



# Bereavement Services Rules and Regulations

April 2025



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## **2. Introduction**

2.1 We respect the rights and needs of the individual and have therefore prepared these regulations with a balance that will enable us to manage the Cemeteries and Crematorium effectively and maintain the highest possible standards without placing unnecessary restrictions on individual choices.

2.2 These regulations apply to Rainsbrook Crematorium and the Gardens of Remembrance, including the scattering bank, memorial areas and the ashes section.

2.3 We aim to provide the highest possible standards of care, choice and dignity to those who suffer bereavement and to create and maintain an environment where the bereaved can pay their respects and remember loved ones in the ways they feel most appropriate. To assist with this, we request that all visitors to our Cemeteries and Crematorium follow these regulations. Please be aware that the Council reserve the right to change these regulations from time to time and that compliance with any changes is required.

2.4 The Bereavement Services Office is situated at:

Rainsbrook Cemetery & Crematorium  
Ashlawn Road  
Rugby  
CV22 5QQ  
Tel: 01788 533715  
Email: [Rainsbrook@rugby.gov.uk](mailto:Rainsbrook@rugby.gov.uk)  
Web: [www.rainsbrookcrematorium.gov.uk](http://www.rainsbrookcrematorium.gov.uk)

2.5 The office is open from 9 am to 4.30 pm Monday to Friday. The office is closed on Saturdays, Sundays and Public Holidays.

## **3. General Regulations**

### **3.1 Vehicles**

3.1.1 For safety purposes the speed limit within the grounds of our Cemetery and Crematorium is 10 mph.

3.1.2 To maintain the appearance of our Cemeteries and Gardens of Remembrance vehicles must park in the designated car parks only. Vehicles should not be left on any roads, bays reserved for a specific use, grassed areas or where signs state 'no parking' at all times. Parking bays are available in Rainsbrook Cemetery for vehicles displaying a valid blue badge and displayed and used correctly.



### **3.2 Access**

3.2.1 For safety purposes children under 12 years are only allowed in the grounds of the Cemeteries and Crematorium when accompanied by and under the care of a responsible adult.

### **3.3 Dogs**

3.3.1 Dogs must be kept on a short lead and under control at all times within the grounds of the Cemetery and Crematorium. All dog faeces must be removed immediately, failure to do so may lead to prosecution under The Public Spaces Protection Order (PSPO). Rainsbrook is an area for families to reflect on the loss of their loved ones and there are set areas for the scattering of ashes. Please do not allow dogs on the areas that indicate they are used for the scattering of ashes.

3.3.2 No animals except assistance dogs are permitted into the Crematorium building.

### **3.4 Candles**

3.4.1 Candles are not permitted in the Rainsbrook building.

### **3.5 Alcohol**

3.5.1 Alcohol is NOT permitted within Rainsbrook grounds and buildings and there should be no beverages taken into either the Drayton Room or Avon Room unless authorised by the Bereavement Services Manager.

### **3.6 Bicycles**

3.6.1 Bicycles should not be ridden on any grass areas or planted areas. Bicycles must not be placed against any memorial, bench, tree or shrub and if laid on the ground must not cause an obstruction. Rainsbrook Cemetery and Crematorium accepts no liability for loss or damage to any bike, moped or bicycle whilst on the premises.

### **3.7 Fees and charges**

3.7.1 The list of fees and charges are on display at the Crematorium and on Rainsbrook Crematorium website ([www.rainsbrookcrematorium.co.uk](http://www.rainsbrookcrematorium.co.uk)) and Rugby Borough Council website ([www.rugby.gov.uk](http://www.rugby.gov.uk)). Plans of the cemeteries and crematorium grounds are also available for inspection free of charge. Please contact the office to make an appointment.

3.7.2 Fees for any service must be paid for in advance and no credit facilities are given or offered.



### **3.8 Smoking**

3.8.1 Smoking and vaping is strictly prohibited in the Crematorium buildings. Visitors are requested to refrain from smoking in close proximity to the building (within 5 metres of the building) and where mourners are gathered. All cigarette ends should be disposed of in the bins provided.

