



QUESTIONS TO ASK A FUNERAL DIRECTOR

WHEN DEATH OCCURS

- Can I keep my person at home?
- Do you have something that will help me keep my person cool at home?
- What does your mortuary care entail?
- Will you support us to wash and dress our person ourselves?
- Once you take our person, where will they be kept and who will look after them? Can we meet that person/see that space?
- Will you perform a temporary preservation? What does that entail?
- Can you come to my home to make arrangements? Is there a cost for this?
- Do we have to have a funeral?
- Do we need a coffin? Can we supply our own coffin?
- Will we be dealing with the same person the whole time?
- Are you an independent business or owned by a larger company? If so, who?
- Can you provide an itemised costing? Are your services and payment terms negotiable?
- Can we run the ceremony ourselves? Do we need to have a celebrant?
- Can we make the montage, supply the music and/or design the memorial booklet?
- Would you transfer our person from their place of death straight to our home?
- Can we supply and arrange our own flowers/catering/memorial books/signing sheets?
- Can we have the ceremony at home or in a venue of our choosing? Do you charge extra for 'offsite' services?
- Can we decorate your chapel? What time will we have for this and is there a cost to that?



QUESTIONS TO ASK A FUNERAL DIRECTOR

IN THE CASE OF BURIAL

- Will you offer a shroud burial?
- Do you know what a natural burial is? Will you arrange a natural burial for us?
- Can we dig the grave, can we backfill the grave?
- Can we hand lower the coffin? Do you have lowering straps we can use?
- We are keeping our person at home; can we transport our person to the cemetery for burial?
- Can we use our own pallbearers? Will this reduce the cost of the staff needed at the graveside?
- Do you supply a grave marker?
- Is memorialisation required in this cemetery, what are the rules and timeframes?

IN THE CASE OF CREMATION

- Will you offer a shroud burial?
- Can I supply a container for my person's ashes? What do they come in otherwise?
- We are keeping our person at home; can we drive them to the crematorium when it is time for their cremation?
- What happens to the metal implant(s) in my person? Can we have the metal returned?
- My coffin has metal handles, do you remove them?
- How long until the ashes are ready for me to collect; how long will you keep them?