




Distinct Cremations

The Distinct Advantage



Your guide to
arranging a
simple, affordable
funeral



Distinctcremations.co.uk • Call 0808 296 1493

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Having met people who work for Distinct Cremations, I'd certainly trust them with my own arrangements.

Sue Cook, Broadcaster and Journalist



Distinct Cremations is the trading name of Distinct Cremations Limited, a member of the Westerleigh Group that have been assisting and providing families with quality services in beautiful settings for over 30 years. All calls to 0800 or 0808 numbers are free whether made from a landline or mobile. Calls may be recorded for monitoring and quality purposes. Testimonials within this guide are from authenticated customers, or from Sue Cook.



Welcome to Distinct Cremations

Thank you for your interest in Distinct Cremations. We are saddened to hear that you are now looking to arrange the funeral of a loved one, and we are here to help you.

Whether your loved one is likely to pass away soon, or you need to arrange a funeral now, we understand how distressing it can be. With Distinct Cremations you can always be assured of a compassionate, dignified and efficient service.

A direct cremation is one where there is no formal procession of cars. The deceased is transported directly to the crematorium in a specialised and discrete vehicle. Often no mourners are in attendance, but a service can take place at the crematorium if that is your preference.

Distinct Cremations is one of the UK's leading providers of affordable cremation services. You arrange the cremation directly with us, over the phone or by email, which avoids you needing to visit an office or funeral home at a distressing time.

This guide will tell you about the services we offer and the cost of those. As you may know, there are some important things that need to happen when someone dies, so we've produced a checklist to help you too.

Our friendly Customer Service Specialists are available 24 hours a day 7 days a week to answer your questions or put arrangements into place.

To arrange a cremation service or to find out more, please call us today on 0808 296 1493.



“ For a simple, low-cost cremation
I'd choose Distinct Cremations ”

Sue Cook, Broadcaster and Journalist



Why choose a direct cremation?

A direct cremation is different to a traditional funeral as it offers a fuss-free alternative with no procession, often with no mourners present. Direct cremations are growing in popularity for a number of reasons.

1. To save money

A direct cremation costs more than 70% less than a traditional funeral¹ because it includes less – even less than the ‘simple funeral’ available from some funeral directors. For example, there is no hearse, no limousines and no procession.

2. To avoid fuss

There are many people who don't like to create a big fuss or prefer not to tell anyone when they pass a major milestone in life. If this is typical of your loved one, then a direct cremation is a more discreet choice for their funeral too.

3. Your loved one may have a small family

Some people worry about spending money when there'll be few mourners attending. Our direct cremation provides for either no mourners being present or up to 20 people. You won't be paying for a full service at a crematorium with no limit on mourners.

4. Your loved one may not be religious

Some people still see a funeral with a service as being a religious event. That just might not be what your loved one would have wanted. With a direct cremation, there doesn't have to be a formal service.

5. Your loved one wanted a more distinct celebration of life

A lot of people want a celebration of life more in tune with the way they lived. A direct cremation can separate the cremation from any celebration. You can arrange an event your loved one would have really wanted, and put the money saved on the funeral towards a perfect send off.

6. Your loved one would not have wanted a funeral

Many people see funerals as morbid, a waste of money and something they just don't fancy for themselves. If this is how you think your loved one would feel, a direct cremation could be an option – no elaborate funeral – just a dignified cremation.

Of course, you may have your own reason for choosing a direct cremation. We are here to guide you through the process, whatever your reasons are. To arrange a direct cremation or to find out more, please call us today on **0808 296 1493**.

¹saving is based on the cost of a basic cremation funeral (SunLife Cost of Dying Report 2023, sunlife.co.uk/funeral-costs) at £3,953 vs the cost of a Distinct Cremations direct cremation at £1,099.



How our direct cremation service works

Arrange

- **Unattended or Personal service**
Choose if you'd like to arrange a funeral with no mourners or up to 20 mourners.
- **One phone call**
When you are ready, you can call us at any time of the day on **0808 296 1493**.
- **Collection**
Distinct Cremations need payment of the cremation service prior to collection of the deceased. We will care for your loved one in our dignified mortuary facility.

