM

Traditional solid oak coffin with beaded lid design, high polish finish, decorated with six brass effect (or polished brass £100) oscar handles, ornate wreath holders, bespoke nameplate and furnished with a luxurious satin coffin suite.

THE BAMBURGH

This regal highly polished solid redwood timber coffin (also available in oak) with raised lid and sculpted panelled sides is its own statement of quality. Boasting a 20mm board thickness for lasting peace of mind, and decorated with six brass effect (or polished brass £100) oscar handles, ornate wreath holders, bespoke nameplate and furnished with a luxurious satin coffin suite.



FOREVER URNS FROM £30

Our selection of urns are amongst the most elegant on the market, the adult urn is designed to accommodate a full set of ashes and can be used for select methods of disposition, whilst the matching keepsake urn allows a small portion to be retained for private sentiment.



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 collection 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

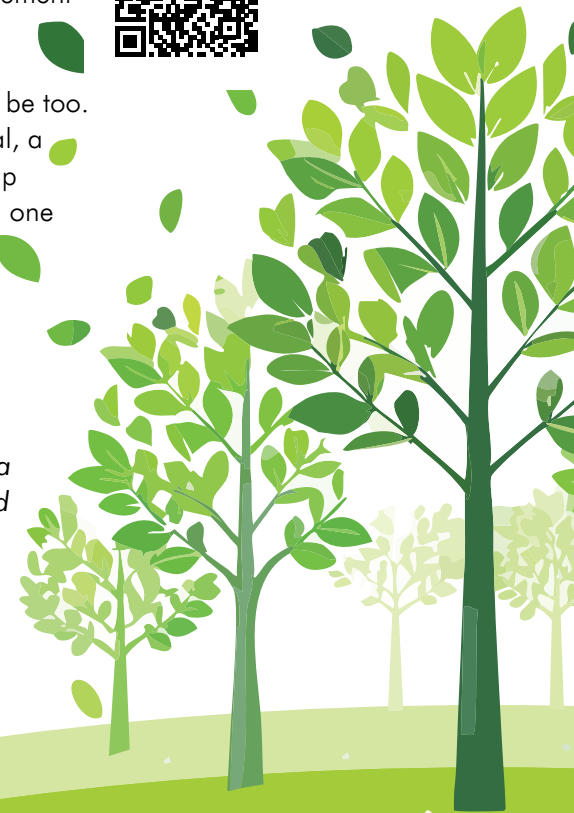


Supporting Meaningful Choices

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."



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 & Tractor	from £450
• Stationery Pack. (40x Service Sheets, Thank You Cards, A4 & A3 Picture and Memory Box.)	£70
• Per Additional	£1

POR = Price on request

TOGETHER IN GRIEF

Supporting You Beyond the Funeral

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.



TOGETHER IN GRIEF

SUPPORT THROUGH SORROW

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

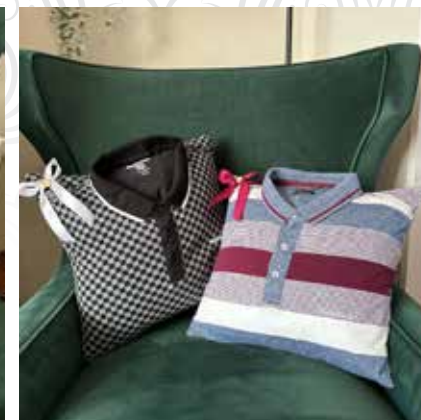
Extras:

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.



MEMORIAL JEWELLERY

EVER WITH®
memorial jewellery

At EverWith, we believe that everyone should have a way to carry a little piece of someone they love with them. Even when they have passed on. It was because of our passion, and dream to make this a reality, that our company, EverWith, was born.

We specialise in creating beautiful, bespoke keepsakes in memory of loved ones who have passed away. Our vision is to create timeless, unique, sentimental tributes to treasure always.

We are dedicated to incorporating thoughtful details and personal touches into everything we do. Also, to alleviate any worries you may have, we send regular updates detailing the progress of your jewellery. Every day, we strive to deliver a fantastic service for our customers and to create keepsake gifts that they will cherish for a lifetime.



“We’ve crafted jewellery pieces for tens of thousands of happy customers who have left us amazing, glowing reviews.”

www.everwith.co.uk

MY FUNERAL WISHES

MY SERVICE

(Burial or cremation, church service or non-religious)

MY TRANSPORT

MY OBITUARY

MY CATERING

MY COFFIN

MY CLOTHES & JEWELLERY

MY DONATIONS

MY FLOWERS

MY SERVICE SHEETS

(Photographs, background, colour, etc.)

