

COSTS AND CHARGES

The total funeral cost is made up of two areas

Our Professional Fees

Our fees account for having an experienced and professional funeral director to assist you in the process of arranging the funeral. Our fees include care and accommodation of your loved one until the funeral, with the provision of 24 hour help and advice. At the time of need, we provide the necessary staff at any time of the day or night, 365 days a year, who will bring your loved one into our care to rest in our chapel. Visiting your loved one can be arranged if you wish.

We complete all of the necessary documentation, liaising with appropriate authorities including Ministers, Doctors, Hospitals, Cemeteries and Crematoria. We will also arrange and make all disbursements on your behalf.

Disbursements

These are the fees we pay on your behalf, such as Crematoria or Cemetery, Doctors, Florist etc. which may sometimes be subject to change. We will of course notify you if any disbursements change from the original quotation.

We will provide you with a written quotation of the costs and charges for the funeral. Once this has been accepted we then will be able to proceed with the funeral arrangements.

CONTACT US

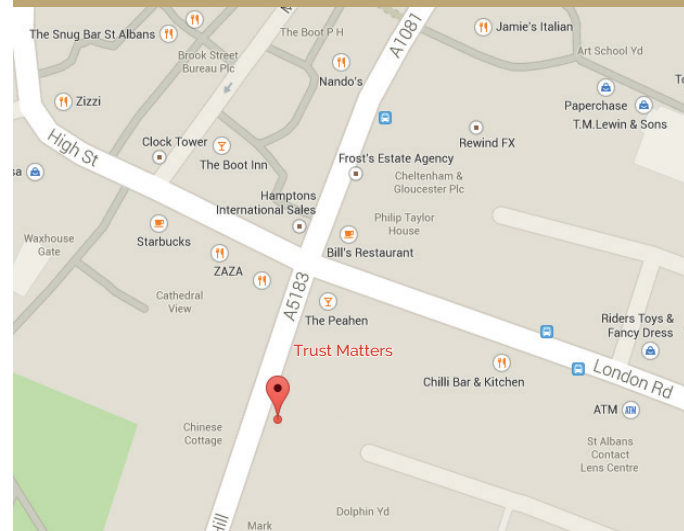
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Trust Matters Family Funeral Services

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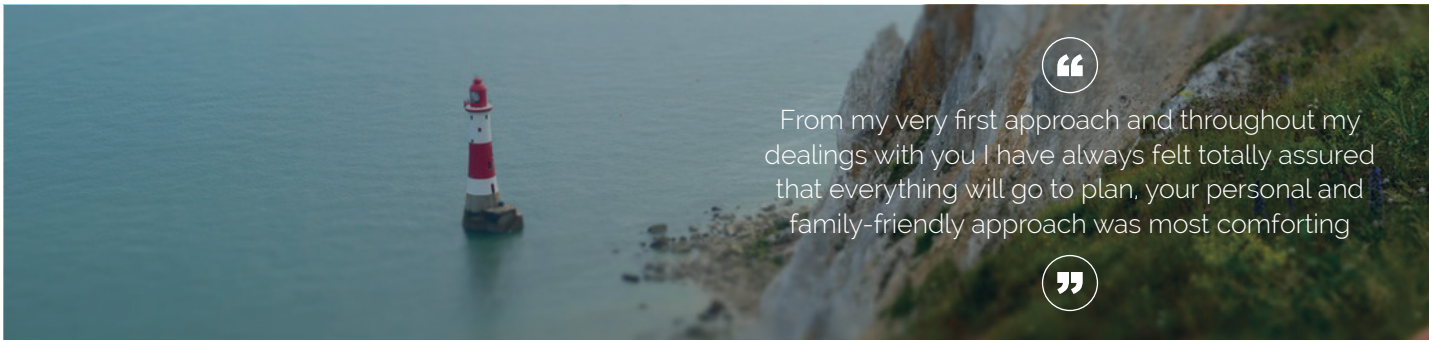


funerals@trustmatters.co.uk

www.trustmattersfunerals.co.uk



TRUST MATTERS FAMILY
FUNERAL SERVICES



From my very first approach and throughout my dealings with you I have always felt totally assured that everything will go to plan, your personal and family-friendly approach was most comforting



Trust Matters Family Funeral Services was established in June 2009 by Graham Hearnden and his daughter Jackie to serve the historic city of St Albans and the surrounding area.

Graham qualified as a licensed member of The British Institute of Funeral Directors in 2000, and holds The National Association of Funeral Directors Diploma. Together with Jackie, they aim to provide you with the highest standard of personal service at a time of emotional distress.

"You have been so understanding, kind and genuinely sincere in your guidance and assistance"

When a loved one dies there are many decisions which need to be made, often at a time when you feel least able to do so. During this difficult time, you can be assured that by appointing us as your Funeral Director your arrangements are in safe hands. We will guide you through all the necessary provisions and ensure you say goodbye to your loved one with dignity.

Our service begins the moment you contact us.

"You organised everything so beautifully and made it all so easy for me, thank you"

WHAT TO DO WHEN SOMEONE DIES

If the death occurs in hospital, the nursing staff will contact the next of kin and arrange a time for you to collect all personal possessions and the 'Medical Certificate of the cause of death'. The body will be kept in the hospital mortuary until transport arrangements have been made by the appointed funeral director.

When someone dies at home, in a residential home, or nursing home, first contact should be made with the family doctor, who, after determining the cause of death will issue the 'Medical Certificate of the cause of death'.

In all cases, the 'Medical Certificate of the cause of death' is given to the next of kin so that the death can be registered at the local Registry Office.

We can arrange to collect your loved one and look after them in our Chapel of Rest at our premises in St Albans.

Please telephone us and we will be happy to answer any questions you may have. Alternatively, you may visit our website for frequently asked questions.

ARRANGING A FUNERAL

We will advise you on all the procedures and legal requirements throughout the arrangements.

Once the death has been registered, we will help you arrange the time and place of the funeral. We provide for all types of services, whether religious or non-religious, and welcome all cultural and personal preferences.

Our private Chapel of Rest offers you and your family a peaceful place to visit your loved one before the funeral.

A chauffeur driven hearse with bearers are part of our service to you. We carry the coffin on our shoulders unless otherwise requested. If you would prefer a horse drawn hearse, this can also be arranged. Limousines can chauffeur your family to the funeral if this is your wish.

We can help you decide on the floral arrangements you would like and we can co-ordinate the donation of money to your chosen charity.

We can also place notices in the local or national newspapers.

Pre-paid Funeral Plans



We can help you make the necessary arrangements for your own funeral. Organising your funeral now will offer you peace of mind and unburden your family when the time comes; take out a funeral plan and take control of your future.

Probate Guidance

At an already stressful time, probate can be difficult and time-consuming. We can guide you through the probate process painlessly and efficiently, without the expensive legal fees.