- **Register the death**
At this point you will receive the death certificate and we will start making arrangements for the cremation.
- **Help with paperwork**
One of our Customer Service Specialists will help you complete all the necessary paperwork.
- **Cremation takes place**
We carry out your loved ones cremation with care and respect, notifying you if you wish to know the date and time. For an attended service, you can choose the crematorium from within our network, for a small family-led service.

Remember

- **Ashes returned within 14 days**
Your loved ones ashes personally returned to you, within 14 days.
- **Celebration of life**
You can choose when, where and how to celebrate the life of your loved one.



Choose the option that's right for you

It's important in the early stages of arranging a funeral to establish that your loved one didn't have pre-paid funeral plan in place, as this may dictate the type of funeral you can arrange.

Once you have established no plan is in place, you are free to choose a Distinct Cremation.

Our direct cremation from £1,099

A direct cremation is unattended and takes place without a procession, service, ceremony and attendees. As there are no formalities and it could save you over £2,800¹ compared to a traditional funeral.

Our personal cremation from £1,649

Similar to a direct cremation, a personal cremation is also free of procession, tradition and formal service. Up to 20 mourners can attend for a 20 minute early morning family-led service to say their goodbyes.

For full details of what's included and what's not, please see page 7.

An option to Go Greener

Our Go Greener optional extra is available on both services and can be added for an additional £100. Further details on the cost of adding this option can be found on the enclosed Go Greener optional extra summary document.

¹ Saving is based on the cost of a basic cremation funeral (SunLife Cost of Dying Report 2023, sunlife.co.uk/funeral-costs) at £3,953 vs the cost of a Distinct Cremations direct cremation at £1,099.

To arrange a direct cremation or to find out more, please call us today on

0808 296 1493

www.distinctcremations.co.uk



What's included for the price?

We offer two direct cremation services, both amongst the best value in the UK and both guaranteeing a fuss-free dignified cremation.

Included in our direct cremation:

- ✓ An unattended cremation at one of our Westerleigh crematoriums
- ✓ Collection of the deceased from a hospital or Coroner's mortuary in office hours, weekdays
- ✓ Care at our professional mortuary
- ✓ 24/7 support
- ✓ Help with all legal and cremation paperwork
- ✓ Preparation of the deceased for cremation
- ✓ A simple coffin and temporary ashes container
- ✓ Removal of artificial mechanisms
- ✓ Removal of pacemakers
- ✓ Respectful cremation at one of our crematoriums
- ✓ Ashes scattered in the garden of remembrance or personally returned within 14 days

PLUS, our Personal cremation costs from £1,649 and includes 20 minutes' attendance at the crematorium for up to 20 people for an early morning family-led service.

Not included:

- ✗ Attendance of mourners (unless a Personal cremation is chosen)
- ✗ A formal service
- ✗ Choice of crematorium (unless a Personal cremation is chosen)
- ✗ Choice of time (unless a Personal cremation is chosen - but restricted to early morning)
- ✗ Collection outside 8am - 6pm (Fee of £250)
- ✗ Collection from private residence or nursing home (Fee of £200)
- ✗ Doctor's fee (Fee of £82)
- ✗ Viewing of the deceased
- ✗ Funeral procession
- ✗ An XXL coffin (Fee of £150)

Arranging a direct cremation with us could not be simpler. You do not need to make a trip to an office or funeral home, we do everything over the phone.

When you are ready, you can call us at any time of the day on **0808 296 1493** and we will collect your loved one and bring them into our care.



Why choose Distinct Cremations

If you are comparing the direct cremation services offered by different providers, Distinct Cremations offers one of the best value services in the UK.

A leading cremation provider

We're part of Westerleigh Group, one of the UK's largest funeral providers, who conduct 70,000 cremations per year and own 40 crematoriums across the country.

Distinct Cremations throughout

Our own people are responsible for every part of your loved one's journey with us – from answering the phone, to collecting the deceased and operating the crematoriums. The mortuary facilities and private ambulances are ours, too. Some direct cremation providers do not own their own facilities, so do not have such close control over the care your loved one receives.