MY MUSIC

MY POEMS & READINGS

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

Payments at Victoria Hospital.

You can currently only pay by cash at the satellite office at Blackpool Victoria Hospital. Can you please make sure you have the correct change with you.

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 £12.50 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.

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 £12.50 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 12:30 pm 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)

Competition and Markets Authority

Organising a funeral is often very distressing and people can be especially vulnerable during this time. That's why the CMA remedies are designed to help people make choices that are right for them and ensure they can be confident that their loved one is in good hands.

- An obligation for all funeral directors and crematorium operators to disclose prices in a manner that will help customers make more informed decisions.
- That information must be provided in advance of a client committing to purchase a service so that people know the price that they will be charged and the key terms of business - for example if a deposit is required.



Martin Coleman. CMA Panel Inquiry Chair 2020

The format, wording and terminology of the standard price list is that dictated by the CMA.

Required

Selected Crematorium	£
Cemetery (Purchase and /or opening)	£
Celebrant	£
Church & Associated Costs	£
Mileage Charge & Staff Charge (Outside the Fylde Coast)	£
Taking care of all necessary legal and administration arrangements	£745
Collecting and transporting the deceased person from the place of death (normally within 15 miles of the funeral director's premises) into the funeral director's care 24 hours	£275
Care of the deceased person before the funeral in appropriate facilities. The deceased person will be kept at one of our Funeral Homes of your choosing	£525
Coffin chosen	£
Viewing of the deceased person for family and friends, by appointment with the funeral director (where viewing is requested by the customer)	£45

Required

At a date and time you agree with the funeral director, taking the deceased person direct to the agreed cemetery or crematorium (normally within 20 miles of the funeral directors premises) in a hearse or other appropriate vehicle. Choice of our prestigious Rolls Royce hearse, Mercedes E Class hearse or our authentic Edwardian style hearse.

From £500

Mercedes E Class Hearse, Imperial Limousine or our Austin Chalfont Limousine.

From £300

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)	£

Service Enhancements

	£
	£
	£
	£
	£
Payment Required No Later Than 3 Days After The Arrangements	£
TOTAL	£



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 fleet of Mercedes E-Class Hearses a Vintage Edwardian Style Fleet and Harley Motorcycle Hearse.
.....
- Immaculately presented bespoke uniformed pall bearers for carrying your loved one's coffin in a dignified and respectful manner.
.....
- A coffin selection that counts true wood veneer amongst the first in its range.
.....
- Courtesy chauffeur service for registration appointments and visits to the funeral home where necessary.
.....
- Discreet aftercare and support programme.
.....

TERMS & CONDITIONS

Professional Services

These include all arrangements in connection with the funeral, assistance and advice in matters relating to the funeral, attendance and services of staff, attending to all documentation, care of the deceased and use of the Chapel of Rest, provision of motor hearse, funeral director and embalming of deceased if required.

Payment of Account

D. Hollowell & Sons operates a pricing policy in compliance with the Code of Practice of the Competition and Markets Authority, National Association of Funeral Directors and the National Society of Allied and Independent Funeral Directors. Our price list provides clients with a full and detailed explanation of our charges as required by the Code. In addition to our charges, disbursements, i.e. Cremation or Cemetery fees, and other 3rd party costs must be paid. When the funeral arrangements are completed you will be given a written estimate of all the charges incurred by the service you have requested. You will be required to settle the full funeral account no later than 3 days before the date of service. If the account is not paid (without any prior agreement) then the service may be cancelled. In certain conditions you may be asked to make an interim payment. We ask for this estimate to be signed as consent that you accept the contract, and charges, and will be liable for payment of the account when submitted. If wished, the account may be forwarded to your solicitor. If this is the

case, please let us know so that we can forward any future correspondence to them. The account becomes payable after 28 days from the date of the account. We reserve the right to add interest on all outstanding accounts at 2% per month on accounts that remain unpaid after 60 days and any legal and court costs incurred due to non-payment. If, because of your circumstances, you have to make a claim for assistance from the Department of Work and Pensions, note that stringent rules apply as to the amount of help available. Please let us know in the first instance, preferably at the time of arrangements.

