

Lake View Bereavement Centre,
Crematorium and Natural Burials

Rules and Regulations

Committee Approval	
Policy Owner	Crematorium and Bereavement Service Manager
Review Date	

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Appendix 1

All cemeteries and crematoriums operated by the local authority must follow a set of standards and conditions called the Cemeteries and Crematoriums Rules and Regulations. These are intended to explain to everyone using the cemeteries how they are managed and what requirements apply to them. They should be read alongside the legal provisions in the Local Government Act 1972, the Local Authorities Cemeteries Order 1977 (as amended), and any other relevant legislation governing this service.

If you require assistance understanding any part of the Rules and Regulations, please contact Lake View Bereavement Centre, Crematorium and Natural Burials. The Rules and Regulations may change, update, or add to the Rules and Regulations whenever it considers this necessary.

Lake View Bereavement Centre, Crematorium and Natural Burials

Address: Chatteris Road, Mepal, Ely, Cambridgeshire, CB6 2AZ

Email: LakeView@eastcambbs.gov.uk

Website: lakeviewbereavementcentre.com

Phone: [insert phone number]

In these rules and regulations, the terms below carry the following definitions unless the context indicates otherwise:

Crematorium	Refers to any facility supplied by the Council for cremating human remains, along with the dispersal or burial of ashes.
Bereavement Centre	A community space offered for guidance and comfort amid grief and loss.
Burial ground	Any Council-provided site for burying human remains; references to "the cemeteries" include all sites covered by these rules.
Council	East Cambridgeshire District Council
Exclusive Right of Burial	A deed-granted privilege held by the registered plot holder to decide who can be buried in or remembered on that grave. This right lasts for a fixed term of seventy-five (75) years and does not confer ownership of the land.
Exclusive Right of Burials Extension	An addition to an active exclusive right, granted in stages but never totalling more than twenty-five (25) years overall.
Grave space	The designated area allocated by the Council for a burial plot. Layouts and positions are set exclusively by the Crematorium and Bereavement Service Manager , with no mandate for specific orientations.

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Inscription	Any marking on a memorial honouring one deceased individual, whether buried in the plot or elsewhere.
Additional Inscription	Each further marking on a memorial for another deceased person, beyond the initial one, regardless of burial location
Meadow Grave	A natural burial plot dug into meadow soil, without brick, stone, or other linings.
Memorial	Lake View Bereavement Centre offers a range of memorial options. Lease periods vary according to the option chosen and are available for five, ten, or twenty-five years. Renewal may be granted upon expiry of the lease term, subject to prevailing terms and conditions.
Office	The Bereavement Service office at Chatteris Road, Mepal, Ely, CV6 2AZ
Crematorium and Bereavement Service Manager	The individual currently serving as Registrar, appointed by East Cambridgeshire District Council, or their authorised deputy during any absence.
Uninscribed Vase	A vase placed in the allocated area without the deceased's surname.
Working days	Days when the office is accessible to visitors, typically Monday through Friday, excluding public holidays.

Introduction

Lake View Bereavement Centre, Crematorium and Burials ("Lake View Bereavement Centre") at Mepal, Ely, CB6 2AZ is operated by East Cambridge District Council ("the Council") which holds statutory responsibilities for its management and regulation.

The Council has delegated authority for the day-to-day management and enforcement of these Rules and Regulations to the Crematorium and Bereavement Service Manager.

Lake View Bereavement Services office, serving Lake View Bereavement Centre, is situated just inside the main building of the entrance gates. The Crematorium and Bereavement Service Manager can be contacted there.

Operations comply with the Local Authorities' Cemeteries Order 1977, as amended by the Local Authorities (Amendment) Order 1986, and any subsequent directives from the Secretary of State.

We are committed to recognise and support individual rights and preferences where feasible. These rules and regulations set out the principles, policies and standards by which we operate. We prioritise safety for all, ensure equitable treatment, and sustain high standards of maintenance. To achieve this, adherence to these regulations is mandatory for all visitors.

Non-compliance to these rules and regulations may result in restrictions on the Exclusive Right of Burial holder's ability to authorise actions such as, installation of new memorials (only in designated areas).

Lake View Bereavement Centre is designated as a County Wildlife Site and is managed in a sustainable and environmentally responsible manner. Lake View Bereavement Centre is committed to protecting biodiversity, preserving natural habitats, encouraging wildlife and plant life to thrive.

As a result, Lake View Bereavement Centre promotes practices that respect the natural environment and minimise ecological impact. Certain activities, materials, and forms of memorialisation may therefore be restricted or managed to ensure the continued protection of wildlife, landscapes, and natural features across the site. These measures help preserve the peaceful character of the Lake View Bereavement Centre while ensuring it remains a place where nature can flourish for future generations.