No hidden costs

The fee includes collection of your loved one within our office hours, care at our mortuary facility, the cremation, and hand delivery of their ashes back to you within 14 days.

Doctors fees (currently £82) may still need to be paid for. If your loved one's death is referred to the Coroner's office, then you don't pay Doctors fees at all. And if your loved one needs to be collected from home, or overnight, we also charge extra (see page 7) to ensure we have staff available and on call 24 hours a day, 365 days a year.

Rated EXCELLENT on feefo

We are proud to achieve 5 stars from feefo for positive reviews from customers who have either arranged a direct cremation or purchased a funeral plan.



A national network of crematoriums

We have 40 crematoriums in our group. Some other direct cremation providers have fewer crematoriums than we do, so may have to transport your loved one many more miles from home to the crematorium than we do. Plus, some direct cremation providers do not own any crematoriums and may not have the same level of control over the service provided as we do.

14 day return of ashes

We guarantee to personally deliver your loved one's ashes back to you within 14 days. Alternatively, we can carefully scatter the ashes in our beautiful remembrance gardens at the crematorium.

An option to attend

Our Personal cremation includes an early morning family-led service for 20 loved ones to say goodbye.

You will have 20 minutes in the chapel at the crematorium which could be used for songs, readings or poems. Ultimately though, a Personal cremation service doesn't have to conform to traditions – whatever you choose to do in the time, is up to you and we'll be on hand to help. A Personal service takes place at one of our Westerleigh crematoriums throughout the UK.

An option to Go Greener

For a small additional charge, both services we offer come with an option to Go Greener, which includes:

- ✓ A coffin made from wood fibre containing a mix of virgin, recovered and recycled fibre – a coffin that uses up to 80% fewer trees to produce*
- ✓ Carbon offsetting of the Distinct Cremations service
- ✓ A tree planted as a natural solution to tackle climate change



* LifeArt 2023 "compared to veneered coffins manufactured from MDF or Particleboard"



“ We were very impressed with the service provided by Distinct Cremations from start to finish. All the people who dealt with Dad’s cremation were kind and compassionate. ”

Anthony, whose loved one we looked after



To arrange a direct cremation or to find out more, please call us today on

0808 296 1493

www.distinctcremations.co.uk



Ideas on how to say goodbye

With no formal service, a direct cremation allows you to hold a farewell event in whichever way you like. Here we list some ways our customers have chosen to remember their own loved one.

A party

This isn't for everyone, but if a person has lived a long, fulfilling life, many people feel that that life should be celebrated with a party, especially if the deceased loved to party themselves! "They would've loved this!" is often the cry from the attendees.

A family meal

A comfortable family meal at home or at the deceased's favourite restaurant is a great choice. You can raise a toast to your loved one and reminisce as a family and share stories.

A walk

A walk somewhere important to the deceased to scatter the ashes is a great way to honour a loved one. Scattering the ashes at a place of significance is a very popular way of paying respects and turning the journey into a pilgrimage of sorts can make it even more special.

A gathering

A gathering might involve inviting family and friends to a pub, house, local hall or even the beach for drinks and food. Despite the sadness of the occasion, a gathering can feel very therapeutic as it's a great way to catch up with those you may not have seen for a long time.

A picnic

A picnic is always a chilled way to spend a morning or an afternoon and provides a lovely setting for reflection and sharing memories.

Make a memorial gift

There is the option of having the deceased's ashes made into something special, like a bracelet, a ring or a necklace. You could even have them placed inside a pendant, a cuddly toy or some wall art.

Do nothing at all

Maybe the deceased was a no-fuss kind of person. Maybe they just wanted it over and done with, "I just want you to get on and enjoy your lives", they might have said. Well, then there's always the option of doing nothing at all. There are no rules on how you must remember a loved one - it's a personal experience.

If you'd like help deciding how to remember your loved one, please contact our Customer Service Specialists today on

0808 296 1493

or visit our [Guidance Hub](#)



Frequently asked questions

How will you return the ashes?