### **3.9 Photography**

3.9.1 Rainsbrook do not permit any photographs or videos to be taken within the grounds or buildings, without written permission and with the consent of all parties involved. No person is permitted to fly a drone whilst on Rainsbrook Cemetery and Crematorium land in order to respect the privacy of all visitors to the site.

## **4. Crematorium Rules and Regulations**

### **4.1 Code of Practice**

4.1.1 All cremations at our Crematorium are carried out with strict adherence to the Code of Cremation Practice issued by the Federation of British Cremation Authorities (FBCA) and the Guiding principles of cremation issued by the Institute of Cemetery & Crematorium Management (ICCM) of which Rugby & West Northamptonshire Joint Crematorium Committee is a member. Copies of the Code are available from the Crematorium Office.

### **4.2 Ceremony Rooms**

4.2.1 The Crematorium has two interdenominational Ceremony rooms and the service times permitted are as follows:

The Avon Ceremony room

(Seating Capacity 143 – Service Times 45 minutes each)  
(Monday to Friday 9.00 am – 4pm)

The Drayton Ceremony room

(Seating Capacity 53 – Service Times 45 minutes each)  
(Monday to Friday 9.30 am – 3.30 pm)

4.2.2 Saturday morning funeral services from 10.00 am (times are allocated by Bereavement Services only)

4.2.3 Both Ceremony rooms are equipped with a music system from which music can be selected from an extensive computerised database. If a piece of music is not on the database it can be requested by the funeral director from the system supplier who can nearly always make it available for your service. These requests should be made no later than 72 hours prior to the service taking place at the crematorium.

4.2.4 The crematorium provides a webcast service which is a live broadcast of a service streamed on the internet via the Obitus website. This service is only viewable to those issued with a username and password, which is provided before the service to the Funeral Director. The applicant for the cremation is the only person who can request this service. The broadcast can be viewed up to 28 days after the service. Please note that Bereavement Services are unable to disclose the username and password to anyone other than the Funeral Director.

4.2.5 Funeral services can be recorded onto a DVD (audio-visual) CD (audio) or USB or a download link is also available. More than one can be ordered and extra copies can be available after the service. Once we have received these, they will be passed to your Funeral Director, who will arrange with you to collect from them. Each Ceremony room has a wall mounted TV screen which can be used for a professionally edited slideshow with up to 50 photographs and have a single photo displayed throughout the service. Please ask your Funeral Director for more information.

### **4.3 Service Times**

4.3.1 Service times are set to allow for a meaningful service to be completed and allow for mourners to enter and leave the Ceremony room within the 45 minute period.

4.3.2 Should any person require a longer service time then an additional 45 minute service time may be booked for an additional charge in accordance with the current fees and charges.

4.3.3 This allows for those who wish for a longer service or if it is felt a large number of mourners will attend and 45 minutes is not long enough to properly seat all mourners in the Ceremony room, hold a service and clear the room afterwards. Any service that runs over their 45 minute time slot will be subject to the additional charge as described in the current fees and charges.

4.3.4 No alteration in the time arranged for a service shall be permitted without the prior written consent of the Bereavement Services Manager.

4.3.5 The times may be changed by the Bereavement Services Manager and notification of any permanent changes will be issued to all key stakeholders.

4.3.6 Strict punctuality is required by all persons attending a cremation so as to prevent the interference of one funeral with another. The time arranged for a cremation is that at which the cortege is required to be at the booked Ceremony room's entrance.



4.3.7 It is essential that funerals arrive on time for the smooth operation of the service. Services will not be permitted to start prior to their allocated slot to allow staff time to prepare the room for each funeral.

4.3.8 A funeral arriving late will not be allowed to enter the Ceremony room unless there is a maximum of 40 minutes between the time of its arrival and the time fixed for the next service in the Ceremony room. Should a funeral arrive late it is the responsibility of the person leading the funeral to ensure the service is curtailed to ensure it finishes at the appropriate booked time. This ensures subsequent funerals will not be delayed. Late funerals will not be permitted to proceed down the drive if the cortege for the following service has already arrived.

