

Worthing Crematorium Memorial Terms & Conditions

HORSHAM ROAD, FINDON, WEST SUSSEX, BN14 0RQ.

E-mail: crematorium@adur-worthing.gov.uk

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1. Worthing Borough Council (the Council) is responsible for the maintenance of the Crematorium grounds, and all authorised memorials contained within them. As such it reserves the right to change the general appearance and layout of any area at its discretion. Consideration will be given and notification sent to the applicant (you) if significant changes are to happen.
2. General care and maintenance of the memorial is your responsibility. The council cannot accept responsibility for any damage to it, unless caused by our negligence.
3. Fresh flowers and small pot plants can be placed in and around the Crematorium grounds.- However they must not be left in wrappers or placed in vases / containers. All flowers will be removed as they show signs of deterioration – usually after 5 days.
4. You are not permitted to place any artificial flowers, trinkets, toys or other personal effects in the gardens. The Council will remove all such items in order to maintain the overall appearance of the grounds as part of the South Downs National Park. Any items removed will be stored at the Crematorium for a period of 6 weeks after which they will be disposed of.
5. The Council understands that you may wish to place a birthday, anniversary or parent's day card or other tribute at the appropriate times of the year. This is permissible but all such items will be removed after 3 days.
6. Seasonal tributes, such as Christmas wreaths and ornaments, may only be laid in the specified area near the Muntham chapel. These tributes will be removed after 12 days.
7. All plants purchased using donations remain the Council's property. They will usually be planted in areas most suitable for their needs. However you can request that a plant is placed near to a specific interment site and in such cases the Council will make reasonable efforts to purchase any plant(s) suitable for that area.
8. Plants will be trimmed and otherwise maintained as required. Should a plant die it will be removed and a suitable replacement, but not necessarily the same type, will be planted.

9. The Council will use reasonable endeavours to contact you when your licence is about to expire. Renewal costs will be based on the price lists available at the time.

10. You must notify us of any change to your contact details so that we are able to fulfil our obligation to contact you as your memorial licence term nears expiry. If you decide not to renew the licence term you will be asked to collect your memorial from the crematorium within 2 months. If the Council is unable to contact you the memorial will be removed from display and stored for a period of 8 weeks before it will be disposed of in a sensitive manner.

11. The information you provide on the application form will be held on file in accordance with and under the Data Protection Act 1998. Worthing Borough Councils environmental and customer services departments will use the information for the management of Worthing Crematorium. We may use the information to send you important notices, such as communications about memorials, purchases and changes to our terms, conditions and policies but we will never disclose your details to any third parties. If you do not wish to receive such information please tick the box on your application form. Please note, if you tick the box, we will not be able to contact you when your licence term is due to expire and that the memorial will be removed if you do not contact us.

12. You must ensure that your next of kin are aware of any documentation issued to you for your memorial licence term as it will be required for any additions or alterations to the memorial. Please inform us of your next of kin's contact details if at all possible.

13. The prices listed, except those for the Book of Remembrance and plant donations, are for a licence of a space and purchase of a memorial. Licence only fees are available, on request, if you would prefer to commission an independent mason to make your memorial. Quality and prices vary and the Council recommends that you speak to several masons before choosing one to commission.

14. If you take out a licence term the Council will send you a letter confirming this and listing the mandatory material, sizes and fonts to be used on your memorial. You must ensure your chosen mason adheres to these requirements when creating your memorial.

15. The Council reserve the right to refuse any memorial it deems unsuitable.