Ashes can be scattered in our Gardens of Remembrance. If you have chosen to have your loved ones' ashes returned, we will personally return the ashes to you within 14 days of the cremation. The cost of both options are included in our £1,099 direct cremation service, or £1,649 personal cremation service.

Can I pick which crematorium I use?

If you've chosen a Personal cremation, you'll be able to pick which of our Westerleigh crematoriums your loved ones cremation will take place at. For a direct cremation, the cremation will take place at a Westerleigh crematorium of our choice.

Can I send flowers to the crematorium?

A direct cremation is a simple cremation without all the additional expenses such as flowers. However, the family can arrange for flowers to be delivered to the crematorium directly should they wish.

Can I choose the urn?

Ashes are returned in a temporary ashes container which can be upgraded to a wooden urn for an additional cost. Our Customer Service Specialists can discuss this with you when you call.

Do I need to use a funeral director too?

We are a funeral director, providing support and guidance just the same as a 'traditional' funeral

director would. You make all the arrangements directly with us over the phone or email, without having to visit an office or funeral home.

What coffin is provided?

We provide a simple unvarnished chipboard coffin. A different coffin is provided if you choose to add the Go Greener optional extra. For more information please refer to our Go Greener optional extra summary document enclosed with this guide.

Can I visit the crematorium?

You're free to visit any of our crematoriums, within their opening hours, to view the grounds and facilities ahead of time. A direct cremation does mean that you aren't able to be present in the chapel when the funeral takes place. But, our personal service allows this.

Why do I have to pay a doctor's fee?

The doctor's fee is needed to obtain a cremation certificate required to carry out the cremation. Without this, there can be no cremation. If the deceased death is referred to a coroner, there will be no need to pay for a medical certificate.

How long will it take to arrange the cremation?

With Distinct Cremations, it will take approximately 2-4 weeks between that first call you make to us, and you receiving your loved ones ashes back.

If you have any other questions at all,
please call us today on

0808 296 1493

or visit the FAQ section of our website.



Please get in touch

If you have any questions at all, need more information on a direct cremation or would like to arrange one now, please call one of our friendly team on **0808 296 1493**.

To find out what to do when someone dies and for more ideas on how to celebrate and remember your loved one please visit **distinctcremations.co.uk**



“ All it takes is a call and they’ll start to make the arrangements ”

Sue Cook, Broadcaster and Journalist



A Distinct Advantage

Distinct Cremations
Funeral Service

Terms and Conditions

Simple, affordable funerals

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Section 1 - Who is Distinct Cremations?

Distinct Cremations is a direct cremation and pre-paid funeral plan provider who, with our parent company Westerleigh Group, own all the facilities necessary across mainland Great Britain to be able to take care for the deceased throughout the whole cremation process.

'Distinct Cremations' is a trading name of Distinct Cremations Limited (DCL) registered in England. No. 13366310. Registered office: Head Office Westerleigh Crematorium, Westerleigh Road, Westerleigh, Bristol, BS37 8QP. Part of the Westerleigh Group. DCL is not authorised and regulated by the Financial Conduct Authority.

Section 2 - Definitions

"Agreement" means the agreement between us for provision of the services, made up of these Terms and Conditions and the confirmation email or letter we will send to you upon receiving instruction by phone, to carry out the cremation;

"Service" means the Distinct Cremations unattended Direct cremation, Private cremation or Personal cremation that you have instructed us to carry out;

"Fees" means the cost of the service that you have instructed us to carry out;

"We" or **"us"** or **"our"** means Distinct Cremations Limited and our details are set out in the "How to contact us" section of these Terms & Conditions;

"You" or **"your"** or **"client"** means the person who enters into the agreement and is responsible for making payment in accordance with these Terms and Conditions;

Section 3 – Who are our services for?

Our services are available to those who are looking to arrange the cremation of someone who has already passed away. Specifically, those looking for a fuss free or simpler alternative, or a lower cost alternative, to a traditional funeral service.