4.3.9 Except at the discretion of the Bereavement Services Manager, no cremation service shall be allowed on a Sunday, statutory Bank Holiday, or other day appointed for Public Thanksgiving or Mourning.

#### **4.4 Cremation Bookings**

4.4.1 The days upon which cremation services at Rainsbrook Crematorium take place are Monday to Friday with services held between 9.00 am and 4 pm. Saturday morning funerals are available and service times are allocated by Bereavement Services from 10.00 am.

4.4.2 All initial bookings for a cremation at Rainsbrook Crematorium must first be made to the Administration Office. No booking will be accepted with less than 6 days notice, unless agreed with the Bereavement Services Manager.

4.4.3 Any booking that is made where the family request 'no publicity', the name of the deceased will not appear on the daily schedule or have a flower card in the flower court. Any details of the funeral released to the public will invalidate the 'no publicity' requested.

4.4.4 Please note that the time booked for a service is the time the cortege is due at the Crematorium Ceremony room. In order to avoid disruption to any other funerals we request that you keep to this time. Funeral staff should not enter a chapel more than 10 minutes before an allocated time, unless permission has been granted by office staff, to ensure the deceased from the previous service, has the respect and dignity it deserves. Failure to comply will result in a fine being applied, in accordance with our current fees and charges. A charge, as detailed in the list of fees and charges, may be levied for corteges arriving early or late.

#### **4.5 Paperwork**

4.5.1 To ensure that we have sufficient time to make the necessary arrangements for a cremation we request that correctly completed paperwork is delivered to the



Crematorium Office by no later than 10.30am, 2 working days prior to the day of cremation.

4.5.2 All incomplete paperwork will be returned to the Funeral Director to be completed. Paperwork is only deemed delivered to the Crematorium Office if all the paperwork has been fully completed.

4.5.3 All original statutory paperwork received by the Funeral Director should be received within the above deadline.

4.5.4 Please be aware that a charge, as detailed in the list of fees and charges, will be made if the paperwork is delivered after the specified time.

#### **4.6 Medical Referee**

4.6.1 Before a cremation can take place, all statutory documents relating to that cremation are checked by a doctor appointed by the Home Office. This doctor is called a Medical Referee and gives the final permission for a cremation to take place. The Medical Referee will need to be satisfied that they have enough information to authorise the cremation without presenting a danger to the cremator and cremator operators. Without this information the Medical Referee can refuse to allow a cremation to be carried out.

4.6.2 The manager reserves the right to cancel a cremation if the Medical Referee has not given permission for the cremation to take place.

### **5. Cremations**

#### **5.1 Coffins**

5.1.1 All bodies brought to the Crematorium for cremation shall be contained in a suitable coffin. The coffin or suitable container must be clearly marked for identification purposes and include the full name, date of death and age of the deceased.

5.1.2 This is a requirement under the Code of Cremation Practice issued by the Federation of Burial and Cremation Authorities (FBCA) and the Guiding Principles for Burial and Cremation Authorities issued by the Institute of Cemetery and Cremation Management (ICCM).

5.1.3 The coffin must be made of an easily combustible material. Resinous or badly seasoned wood must not be used. No metal of any kind must be used except for the use of nails, pins and screws used in the construction of the coffin. Handles, nameplates or ornaments must be of a combustible nature; hardwood plugs must be used wherever possible. No cross pieces must be attached to the bottom of the coffin. If it is desired to strengthen the bottom of the coffin, strips may be placed



lengthways for this purpose. The coffin may only be coated with water based paints or water based varnish. The coffin must be of a material that when placed in a cremator, does not emit smoke, give off toxic gas or leave any retardant smears or drips after final combustion.

5.1.4 The unnecessary use of sawdust, paper or cotton-wool must be avoided and must on no account be put into the coffin. Materials liable to cause smoke or noxious fumes must not be used in or on the coffin. The use of clothing on the body should be in accordance with the industry's code of practice.

5.1.5 Coffin covers can be accepted by Rainsbrook Crematorium and details should be included with the initial booking and on the Notice for Cremation.

