

## **Waveney Memorial Park & Crematorium – Memorial Terms and Conditions**

The terms and conditions will allow you to:

- bury cremated remains in our memorial garden at the place specified by us to you;
- and/or buy a memorial from us for the price specified by us and for the period specified by us.

All the above, as described overleaf.

1. At the expiry of the period, we may remove the memorial.
2. We agree to maintain the memorial garden for the period, although we do not guarantee that the appearance of the memorial garden will be the same forever, for example paths, trees and other features may change from time to time.
3. You agree that you are responsible for maintaining the memorial and that we do not take responsibility for damages unless it is caused by our negligence.
4. You may not erect or maintain on the plot anything that may offend reasonable taste and decency. Waveney Memorial Park & Crematorium reserve the right to remove anything erected on the plot which has not been approved. Your attention is drawn to the crematorium regulations provided with this notice. In particular regulation 19 which states:

"No plants, flower vases, glasses or other receptacles for plants or flowers shall be placed in any part of the crematorium or the gardens except in areas specially provided and then only to the approved standard, which is decided solely at the Manager's discretion. Neither is it permissible to place wind-chimes, plastic or wooden ornaments, artificial flowers or anything similar in plots. Only memorials available in the provided brochure are automatically allowed. Other items made of stone and in a suitable colour may be additionally placed with the Manager's consent. All other items will be removed and retained for collection. Wreaths or floral tributes left on the floral tribute area will be finally disposed of by the crematorium staff after the passage of four days."

5. Only memorials supplied by us are permitted to be used and situated in the memorial gardens.
6. The rights granted under this agreement are subject to any overriding rights of any third parties which may affect the crematorium. For the sake of clarity, this agreement is a contractual licence. If you are unsure of your legal rights, please contact your local Citizens Advice Bureau.
7. We are confident of the quality of our services and hope that you will agree in the course of dealings with us. However, if you do have a complaint that cannot be resolved internally, alternative complaints bodies (such as Promediate - <http://www.promediate.co.uk/>) exist which can deal with any complaint raised should we (and you) decide to use such a scheme.