Payment Options

Payments can be made at any of our Funeral Homes. By Cheque, made payable to D. Hollowell & Sons. By BACS using the funeral reference number, Sort Code 09-02-22 Account No. 10022364. By Cash, but please do not send cash through the post. By Debit/Credit Card, except American Express or Diners. We also offer the facility to pay online: www.fyldefunerals.co.uk/online-payment

Pre-Payment Funeral Plans and Insurance

If you have purchased a Funeral Plan or insurance via a third party and without the guidance of D. Hollowell & Sons, the plan company or insurer will make a remuneration offer to D. Hollowell & Sons for our services. The offer is not necessarily the amount of money paid into the funeral plan or insurer at the time of conception by their client. We reserve the right to refuse the plan should we feel our professional service and or in our view, how a funeral should be respectfully carried out is compromised through this funding. Our helpful funeral director will guide you to the plan which is best covered by the amount of funds being offered to D. Hollowell & Sons and some service enhancements maybe charged separately should they fall outside the plan making you our client responsible for this shortfall. Due to the plan company or insurer asking D. Hollowell & Sons to sign a 'gagging order' prior to the offer of funds we are not able to discuss or disclose the fund amount being made available. For further

guidance please contact your funeral plan or insurance provider.

Ashes

If you choose for the ashes to be safely held at our Funeral Home, they can be collected or transferred to you at any time should you so wish within the next 12 months, please contact us with at least 48-hour notice should you like this to happen. We will write to you when your loved one's ashes are in our care, this may be up to 14 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. If you have requested a memorial option, please be assured that we will liaise with the provider and you our client. If you have requested a memorial option, please be assured that we will liaise with the provider and you our client. After 12 months and without further notification we reserve the right to return ashes to the crematorium for a dignified scattering. If you choose to purchase a receptacle to receive the ashes from another source other than D. Hollowell & Sons and then wish us to transfer the remains to this receptacle we will then charge a £15 fee for insurance purposes to cover the event of the receptacle being damaged or broken during the transfer procedure.

Combined Weight

Over 100kgs (combination weight of the person and coffin) we reserve the right to add £100 supplement for the additional cost of the chosen coffin and provision of bearers/assistants required to convey the coffin to disposition. Should the combined weight be more than 150kgs we are advised under Health & Safety regulations to use an electric bier to convey the coffin to disposition.

Conveying the Coffin

Bearing by family members or anyone other than the staff of D. Hollowell & Sons will only be permitted at the discretion of the Funeral Director. D. Hollowell & Sons will not be held responsible for any mishap, loss, injury or damage should the family members or anyone other than the staff of D. Hollowell & Sons wish to pall bear or carry

out any other function usually carried out by the Funeral Directors staff. We insist on a minimum of 4 Bearers to carry. Bearers should be of similar height if possible, and prior to the funeral taking place, should be in good health and be alcohol and substance free.

Hygienic Treatment

Whilst we, as a funeral home, endeavour to present every deceased person entrusted to our care in the best way possible, we do have a professional guideline as to how we feel a deceased person should be presented. The Funeral Director will fully explain the difference in hygienic treatment and no hygienic treatment to allow you to make an informed decision. You will then be required to sign a personal indemnity when choosing to view the body of the deceased.

Floral Tributes

If you wish, you can donate flowers to a Care Home, Nursing Home, Hospice, be placed on a family members grave, or if appropriate to a war memorial. Floral tributes are delivered locally by D. Hollowell & Sons. This service is free of charge and carried out at a day and time convenient to D. Hollowell & Sons.

Newspaper Notices

We shall help compile a funeral notice for both local and national newspapers. We shall then arrange for a draft copy to be approved by the next of kin/client before publishing in the chosen paper/s and internet websites. In the event of a misprint by the newspaper, or D. Hollowell & Sons, we will replace the notice wording free of charge in the next available edition.

Catering

We can make a recommendation of a local catering establishment, or home catering service should you require. The recommendation is based on client's previous experiences and no benefit is given to us by the caterers.

Jewellery

We will take instructions from the next of kin/client before removing any jewellery from the deceased.

Every care is taken over the handling of jewellery, which is normally removed and returned to the next of kin/client for safe keeping. We will require you to sign a receipt of safe return.

Child Booster Seats

Child under 3 years of age - The correct restraint MUST be used. Child 3-12 years of age - The correct child restraint MUST be used - or under 135 cm in height, seat cushion should be used to reach correct height for seat belts. Child over 12 years of age - or over 135 cm in height, seat belt MUST be worn.

Vehicle

In the unfortunate event of a vehicle failure, we reserve the right to substitute another vehicle equal to the purpose but not necessarily the same model or age that may have been chosen.

Smoking Policy

Smoking, including e-cigarettes, is strictly prohibited within all company work areas and public spaces, including private offices, reception areas, restrooms, chapel of rest, arrangement rooms, all company vehicles and any other enclosed areas.