5.1.6 We do not accept Pandanus or Water Hyacinth coffins under any circumstances. These items are a hindrance to the cremation process and will cause the cremation to operate outside the Environmental Protection Act 1990. Rainsbrook reserve the right to ban any coffin that exceeds the accepted level of emissions according to the current Process Guidance Notes.

5.1.7 The maximum external dimensions permitted for a coffin for cremation are as follows:-

Traditional Coffin: Length 7' (84") Width 3'4" (40") Depth 2'7" (30")

5.1.8 Any coffin received outside of these measurements will not be accepted as these are the maximum sized coffins accepted at Rainsbrook Crematorium.

5.1.9 The maximum weight of a deceased, with the coffin, accepted at Rainsbrook Crematorium is 47 stone. Any coffin received over 47 stone will not be accepted at Rainsbrook Crematorium. The weight of the deceased, plus the coffin weight must be provided for all cremations.

## **5.2 Procedure**

5.2.1 The cremation process shall be undertaken in line with any guidance, codes of practice and requirements of the regulatory bodies that issue or may issue the same in relation to cremation and in compliance with statutory regulations.

5.2.2 A coffin or a body shall not be removed from the Crematorium except for a lawful reason.

5.2.3 All cremations shall be completed within 48 hours of receipt of the coffin at the Crematorium, unless there are any unforeseen circumstances, in which case the maximum time period the coffin will be held is 72 hours, which is in accordance with current industry guidance. Each coffin will be individually cremated. Any coffins not cremated the same day will be held on site at the crematorium in suitable storage.

### **5.3 Witness Charge**

5.3.1 Any person may witness the placing of the coffin into the cremator with permission from the applicant for that cremation. The Avon ceremony room has a viewing window for this purpose. A viewing must be requested at the time of the funeral booking and to ensure the availability of a cremator, witness charges can only be booked for 9am Monday to Friday, or on a Saturday at 10am (additional charges apply).

### **5.4 Infectious Disease**

5.4.1 A body of a person who has died of a dangerous infectious disease should be enclosed in two sealed body bags and placed inside a coffin which will not be reopened for any reason once delivered to the Crematorium. For the purpose of this Rule the term “dangerous infectious disease” includes plague, cholera, smallpox, typhus fever, enteric fever (including typhoid and paratyphoid fevers), scarlet fever and diphtheria, and such other infectious diseases as the appropriate officer may determine from time to time to require such precautions.

### **5.5 Metal Recycling**

5.5.1 All metal residues removed after the cremation process shall be suitably stored and transferred to a central organisation for recycling. Any applicant who does not wish for the metal residues to be taken for recycling must inform the Administration Office prior to the cremation process.

5.5.2 Metal residues include nails and screws using in the construction of the coffin and metal implants. Any profits from the recycling of these metals are donated to national charities as per the Institute of Cemetery and Crematorium Management (ICCM) recycling scheme.

## **6. Arrival at Rainsbrook**

6.1 All funerals will be met by a member of staff from Bereavement Services. No cremation service will be allowed to proceed unless accompanied by a member of staff. A check of the name plate on the coffin will be made prior to any cremation service being permitted. This is to ensure the correct deceased person is in the correct Ceremony room and forms part of Bereavement Services’ procedural checks.

6.2 The person arranging the funeral or his/her representative shall ensure that they have sufficient persons to transfer the coffin from the vehicle to the Ceremony room. In all cases this should be a minimum of 4 persons for the cremation of an adult.

6.3 Bereavement Services staff are able to assist with the transport of the coffin from the hearse to the Ceremony room with prior notice and this will incur a fee. The Council accepts no liability for loss or damage to any person whilst the coffin is transferred from the vehicle to the front of the Ceremony room. The responsibility for this action is that of the funeral director or other person making the funeral arrangements. Rings, jewellery and personal articles on or about the body should be removed prior to the cremation service if required. Once placed into the cremator any valuables will be unrecoverable and the Council shall not be liable to account for such articles after cremation has taken place.

