

This is an update on the current position here at Wealden Crematorium. Please forward this on to all your funeral arrangers, bearers and officiants.

Funeral services at the Crematorium are still continuing but we have put in further measures to ensure social distancing is taking place

Numbers attending services – we are not putting a restriction on the numbers attending a service but we would ask that you encourage families to restrict the service to close family and friends only. We can fit 50 in the Ceremony Hall spread out to meet the 2 metre rule. Any more than that would have to stand outside in the flower court and watch the service on the screens.

All services can be webcast – this can be ordered through the Obitus system.

If you have put your own restrictions on numbers (or anything else then please let us know).

Curtains – curtains can remain open but we would ask that the mourners are encouraged not to touch or kiss the coffin but to wave or blow a kiss instead.

Waiting Room – we have closed the waiting room and put a notice suggesting that mourners stay in their cars or wait outside. The toilets in the waiting room can be accessed via the external door on the car park side of the waiting room. The toilets in the flower court are also open.

Families looking round – families can still come and see the crematorium and talk to us via the phone outside reception. We will not show them round in person and they would only be able to view the Ceremony Hall from the entrance foyer.

Dropping papers off - Please leave papers in the box outside the reception doors. You can call us to let you know you have done this via the phone outside reception. Don't forget that all papers can be scanned and emailed to us rather than be dropped off.

Collecting ashes - Please call us on the phone outside reception to let us know whose ashes you are collecting. A member of the team will then go and retrieve the ashes and bring them to reception. Please stay by the entrance door and keep a respectful distance (6 feet / 2 metres) when the door is opened. One person only will then be able to enter to collect the ashes.

Checking music for services – the list of music for each service will be printed off from the Obitus system and placed on the table in the entrance foyer to the Ceremony Hall. Please check your music and if there is a problem please call the office on the phone outside reception. There will be no access to the music room. Communication with Hall Attendant must be done at a respectful distance (6 feet / 2 metres).

Coffin checks – these will be carried out by the Hall Attendant in the usual way but we ask that the bearers and funeral director keep a respectful distance (6 feet / 2 metres) from the Hall Attendant whilst they are doing this.

Celebrants/Ministers – we have moved the Officiant's Room to be off the waiting room. There is a locker in there that has a removable key if they wish to leave any items in there, take the key with them and then return it to the lock when they leave. They will also be given a music sheet for checking.

Bearers' Room – this is open as usual and sanitising wipes are provided in there

Direct to Crematory – these will continue as at present but we ask that you keep a respectful distance (6 feet / 2 metres) from the Crematorium Officer who is receiving the coffin.