We provide direct cremation services only. This type of service is arranged remotely, using the telephone, internet, email and post. You cannot visit a funeral director branch in person, view the deceased person prior to the funeral taking place, and there is no funeral procession with a hearse. Our services are only available where the deceased is resting in Mainland Great Britain.

A direct cremation service is held directly at the crematorium, either with no mourners present at the crematorium in the case of an unattended Direct service, or with a number of mourners present for an early morning, family-led service.

You, the person who instructs us to carry out the cremation, must be at least 16 years of age. This is also the minimum legal age that someone has to be in order to register a death.

You confirm you are not aware of any family or other disagreement relating to the service being provided for the person who has died.

Section 4 – What are these Terms and Conditions for?

These terms and conditions apply to all cremation services booked with us from 28 June 2023.

They apply to you, as the person who has instructed us to carry out the cremation.

Their purpose is to define the obligation we have for the collection and care of the deceased, and the fulfilment of the cremation services. They also cover the obligation that you hold as the person who has instructed us to provide the cremation service.

Section 5 – Terms of Service

5.1 Our cremation services

The services that are included in each of our cremation packages are available to view on our website www.distinctcremations.co.uk.

When you instruct us to carry out the cremation, we will discuss what is and isn't included in the service you choose. We will confirm the service booked in writing, either by email or post.

You are responsible for registering the death of the person who has died in the district where the death has occurred.

You will be required to complete relevant paperwork which will be sent to you via email or post.

You need to complete and return the relevant forms to us within 3 working days of receiving them.

Once we have received payment for the service you have instructed us to provide, we are responsible for providing that service in accordance with these terms.

If for any reason we are unable to provide the service we have promised within the agreement, we will contact you with urgent priority. If this happens, you will be entitled to a refund of the money paid, minus the cost of services already provided.

Nothing in the agreement restricts or limits our liability for,

- i. death or personal injury caused by our negligence
- ii. fraud or fraudulent misrepresentation, or
- iii. any other liability which cannot be lawfully limited

5.2 Our Fees

The current fees we charge are listed on our website www.distinctcremations.co.uk.

There may be additional charges on top of our advertised package prices, for the following:

- The collection of a deceased person outside the hours of 8am–6pm
- The collection of a deceased person from a private residence, hospice or nursing home
- Doctor's fees
- Providing an oversized, bariatric or XXL coffin
- Storage and care of the deceased, where due to delays caused by the client, or the client's family or representatives, the cremation has not been undertaken within 28 days of us receiving initial instruction from you to provide our cremation services, chargeable at £20 per day.

Based on the information you provide to us at the point you instruct us to carry out the cremation, we will discuss any additional charges that may apply. We will confirm the full cost of the services on the telephone, and in writing, either by email or post.

5.3 Go Greener optional extra

If you choose to add the Go Greener option to a cremation service, this choice will be confirmed back to you in writing with your booking confirmation documents. You will find further information on what services are included in the Go Greener optional extra on our website.

Currently the coffin we use where Go Greener has been added is only available to the maximum size of 6'4" x 24" and we are unable to source a sustainable larger coffin. This optional extra may therefore be unsuitable for someone needing a larger coffin.

5.4 What's not included in our services

As we provide direct cremation services, we do not include the following, and do not allow these to be added for an additional payment.

- Attendance of mourners (unless a Private or Personal Cremation is chosen)
- Celebrant or Minister led service
- Choice of crematorium (unless a Private or Personal Cremation is chosen)
- Choice of time of cremation
- Viewing of the deceased
- Funeral procession

5.5 Payment

By booking a service with us you are taking responsibility for paying our fees. The full fee for the service booked must be paid in full before we will collect the deceased. Payment can be made by debit or credit card over the telephone when you instruct us to carry out the cremation.

5.6 Valuables

We advise that all personal jewellery or valuables are removed from the deceased prior to us collecting. If jewellery or personal valuables are found with the deceased upon collection, we will store these at our mortuary facility, but the storage of these will be at your own risk.

We will only return jewellery or personal valuables found with the deceased, if you have asked us to. Otherwise, and so long as legally allowed, these will be cremated with the deceased.