6.4 Except in cases where the deceased has died of a notifiable disease, if requested, the coffin may be opened as part of the service held in the Ceremony room. The coffin lid must be replaced and sealed prior to the coffin being charged into cremator. This allows for further choice for the bereaved and enables the service to be personalised.

6.5 All persons attending a service shall leave the Ceremony room immediately after the conclusion of the service. This ensures there are no delays for the following services.

## **7. Cremated Remains**

7.1 The temporary deposit of urns or caskets containing the cremated remains of deceased persons is permitted by the Council for a period not exceeding three months. After the initial three month period, a fee will be charged in accordance with our current fees and charges. Should this payment be in arrears for 21 days the Council reserves the right to dispose of such urns or caskets and the cremated remains therein will be respectfully scattered.

7.2 In the absence of any arrangements for the disposal of cremated remains and at the expiration of one month from the date of cremation, the Council shall give a month's notice to the person who applied for the cremation of its intention to scatter the cremated remains in the Garden of Remembrance.

7.3 The scattering of cremated remains will take place no sooner than 24 hours after the cremation process has been completed. This allows for families to consider options more fully after the cremation date has passed.

7.4 Bereavement Services will give any urn or container, holding the cremated remains of a deceased person to the applicant who made the application for cremation or a person nominated for that purpose by the applicant in which case Bereavement Services will require the applicant's written authority to hand over the urn or container to the nominated person. The cremated remains will be signed for by the person collecting the cremated remains and photographic proof of identification will be required.

7.5 Cremated remains are normally available for collection two days after the cremation has taken place, unless prior notice is given that they are required sooner. A suitable container large enough to hold all the ashes is provided and must always be used for the removal of ashes from the Crematorium. The Bereavement Services Manager shall have the right to decide what is a “suitable” container.

## **8. Scattering of Ashes**

8.1 The Gardens of Remembrance at Rainsbrook Crematorium provide a peaceful and tranquil setting to scatter cremated remains and leave floral tributes within a designated area.

8.2 All cremated remains shall be scattered by Bereavement Services and in accordance with the industry recognised best practice standards. Cremated remains shall be scattered evenly over an area of lawn so as not to leave any noticeable trace.

8.3 No scattering of cremated remains will be permitted unless a copy of the Certificate of Cremation, is delivered to the Administration Office and the prescribed fee for the scattering of the cremated remains is paid. Where the cremation took place at Rainsbrook Crematorium no such disposal certificate is required for the scattering of remains in any of the sites administered by Bereavement Services.

8.4 No person shall scatter or inter cremated remains within any part of the Cemeteries or Crematorium grounds without the permission of the Bereavement Services Manager. Any request for the same must be made in writing to the Administration Office. It is unlawful to scatter or inter any remains within the cemetery or crematorium grounds without first gaining permission from the Council who manage and own the land.

8.5 The interment or scattering of animals is not permitted within any grounds managed by Bereavement Services. Bereavement Services do not hold a licence to dispose of animals and it is illegal to do so without this licence.

8.6 The applicant for the cremation may attend the scattering of cremated remains at a pre booked time and after the appropriate fee has been paid. If required, families may arrange for a short service to be held either by a family member, or a minister of their choice. Details must be submitted in writing to the Administration Office by 10.30 am at least two Working Days prior to the appointment time.

## **9. Floral Tributes**

9.1 Each Ceremony room is served by a floral tribute court for the display of floral tributes following a funeral service. Mourners are free to either take the tributes



away after the service, or alternatively leave them on display in the floral tribute court.

9.2 Floral tributes left at the Crematorium will remain on display for seven days, or as soon as possible thereafter following public holidays, if in good condition. All floral tributes will then be disposed of. Where possible, the plastic elements of a floral tribute, including wreaths, will be recycled. This may include a request from a florist or member of the public requesting items that they will re-use.

9.3 Please note that unfortunately for practical reasons the crematorium and its staff cannot accept any responsibility for floral tributes left at the Crematorium before, during or after a funeral service.

