

## IMPORTANT INFORMATION FOR OUR CLIENTS

As regulations are changing so frequently please give us a call and we can keep you up to date with everything that's going on.

### Restrictions for Funerals and making arrangements

We are not permitted to make arrangements in client's homes but an appointment to meet face to face can be made at our premises. Only two people are to attend at this time and face masks **MUST** be worn.

This also applies when making appointments for viewing at our chapel of rest.

Unfortunately, we are no longer able to carry coffins and family members are not allowed to help to take the coffin into the chapel. Anyone attending the service is also asked not to touch the coffin at any time.

Donations may be sent to our office where they will be placed into a box for 72 hours before we can deal with them. We are not permitted to take donations at the crematorium or church.

We have also regretfully made the decision that anyone that has passed away from the Corona Virus is not to be dressed and viewings will not be permitted.

Though government guidelines say we can, these are just guidelines and it is our decision not to in order to keep ourselves and our staff safe.

### Restrictions for Funeral Services

30 people are allowed to attend a cremation or church service. Please be aware it is only 24 inside Mendip Crematorium, 6 are permitted outside.

Masks must be worn inside the crematorium and inside the church. These may be removed when reading at the service.

There are no hymn books and singing is not permitted. Hymns can still be listened to and you can still have music on entry and exit.

Chairs are set apart at the crematorium but people from the same household may move these together once inside.

If you have any other questions about any of the above please ask.