The purpose

The purpose of these Rules and Regulations is to ensure that Lake View Bereavement Centre remains a place of dignity, respect, and peace for all who visit. They are designed to protect the interests of families, uphold legal and safety standards, and preserve the natural beauty and tranquillity of the grounds. By setting out clear expectations for how the natural burial grounds and crematorium are managed and used, Lake View Bereavement Centre seeks to create a consistent, fair, and compassionate environment where bereaved families can find comfort and where loved ones are commemorated appropriately. Adherence to these standards supports the long-term care, safety, and respectful operation of all facilities under the Council's stewardship.

General information

Opening times

Lake View Bereavement Centre is open to visitors on dates and at times set periodically by the Council. We ask that all visitors respect the peace, dignity, and reverence of these facilities, as well as the needs of other users. We thank you in advance for your consideration.

Opening Hours

Lake View Bereavement Centre grounds are open to visitors 365 days a year.

Office Hours

Monday to Friday: 08:45 – 17:00

The office is closed on Saturdays, Sundays, Bank Holidays, Christmas Day, Boxing Day and Easter.

Note: Opening times may vary seasonally as detailed below.

Visiting Hours

Monday to Friday: 08:45 – 16:00

(May to August: 08:45 – 17:00)

Weekends and Bank Holidays: 09:00 – 16:00

Christmas Day, Boxing Day and Easter: 09:00 – 16:00

Last entry to the grounds is permitted 30 minutes prior to gate closing times. Gates lock promptly at the specified hours, with no after-hours access available. Vehicles must depart before closing, as retrieval cannot occur until the following morning; all on-site parking is at the owner's risk.

Dogs

Dogs are permitted within the grounds provided they are always kept on a short lead and under control. Owners must ensure their dogs do not disturb or interfere with other visitors, graves, or memorials. Dog fouling is strictly prohibited, and any waste must be removed immediately by the person in charge. Failure to clean up after your dog may result in a fine or prosecution.

Only assistance dogs, such as guide dogs, are permitted inside the buildings. Dogs must remain on a lead and stay on footpaths. Please note that some areas of the grounds may have restricted access for dogs, as indicated by signage.

Children

Children under 14 years of age (or who appear to be) may only enter Lake View Bereavement Centre when accompanied by a responsible adult.

Vehicles

Only vehicles associated with a funeral cortege, visiting the centre or those displaying a valid disabled parking permit ('blue badge') may park in the appropriate parking bays.

Motor vehicles may only be driven on designated carriageways within the grounds, with prior approval from the Crematorium and Bereavement Service Manager.

All vehicles must be:

- driven slowly keeping to the 10mph limit.
- kept to the main roadways; and
- parked in a way that does not inconvenience visitors or staff
- If a funeral procession is to be led by any vehicle other than a motor-driven funeral hearse, permission should be obtained from Crematorium and Bereavement Service Manager to ensure this can be accommodated. This includes, but is not limited to, horse-drawn hearses, gun carriages and similar vehicles.
- Vehicles must not be left unattended for long periods of time in Lake View Bereavement Centre.
- No unauthorised vehicle is to be left in front of the Lake View Bereavement Centre Office or Chapel.
- Vehicles are not allowed in the grounds beyond the main car parking area, except for the funeral directors' hearse and approved contractors, in order to provide a vehicle-free environment for pedestrians.

- The maximum speed limit around the site is 10 miles per hour.
- Driving or parking on grassed areas or pathways between sections of the grounds is not permitted, unless in exceptional circumstances agreed by the Crematorium and Bereavement Service Manager.
- All vehicles are parked at the owner's own risk. Lake View Bereavement Centre assumes no liability for loss, theft, damage or injury to vehicles or contents.

Unauthorised access outside public hours violates Section 18(2) of The Local Authorities' Cemeteries Order 1977, prohibiting:

- Causing nuisances
- Wilfully damage or interfere with any grave, memorial, flowers, plants, or similar items; or
- Engaging in games, sports, or firing weapons (except military funerals)
- Engage in games, sports, or discharge firearms (except at military funerals) within the grounds.

Grounds Maintenance

The Council is responsible for maintaining Lake View Bereavement Centre, including activities such as mowing, weed control, removal of leaves and litter, and the care of trees, shrubs, hedges, and planted areas. These works will be undertaken at intervals set by the Lake View Bereavement Centre.

Where vegetation becomes untidy, excessively overgrown, or poses a safety risk, Lake View Bereavement Centre may prune, remove, or otherwise manage any trees, plants, shrubs, or flowers, and may carry out spraying around grave spaces as required.

