

What to Look for in a Pet Cremation Service

To get the cremation service that you want



We look at pet cremation services from the point of view of you, the pet owner, and explain what to look out for when choosing a cremation for your pet.

How are Pets Collected, Transported and Identified?

Essential Points to Consider

- Your pet should be handled with care and respect at all times.
- It is a regulatory requirement that pets must be carefully placed into leakproof containers. These may be anything from a lined coffin to a body bag. You should be made aware of how this is to be carried out.
- An explanation should be given as to how the container will be transported. Containers may be stacked where multiple collections are made or they may be placed on the floor of a vehicle or a shelf within it.
- Bodies should always be secured so they do not move around and bodies should not be piled one on top of the other.
- **BEWARE** : Many pet crematoriums will transport many pets piled together in bags, often mixed with other waste bags collected from veterinary surgeries.
- All bodies must carry a clear identification label.

How do we meet this Chestnut Lodge?

- ✓ All of our staff are trained to treat the pets as if they were their own, with the care and respect due to them. It can be summed up in the first of our four Golden Rules – Always imagine the owner of the pet is standing behind you and watching your every action. That way you will always carry out the service with care and dignity.
- ✓ We have several different ways to contain pets for transportation. We use a combination of lined plastic containers or our own respectful white bags placed into the plastic containers.
- ✓ If we collect from someone's house we normally place the pet onto white cremation film and lift it gently into a solid plastic container. This may then be closed for transport. A label or printed sheet is placed with the pet to ensure identification is easily made on arrival at the crematorium.
- ✓ We provide veterinary surgeries that use our services with our white bags into which your pet may be carefully placed. We also supply labels for each service: those for individual cremation will have all your details together with your pet's details and how you would like the ashes returned or scattered; those for communal cremations identify the veterinary surgery and have a space for the practice to write your pet's details. These are kept on our database.



Receiving the Ashes of Your Pet

Essential Points to Check

- Have the ashes been packed in a container you have chosen?
- Do you have a certificate or notification explaining the cremation method and assurance on the points covered in this report?

How do we meet this at Chestnut Lodge?

- ✓ We have a variety of options for the return of ashes, all displayed and priced on our website and in our brochure.
- ✓ Sometimes the wrong options request is passed to us from the veterinary surgery or you may have a change of mind. Just contact us and we will be happy to change the option.
- ✓ You will find further details of our return options packed with your ashes. These explain how to open the various caskets should you wish to do so. Again, we will always change an option for you.
- ✓ As explained in the previous section all ashes will be accompanied by a certificate detailing the cremation method and certifying the authenticity of the ashes and the whole cremation process.
- ✓ We take great care in the packing of the ashes to ensure we maintain our consistent high standard. Our fourth Golden Rule sums it up – Always work as if it is your first cremation and pay the same attention as you did then. There are no second chances – it has to be right first time.

Do we meet your expectations?

We hope this has given you an insight into what goes on in pet cremation and enables you to compare services and see behind the glossy images and smooth talking. It all comes down to one thing – are the correct procedures being followed and are you getting the service you expect? We hope we have shown that Chestnut Lodge rates as highly as anyone could and that you can have confidence that we will carry out your wishes to the letter.

Perhaps the simplest way to rate a crematorium is to see if it follows our four Golden Rules. These are given in full on the final page. If anyone follows those they will not go far wrong. Sadly, we have to say that is rare and until we can get some proper legislation to control the way pet crematoriums work then pet owners must take care to check and rate the service they are being offered.



