

# Cemetery bookings - our service commitment

The Council is committed to providing a prompt and efficient booking service. You will be dealt with in a courteous and professional manner at all times and you can be assured of equal treatment.

## What you can expect from us

- Our Customer Services team will provide an immediate response for any funeral booking;
- Funeral services will be available from 10am to 3pm, Mondays to Thursdays and 10am to 2pm on Fridays;
- We aim to treat customers equally and fairly regardless of race, family/marital status, gender, religious belief, age, disability, or sexuality.

## How you can help us

To enable all requests for funeral bookings to be processed as quickly as possible, we need your co-operation and it would be helpful if you could bear the following points in mind.

Please ensure that you have as much information as possible to hand when making the initial booking:

- Name of cemetery
- Name, address and religion of deceased
- Date of death
- Age of deceased
- Proposed date and time of funeral
- New or reopened grave
- Grave number if a reopened grave
- Size of coffin
- Is use of Chapel required?

Ensure that only the Council's Internment forms are used and that all sections are completed correctly.