When maintenance or related works are being carried out, Lake View Bereavement Centre may temporarily place soil or other materials on any grave space, whether currently in use or not. Any materials used will be cleared away and the affected area restored as soon as reasonably practicable once the work is completed.

Flowers and floral tributes

Following a funeral service, floral tributes should be placed in front of the appropriate named stand in the Reflection Terrace. Any tributes left elsewhere will be removed, without prior notice.

Floral tributes from funeral services, if not collected by the Funeral Director, will be removed and disposed of three days after the funeral service by the staff.

All wrappings should be removed and disposed of in the bins provided.

We may from time to time remove flowers, wreaths, or other such items in the interests of maintaining the centres highest standards.

Lake View Bereavement Centre cannot be held responsible for any floral tributes that cannot be found. Floral tributes are left at the family's own risk.

Grave flowers

Only fresh cut flowers tributes are permitted following an interment and will be removed after 7 days. We reserve the right to remove any planting or items that are unsuitable or poorly maintained.

Grass cutting and maintenance is not permitted around the natural burial plots it is the intention to allow the grave to return to its natural environment. The Meadow is only mowed twice per year to ensure it is maintained as a wildflower meadow.

The grave owner may be liable if items on or around a memorial or grave, which are in breach of regulations, cause injury to persons or damage to machinery or impact the environment.

It is not permitted to hang any item on trees within the grounds as this may damage the tree or disturb wildlife.

Planting is not permitted, any items found will be removed without prior notice by the staff.

Lakeview Bereavement Centre does not accept any encroachment into common areas or onto other graves by any individual. Any items found outside of the designated memorial areas will be removed.

Prior notice will not be given to the owner to remove any items where they may cause offence, are dangerous, pose a health and safety risk, are unbecoming of Lake View Bereavement Centre, encroach on areas where burials or scatterings may have taken place, exceed the Lake View Bereavement Centre, or where planting may grow to an unacceptable size.

Lake View Bereavement Centre reserves the right not to renew memorial leases where leaseholders are in regular breach of regulations.

Removal of Floral Tributes and Items from Graves

Large floral tributes placed on a grave following a burial will be cleared and disposed of by the Council or the Lake View Bereavement Centre team 14 days after the funeral service.

Lake View Bereavement Centre may remove and dispose of any items placed on a grave that have deteriorated, present a safety risk, extend beyond the

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allocated grave space, or have been installed without permission. This may be done without prior notice to the Deed Holder. Items subject to removal include, but are not limited to, flowers, wreaths, weeds, plants, litter, edging, fencing, glassware, decorative objects, and any unauthorised materials (see the Memorials section for further guidance).

To minimise environmental impact, the use of plastic moulds, frames, wire, netting, florist foam, oasis, or cellophane is not permitted. Any floral tribute accompanying a funeral that does not comply with these requirements must be removed immediately after the service by the family or funeral director.

Permitted tributes include natural flowers secured with string or raffia, single stems or loose petals, mosses, woven wooden frames, and bamboo without wire. All floral items must be fully compostable. Wherever possible, tributes should be created using seasonal flowers sourced from UK growers to reduce environmental impact and support local producers.

Visitors are encouraged to recycle wreaths, dead flowers, and other materials using the recycling facilities provided within the centre.

Any floral tributes or wreaths removed by the service team will be processed through an eco-composting system, with the resulting compost reused within the grounds or elsewhere in the town as required.

As the centre supports a wide range of wildlife, which may interfere with floral tributes, Lake View Bereavement Centre cannot accept responsibility for any damage or loss to items left on display.

The removal of seasonal tributes and memorabilia from all areas of the burial ground will begin four weeks after the relevant occasion (for example, items left for Christmas will be removed after 22 January).

To avoid reasonable doubt, the following items are not permitted to be placed anywhere at Lake View Bereavement Centre.

- Wind chimes, windmills, tinsels
- Artificial flowers
- Flags, clothing, toys or balloons
- Lights, Candles, Chinese lanterns
- Photos (with or without frames)
- Any kind of fencing
- Anything made of glass, ceramic or metal
- Ornaments including statues
- Alcohol or alcohol containers

- Hazardous items and sharp objects such as gardening tools, scissors etc
- Anything flammable
- Astro turf

We reserve the right to remove, without prior notice any planting or items that unsuitable or harmful to the natural environment, wildlife and do not meet the highest sustainable standards.

Fees and Charges

All fees and charges are payable in advance to Lake View Bereavement Centre, except in the case of Funeral Directors.

All fees and charges are set out in Lake View's Bereavement Centre price list, which is available on the website or from the Lake View office. All fees and charges are reviewed annually.

Unless otherwise agreed in writing, all fees and charges must be paid by credit or debit card, or BACS transfer on the date of purchase.