If you ask us to return any jewellery or personal valuables and choose to have the ashes scattered in the garden of remembrance at the crematorium, we will post these back to you using a suitable postal service, and may ask that you cover the cost of this postage. If you opt to have the ashes personally returned, we will return any jewellery or personal valuables at the same time, at no additional cost to you.

5.7 Clothing

To minimise the release of pollutants to air through the cremation process, it is recommended that the deceased's clothing should be of natural fibres and that shoes or material manufactured from PVC are not worn or included.

If when we collect the deceased we feel suitable clothing needs providing, we will supply a suitable gown for cremation.

If you would prefer the deceased is dressed in personal clothing for the cremation, you can post clothing items to us using the address found in the "How to Contact Us" section of these Terms and Conditions. If we feel this clothing does not meet the above criteria, then we will supply a suitable gown for cremation.

5.8 Body adornments

If when we collect the deceased they have body adornments manufactured from copper, we will remove these. We will also remove any removeable prostheses, plaster casts or other materials found with the deceased.

5.9 Crematorium

Where an unattended Direct Cremation service is booked, we will use a crematorium owned by us. If you request that we use a specific crematorium owned by us, we will do our utmost to accommodate your request, however we cannot guarantee this.

For a Private or Personal Cremation service, you can choose the crematorium that is used, as long as that crematorium of choice is owned by us.

Section 6 – Your right to cancel

You have the right to cancel the agreement within 14 days of us receiving payment for the services you have instructed us to provide.

If cancellation is received within these 14 days, we will return all the money you have paid, less the cost of any services we have already carried out.

If within these 14 days, the full service has already been provided, you will not be entitled to any refund.

If you wish to cancel the agreement, please contact us using details found in the "How to contact us" section of these Terms and Conditions.

Section 7 – When can we cancel the service?

We may cancel this agreement at any time by giving you written notice if you don't pay us in time or you breach this agreement in any other material way and you don't correct the situation within 5 working days of us asking you to do so.

If the service becomes impossible to perform because of any unforeseen circumstances or due to any cause outside of our control, we may cancel or suspend the agreement or the part of it that is impossible to perform. In these circumstances we will refund in full any payment made to us.

Section 8 – How to make a complaint

We hope you won't ever need to complain about any aspect of the service you receive from us – but if you do, please phone us on 0808 159 7580, email customerservice@distinctcremations.co.uk, or write to us at Distinct Cremations, Oak Tree Court, Brookfield Drive, Cannock, Staffordshire WS11 0JN.

You can ask us for a copy of our complaint handling procedure at any time. We shall aim to resolve the complaint within 3 days, but where this isn't possible, we will send a final response within 30 days of receiving your complaint.

If you feel your complaint has not been treated fairly, you also have access to independent adjudication via the Centre for Effective Dispute Resolution (CEDR). CEDR is an independent company who offer structured negotiation, assisted by a trained mediator. Whilst they cannot enforce a course of action, they will review the facts of the case and your concerns, and attempt to mediate a solution that is satisfactory to all parties. There is no cost to you for using this service. You can find further information here: www.cedr.com/consumer/funerals/westerleigh-group/.

Section 9 – How we use your information

Our Privacy Policy sets out how we use your information, who we will share it with, and how we keep it private and safe. It also explains your rights. Our Privacy Policy can be viewed on our website distinctcremations.co.uk or you can contact us by telephone or in writing for further details.

We may need to pass your information to third parties as part of the arrangement. These can include third party suppliers, transport providers or official bodies such as the police or coroner. This may also include providers of repatriation services that you instruct, if you need to repatriate the deceased to or from another country.

Section 10 – How To Contact Us

If you have any questions regarding the services we provide, our contact details are:

Distinct Cremations, Oak Tree Court, Brookfield Drive,
Cannock, Staffordshire WS11 0JN

Tel: 0808 159 7580

Email: customerservice@distinctcremations.co.uk



A Distinct Advantage

What makes us unique

- ✓ Simple arrangement
- ✓ Affordable choice
- ✓ Funerals that suit you
- ✓ Exceptional care
- ✓ Uniquely personal

Simple, affordable funerals

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