9.4 Flowers, plants and floral tributes may be placed in the areas specifically provided, namely the Book of Remembrance, floral tribute courts, in the integral vases of the stone memorials, and in the designated vases by the Tree of Life. No plants, flowers, flower vases, glass or other receptacles for plants or flowers or any other items shall be placed in any other part of the crematorium or the gardens, and if they are, they will be removed immediately. Flowers, plants and floral tributes which are left at the Crematorium will be disposed of by Bereavement Services. Any items that can be kept will be stored for a maximum period of three months.

9.5 No floral tributes should be left on the scattering bank as this is a wild flower area. This area is reserved for the scattering of ashes only. Any items placed on the scattering bank will be removed immediately, any non-perishable items will be stored for three months for collection. The gardens are inspected on a regular basis by Bereavement Services' staff and any dead flowers or spent wreaths shall be removed and disposed of. This ensures the grounds are kept tidy and well maintained.

## **10. Memorials**

10.1 No mementoes, floral tributes, wind chimes or other items are permitted to be left in or on any of the trees or shrubs within the Gardens of Remembrance.

10.2 All memorials in Rainsbrook Gardens of Remembrance will be subject to the current Terms and Conditions listed below:

10.3 The terms and conditions allow you to:

Lay to rest cremated remains in our Gardens of Remembrance at the place specified by us to you and/or place a memorial at the place specified as described overleaf.

1. At the expiry of the lease period, if the agreement is not renewed, we may remove the memorial and this can be collected by the applicant.

2. We agree to maintain the memorial for the period of the lease. However, we do not take responsibility for any damage to it unless it is caused by our negligence.
3. We do not guarantee that the appearance of the memorial gardens will be the same forever, for example paths, trees and other features may change from time to time.
4. CUT FLOWERS ONLY are permitted in the vases that have been provided for general use in the Book of Remembrance Room and at various locations within the Gardens of Remembrance.
5. ARTIFICIAL FLOWERS are ONLY permitted in the vases that form part of an individually purchased memorial. These will be removed if their condition deteriorates. Additional vases or planters are not permitted and will be removed.
6. Christmas wreaths can be placed on the flower court in the area provided.
7. You may not place anything in the Gardens of Remembrance that may offend reasonable taste and decency.
8. Only memorials supplied by us are permitted in the Gardens of Remembrance.
9. Any memorial purchased from us by way of a memorial agreement will not be placed in the Gardens of Remembrance until full payment has been received.
10. The placement of memorabilia such as wind chimes, windmills, candles, solar lights, balloons and other trinkets and all items made from glass or porcelain are not permitted. This is not a definitive list and Rainsbrook Crematorium reserve the right to remove such items, or other unauthorised tributes without prior notice or consultation.
11. If we, at our sole discretion, agree to the early cancellation of this agreement you must pay our reasonable costs and expenses arising from the cancellation.
12. It is the applicant's responsibility to advise Rainsbrook Crematorium, in writing, of any change of address.
13. The inscription on a granite memorial will be guaranteed for a period of 2 years after installation unless damage has been caused to the lettering/design by items placed on the headstone, in which case the lettering is not guaranteed.

## **11. Interment of Ashes**

11.1 All interment of ashes in Rainsbrook Gardens of Remembrance shall be sold as a Granite Memorial Package and the size of the headstone will be a plaque tablet as below:



| Description   | Height (maximum) | Width (maximum) | Depth (maximum) |
|---------------|------------------|-----------------|-----------------|
| Plaque tablet | 3.5 inches       | 18 inches       | 18 inches       |

11.2 All ashes plots will be for a maximum of two casket interments and two sets of ashes that can be scattered in the grave.

11.3 Any interment of ashes within the Gardens of Remembrance must be in a biodegradable container. The size of the ashes casket must not exceed the size of the grave and must take into account the number of caskets that will be required to be interred.

## **12. Inspection of Facilities**

12.1 The public can obtain permission to inspect the building when no cremation is taking place, between the hours of 10am and 3pm Monday to Friday. Please contact Bereavement Services for further details and to book an appointment.

## **13. Repeal of Former Regulations**

13.1 Any locally agreed Rules or Regulations previously in force in respect of the Crematorium are hereby revoked.