

## *Arranging a cremation through a Veterinary Surgery*

*A brief message from Stephen Mayles  
– Senior Partner at Chestnut Lodge*



Firstly, if you have lost a pet then please accept our condolences. We know it is a tough time for you and we are here to help you with whatever arrangements you wish to make.

If you are preparing for a future loss then you are making a sensible decision. The last thing you will want to do is to rush into a decision about the after care for your pet that you may regret later.



We only have arrangements with a few veterinary surgeries who use our services because they are committed to ensuring you receive the best care possible after your loss. If your vet does not use us then please contact us directly as there may be confusion and your pet may not end up getting the service you expect. Sadly, standards in the pet cremation sector vary greatly and there may

be compromises to keep trade prices low and allow for waste collections along with the pets.

You have my personal guarantee that we will carry out your pet's funeral to the highest possible standards and your pet will be handled with dignity and respect at every stage. Ultimately, I hope you will receive peace of mind in the knowledge that your pet has been given the funeral you wanted.

I should make it clear that you are not compelled to use our facilities and you may make your own arrangements. Please ensure your mind is clear before making your decision and do not rush into anything while still in a state of shock and distress. I hope the information you have here will be enough to assure you that your pet could receive no better care anywhere else.

For those surgeries that partner with us, you may contact us direct or make arrangements through the surgery.

When arrangements are made through a third party then we may need to contact you to clarify some information to ensure we have your exact wishes. Please leave your name, address, a telephone number and email address with the surgery.

Please contact us directly if you would like to bring your pet, have a burial or scheduled cremation, wish to witness any part of the service or simply to ask us anything. You may telephone, email or contact us through the website.

There are a few main points you need to consider

### *Do you wish to have your pet collected from the surgery?*

There are 2 options for collection

- Immediate collection for which we will come specially for your pet. There will be a collection fee for this.
- A collection on one of our scheduled days. Collection from a partner vet is free or a reduced charge is made for other surgeries that can be fitted onto our run. If you select this with the individual cremation then the ashes will normally be returned the scheduled day following your final payment Your pet will be collected with others but, unlike almost all other companies, we place pets carefully into containers either on their own or side by side. We never pile pets one on top of the other and we do not collect veterinary waste. All pets are handled with respect.

### *Which service would you prefer?*

Look through this brochure to help you decide what you would like for your pet. This decision is yours to make and should not be influenced by any outside agencies.

### *What happens about payment?*

If you choose burial or individual cremation then we will contact you with invoice details and other arrangements such as the return of your ashes. You will be asked settle the account with us before the burial or the return of the ashes. However a few partner vets like to handle all the arrangements and may ask you to settle with them.

Communal Cremations through partner vets are normally settled through the surgery unless we have arrangements with them to bill you direct. Please check with them before leaving the practice. You will receive a cremation certificate from us once everything is complete.