

The Dignity promise

Every Dignity funeral director is rigorously monitored to ensure that its client service, premises and vehicles are of the highest standard. By choosing a Dignity funeral director you can be confident that:

We are compassionate and caring:

- We never forget that this is one of the worst times in someone's life. We always treat people with compassion, respect and care.

We are open, honest and straightforward:

- We help our clients by providing clear and straightforward information that enables them to make informed choices. We are transparent about our fees and there are no hidden extras.

We spend as much time as the client needs:

- We spend as much time with our clients as they need, whether it's when they first contact us, during the arrangements for the service, or choosing a memorial or funeral plan.

We pay attention to detail:

- We know that for our clients every detail is important. We take care and time to make sure we get every detail right.

We keep in contact:

- We keep in regular contact with our clients. They always understand what is happening; who is looking after them and they are confident that we understand their wishes.

Dignity – The ultimate funeral professionals

Dignity is a British company that has funeral homes in towns and cities across the UK. We strive to set the highest standards for the funeral profession in terms of client service and care for the deceased.

At Dignity we are funeral people – it's all we do. Dignity funeral directors have a rich heritage. Our oldest funeral home was established in 1812 and the majority of our businesses have been serving their local community for generations.

Our funeral directors and arrangers come from the cities and towns they serve or families that have been in the funeral profession for generations. This means they understand local traditions and can help our clients every step of the way from registering the death to explaining all the options so that families can have the service they want for their loved one.

A Dignity funeral director provides a complete service and there are no hidden extras. We are completely transparent about our pricing, providing a price list and written quotation for each client at the time the funeral is arranged, so you know exactly how much the funeral will cost.

By choosing a Dignity funeral director you can be sure that you are choosing the ultimate funeral professionals.

Dignity contact information

If you would like to find out more about Dignity or to find your local Dignity branch please visit; www.dignityfunerals.co.uk.

Or write to:

Dignity Funerals Ltd
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This leaflet answers some of the commonly asked questions about what to do and what happens at a funeral. It's only a general guide as customs and traditions differ. Your local funeral director will be able to help you if you would like more information.

Should I wear black?

It's very rare nowadays for people going to a funeral to be dressed entirely in black, although some people may think that bright clothing is not appropriate. Most people choose formal clothes like a suit, and men normally wear a black tie. The family organising the funeral may give specific instructions on what they would like people to wear at the funeral. The most important thing is to be comfortable and dress for the weather. Churches and cemeteries can be very cold in the winter.

Should I cover my head?

Some religions expect you to cover your head, for example, at Greek Orthodox or Jewish ceremonies. Ask the funeral director for advice. If you want to wear a hat, that's fine.

Should I visit the person who has died in the chapel of rest?

Normally, only close family and friends visit the chapel of rest. If you would like to, you should ask the person who is arranging the funeral.

Who travels with the funeral procession?

The person arranging the funeral decides who will be in the car or limousines following the hearse. This is usually family and sometimes close friends. Most of the people going to the funeral will use their own cars and may choose to meet the procession where the service is being held.

Does the procession always leave from the home of the person who has died?

Traditionally yes, but the procession can leave from the home of a close relative. The family may decide to leave from the address where people will return to after the funeral. Or, mourners may decide to meet at the place of service. If you are not sure, check with the family or the funeral director.

Can children go to a funeral?

Yes, but toddlers and babies can be disruptive, especially if it's a long service. You can take older children if they want to go. It's a good idea to prepare them beforehand so they know what to expect. Our leaflet A child's questions about death may be helpful – you can get this from any Dignity funeral director, or contact us at the address on the back of this leaflet.

Do people go into the church or crematorium before or after the coffin?

This depends very much on local tradition and the family's personal choice. For example, in a church, mourners usually arrive and take their place before the service starts and then stand

when the coffin is brought in, which is followed by the close family. At a crematorium it is more usual to enter after the chief mourners (family and close friends), who immediately follow the coffin. You should leave the front seats for the immediate family. As this will depend entirely on the family's decision, you should check with the funeral director.

Where should I sit?

Chief mourners usually sit at the front. Sometimes, if it is possible, the chief mourner or next of kin sits at the end of the pew next to the coffin. In a large church or chapel that is unlikely to be full, it's better not to sit at the back. The clergy may have difficulty in making themselves heard and the close family may feel isolated at the front.

What happens at the end of the service?

At the end of the service the minister will leave and everyone should stand. At a church the coffin will be carried out. In a crematorium chapel the coffin may remain on view, be hidden by a curtain or be lowered into the floor. The chief mourners leave first, followed by everyone else. If it is a burial, the coffin will be taken to the grave, where the minister will speak before the coffin is lowered into the grave.

What usually happens after the funeral?

In many cases, family and friends will get together for light refreshments. This may be at home or in a private room in a hotel or pub. In some areas, the funeral director will have rooms which you can use.

What facilities are at the crematorium or church?

At the crematorium you will find waiting rooms and toilets. Most churches do not have a toilet unless the church hall is open.

Do I need to be invited to a funeral or can anyone go?

A funeral service is open to anyone, unless the family ask that it is a private ceremony. The funeral is an opportunity for family, friends and so on to say goodbye to the person who has died.