

**Other Information available from  
Bereavement Services:**

A Guide to Exclusive Rights of Burial  
A Guide to Monuments  
Table of Fees and Charges  
A Guide to Tiverton Cemetery  
Grave Options and Terms  
The Charter for the Bereaved  
A Guide to Organising a Funeral  
Helpful Organisations at a time of Bereavement  
Regulations: Memorial Masons  
Service Standards & Complaints Procedure  
A List of Approved Contractors  
Continuous Improvement

**Bereavement  
Services**

**Funeral  
Organisers: Rules  
& Regulations**

**Contact Details:**

Bereavement Services Office  
Phoenix House, Phoenix Lane,  
Tiverton, EX16 6PP

Tel: 01884 234343

[propertyservices@middevon.gov.uk](mailto:propertyservices@middevon.gov.uk)

**Bookings and Records**

Tiverton Cemetery: 01884 234343  
Crediton Cemetery: 01884 234343

6/09

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Mid Devon District Council  
is a member of the Institute  
of Cemetery and  
Crematorium Management  
and has adopted 'The  
Charter for the Bereaved'



- 1 All professional funeral organisers (Funeral Directors) must be members of the Council's Approved Contractor Scheme. (An application form is attached and should be submitted before an interment can be booked). The conditions of membership are:
  - 1.1 Public Liability Insurance to a value of £5m.
  - 1.2 Statements to the effect that the Funeral Director has not been banned from any cemetery within the last two years and that should this occur in the future that he/she will inform the Council immediately.
  - 1.3 That all work will conform at least to Cemetery Regulations and Statutory Regulations. Adherence to nationally recognised Professional Codes of Conduct should also be considered essential.
- 2 All requests to book an interment should be submitted to the Council Office at least three working days before the planned interment.
- 3 It is the responsibility of the Funeral Organiser to ensure that all monuments are removed from a grave at least two working days before an interment. All Masons have been informed that all masonry must be completely removed from the cemetery unless prior written permission to the contrary.
- 4 The exact size of the coffin/casket should be reported on the Notice of Interment form. The Council's operatives will then determine the correct size of the grave. Overstating the size of the coffin is bad practice and causes extra work and expense, any transgressions will be noted and may incur an extra cost. The size should be reported in inches only, not feet and inches.
- 5 It is the Council's policy to excavate all new graves to a depth of 6 feet unless a single only grave has been requested.
- 6 It is the Council's policy to make maximum use of unpurchased graves Section A of the Notice of Interment form clearly states that if the Rights to a grave are not purchased then the Council may inter unrelated remains in that grave. It is also our policy that no monumentalisation can take place on an unpurchased grave. It is vital that if a family does not wish to purchase a grave that the Funeral Organiser makes them fully aware of the consequences and that Section A is signed by the family. This protects both the Council and the Funeral Organiser.
- 7 New Graves must be purchased by the Funeral Organiser but should be transferred to the eventual owner as soon as possible using a standard Transfer of Ownership form available from the Council.
- 8 Previously purchased graves may only be opened with the written permission of the owner or to inter the owner. Under no circumstance is it correct for the Funeral organiser to sign an indemnity. The Council can advise and provide the proper paperwork should the owner of the Rights be already interred, or if paperwork is missing. It is the responsibility of the Funeral Organiser to ensure that there is someone who can legally give permission to open such a grave and no booking will be accepted until such a person is identified and has given permission.
- 9 The Council cannot be held responsible for any losses or consequences of a Notice of Interment not meeting the above criteria.
- 10 Whilst it is understood that it is not always possible to arrive at the cemetery at the exact time booked, it should be realised that this can cause problems and expense. Should a funeral be obviously running late, a brief telephone call to the Cemetery Office should be made if possible giving the approximate delay and expected time of arrival. Excessive delays will be noted and the Council reserves the right to make an extra charge upon the Funeral Organiser.
- 11 A Council representative is available to attend all funerals, although this will only usually occur when the Funeral Organiser is unfamiliar with the cemetery. Should the Funeral Organiser wish the cortege to be met by a Council representative this should be noted on the Notice of Interment form.
- 12 Shop mobility in Tiverton have agreed to supply wheelchairs and/or other mobility aids for use at the cemetery in Tiverton. It is hoped to establish a similar service in Crediton soon. There is space on the Notice of Interment to indicate the need for this service.
- 13 Flowers: Fresh or artificial will be removed once dead or unsightly. Christmas wreaths will be removed a month after Christmas and discarded. please remove wreath from grave prior to this if you wish to keep.