Bringing a Loved One into Our Care

When transferring a person after death from an NHS Institution we can only do so when the full NHS protocols have been followed. A £2000 deposit needs to have been paid to D. Hollowell & Sons due to the NHS guidelines of 2017. These state that once a person has been transferred from the hospital into the care of a funeral director no funding can be sought from the NHS or Council towards the funeral costs in the event of that person instructing the funeral director failing to provide funding for the funeral arrangements. An application to His Majesty's Coroner for a form of release can only be made by D. Hollowell & Sons on receipt of the deposit. By applying for the form the HMC will consider this as the acceptance and engagement of our services at D. Hollowell & Sons.

Allow 48 hours from the receipt of the release papers to D. Hollowell & Sons for the transfer of

the deceased into our care excluding weekends, bank holidays or repatriations over 30 miles.

Pacemaker Removal

If fitted, a pacemaker must be removed when a cremation service has been requested. This procedure is carried out by one of our clinical staff under clinical conditions and is not invasive. The pacemaker remains the property of the NHS and is returned to them.

Clothes and Glasses

When a person is brought into our care with clothing, or personal effects, we will hold the items for a maximum of a month only. Should you require these at any point during the month please inform your funeral director. When a cremation has been chosen and the deceased is presented in their own clothes, should you have provided shoes and glasses, these will be removed and unless otherwise stated they will be donated to a local charity.

Change of Arrangements

Any change to the arrangements can be made by the applicant only. This can be done in several ways. In person at the funeral home, or in your home or office. You will be asked to sign a change of instruction form. Alternatively, you can make changes via telephone as our calls are recorded, or by email to info@fyldefunerals.co.uk

Service Sheets and Stationery

If our clients have chosen to have the service sheets printed with a 3rd party, we ask that our name does not appear on the booklet and that they are provided 48 hours prior to the service.

Repatriation

Dependent on the level of our funeral home commitments, we may from time to time outsource our repatriation service. We have a professional level agreement in place should this happen with a repatriation service which is equal to our expected professional standards, we only pass on their charge for this service should they be engaged and nothing is added by D. Hollowell & Sons.

Data Protection Regulation (GDPR)

We will treat your personal information with care and confidentiality in line with UK Data Protection laws. We need to process personal information to enable us to fully arrange and organise funerals for our clients. We may use the information for the purposes of administration, customer service and business management. We may share some of this information with 3rd parties such as Crematoria/Cemeteries, florists and officiants solely for the use of arranging the funeral. We monitor and record telephone calls for security purposes and to improve customer service levels. We will not share or sell your information with 3rd party organisations without your permission for marketing purposes. For further information please refer to our privacy policy, full details of which can be found on our website at www.fyldefunerals.co.uk

Carleton Crematorium (Blackpool Council)

Carleton Crematorium operate administration fees (fines) for the following:-

- Cancellation of a cremation within 48 hours of the service, presently £300 April 2026.
- A late running service, presently £45 April 2026.
- Late submission of documentation, presently £38 April 2026.

If it is deemed the fault of D. Hollowell & Sons for a fine for any of the reasons detailed above, we will pay this fine in its entirety without notification to our client. If however, our client fails to provide us with information that is necessary for us to fulfil the service within the constraints detailed, we will pass this fee to the client for full payment on their account.

Right to Cancel

(for arrangements made in the client's home only)
You have the right to cancel the contract if you wish. This right can be exercised by sending or taking a cancellation notice to the funeral director at any time within the period of 14 days

starting on the day of the arrangement. The right to cancel can be lost during the cancellation period if the service is provided in full before the 14 days elapses. Where applicable, you will be liable for any payments made in respect of any services carried out or disbursements paid, once the performance of the contract has begun and prior to the cancellation notice being received. If you wish to cancel the contract you must inform the company, in writing, within 14 days. We have attached a Notice of the Right to Cancel on the reverse of our terms and conditions for your use if required.

Our Right to Cancel

We may end the contract at any time by writing to you, if you do not make a payment to us when it is due or you do not, within a reasonable time of us asking for it, provide us with information that is necessary for us to provide the Funeral Services, or in our reasonable opinion, you have acted inappropriately, engaged in criminal activity or shown an unacceptable level of discourtesy or harassment to a member of our staff or representative.

CARING FOR YOUR LOVED ONE

How do we respectfully look after 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.

TERMS & CONDITIONS

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	

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>



D. HOLLOWELL & SONS

FUNERAL DIRECTORS

FOLLOW US ON: [!\[\]\(c5fc890ebce2e61be5f14af6b38725d1_img.jpg\)](#) [!\[\]\(de47412700e1bd1cfabc2888f7ba8813_img.jpg\)](#)

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

