

The Good Funeral Guide is the UK's only trusted, completely independent, not-for-profit information resource for funeral advice.

We are here to help you arrange the funeral you want.

The Good Funeral Guide will help you:

- if you are organising a funeral now
- if you are thinking about your own funeral

We'll show you how to:

- make good choices
- get best value for money
- find suppliers of services / merchandise
- create a funeral you're proud of

We know who the best ones are:

On our website we have a list of **Recommended Funeral Directors**. We have visited every one of them, met the people who work there and seen how they look after those in their care. We would trust every one of them with one of our relatives.

If there isn't one close enough to you on our list, call one of our Recommended companies in the region and see if they know any good companies in your area that they can recommend to you.

We are wholly independent of the funeral industry and are dedicated to supporting, empowering and representing the interests of dying and bereaved people living in the UK.

IN BRIEF

Do your research

Spend time looking at websites of different funeral directors. You should be able to get a sense of the kind of company and the people involved from their website; the look and style, the language used.

Are there photos of staff members or photos of cars? Is the website easy to navigate and understand? Do they have all their prices online? Do you like the feel of this company?

Go, see, choose

Visit the funeral directors you liked the look or sound of. Take a friend with you for support and to keep you on track. You don't need to commit yourself, tell them you're visiting several before choosing. Ask them as many questions as you need to.

And ask if you can see their cold room or mortuary area. You may need to make an appointment to do so. If there are no refrigeration facilities at the premises, this probably means that the company operates a large hub elsewhere, where numbers of people are kept. If this matters to you, don't choose them.

Balance the cost with the quality of service that you will get and choose the company that is the best fit for you.

Choosing a funeral director?



Some useful questions



www.goodfuneralguide.co.uk

The Good Funeral Guide is a not-for-profit social enterprise company,
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What matters to you?

Different things matter to different people, so it's worth taking a minute to think about what is important to you before appointing a funeral director.

Under each category there are some questions you might find useful to ask when you first contact a funeral director.

Who are you dealing with?

- Who owns this business?
- How long has the business been going under the current ownership?
- Who would be looking after us / our family?
- Will I be able to speak to this person personally every day if I need to?
- Will it be the same person throughout, including on the day of the funeral?
- Who will collect and look after the person who has died? Can we meet these people?

How do they operate?

- Will you come to our home to discuss the arrangements? At our convenience? Is there a cost for this?
- Whereabouts will the person who died be looked after? Can we have a look?

- What do you do to people once they come into your care?
- Do you seek permission before carrying out procedures of any kind?
- Can we help wash and dress the person who has died?
- What is your policy on embalming? Is this something you encourage? If so, why?
- Are there any restrictions on spending time with the person who has died? What are they? Are there any additional costs involved?

What can they do for you?

- If we want the funeral on a particular day and at a specific time, would you be able to accommodate this?
- What can you tell us about the choices of where to bury or cremate the person who has died?
- What types of coffins do you offer? What do you know about the different types and where they are sourced?
- If we don't like any of your range, can you obtain alternatives?
- Can we supply our own coffin if we choose?
- What types of transport do you offer to take the coffin to the funeral ceremony?

- Can we provide our own transport as an alternative if we wanted?
- Can our family and friends carry the coffin? Can we lower it into the grave?
- If we organise transport and/or carrying the coffin ourselves, what difference would this make to the costs of your service?

What other information can they supply?

- What type of funeral ceremony could we have? And where?
- Do we need to have someone leading the ceremony? If so, who would you suggest? Why?
- How can we make our ceremony special?
- How much input can we have into the ceremony?
- If we want to look after the person who has died at home until the funeral, would you help us to do so? What would be involved? What costs would this incur?
- Does your price list break everything down so we can choose as much or as little from you as we want?
- Can we have a price list e-mailed / sent to us please?
- What makes your company the right one for us to choose?