In cases where the original purchaser is deceased, the new owner must demonstrate ownership of the grave by producing a) A valid Will, b) Grant of Probate, c) Letters of Administration or d) if the others are missing, a completed Statutory Declaration witnessed by a Commissioner of Oaths e.g. Solicitor (please contact office for more details).

A fee is charged for accepting this documentation which must be paid at the time the form is presented at Lake View Bereavement Centre Office. The form will be retained at the Lake View Bereavement Centre Office as a permanent record of the instruction to authorise the grave to be opened and any alterations made.

The number of joint owners will be limited to three and any change of circumstances, will require the agreement of all joint owners. Where one or two of the owners pass away, ownership is retained by the remaining owner, however, a copy of the death certificate will be required.

Children's Funeral Fund

At the date these regulations were issued, no interment fees are charged for children under the age of 18. Lake View Bereavement Centre will recover the associated costs through the Children's Funeral Fund, which is funded by Central Government. This scheme applies to the funeral of a child under 18 years of age, or to a baby who is stillborn after the 24th week of pregnancy.

Arrangements for the interment of babies born before 24 weeks of pregnancy should be discussed directly with the Crematorium and Bereavement Service Manager.

Lake View Bereavement Centre is open to interments without restriction to residency or connection.

Consecrated Grounds

For the avoidance of doubt, you may not request the consecration of any part of Lake View Bereavement Centre. However, individual graves may be blessed.

Planting

All planting work will be carried out exclusively by the specialised grounds maintenance team to ensure that the introduction of new plants supports biodiversity, preserves the natural habitat, and maintains the ecological balance of the site.

Conduct at Lake View Bereavement Centre

All visitors must enter and exit via the main entrance. Access outside published opening hours is only permitted with the express permission of the Crematorium and Bereavement Service Manager.

We reserve the right to refuse entry to, or remove, anyone who is intoxicated, under the influence of drugs, behaving in a disorderly or indecorous manner, using offensive language, or otherwise causing a public nuisance.

All visitors enter the site at their own risk. The centre accepts no liability for loss of or damage to personal property, memorials, memorabilia, or flowers, and will not be responsible for injury or damage except where caused by negligence resulting in personal injury or death. Any person responsible for damage to the grounds, walls, lawns, flower beds, memorials, or buildings may be required to meet the full cost of repairs.

Lake View is a place of quiet reflection and a working environment. Visitors are expected to behave respectfully, keep to roads and footpaths (except when attending a grave), and follow the directions of the Bereavement Services team. Visitors must not hinder staff in the course of their duties, engage them for private work, or offer gratuities. Employees and contractors must not solicit or accept gratuities.

The following activities are prohibited within the grounds:

- Causing any disturbance during a cremation or burial.
- Cycling, scootering, rollerblading, skateboarding, or similar activities (users must dismount at the gate).

- Damaging, destroying, or interfering with trees, shrubs, plants, memorials, or other property.
- Littering, except in designated receptacles.
- Selling or soliciting goods or services without authorisation.
- Gambling, picnicking, barbecuing, sunbathing, trespassing, or any anti-social behaviour.
- The consumption of alcohol or illegal substances.

Photography, filming, or audio recording requires prior approval from the Crematorium and Bereavement Service Manager. Where private graves or memorials are involved, proof of the Exclusive Right of Burial or a signed indemnity may be required. Families may photograph an individual memorial without prior approval. Commercial filming may be subject to a fee.

The use of drones is prohibited unless prior permission is granted for legitimate operational reasons. Any damage caused by drone use will be the responsibility of the operator.

Individuals contravening these provisions may be reported to the police.

Complaints procedure

Lake View Bereavement Centre is committed to delivering a high standard of service and to ensuring that any concerns raised by service users are handled fairly, respectfully and in a timely manner. We recognise the importance of providing an effective complaints procedure that supports prompt investigation, clear communication, and where possible, early resolution.

Lake View Bereavement Centre acknowledges that when an individual takes the time to raise a concern, it is essential that the matter is considered carefully, sensitively and without prejudice. All complaints will be investigated thoroughly, and where shortcomings are identified, appropriate action will be taken to address the issue and improve future service delivery.

Where relevant, complaints may be shared with partner organisations or contractors involved in the delivery of the service, in order to support a full and fair investigation.

Lake View Bereavement Centre seeks to resolve the majority of concerns at a local level. Site teams and local managers are authorised to respond to and resolve complaints wherever possible, and service users are encouraged to raise issues directly with the appropriate centre manager in the first instance.

It is recognised that not all requests or suggestions can be accommodated and that some matters may be complex or require formal review. In such cases, the complaint will be managed in accordance with the formal complaint's procedure, which can be found on our website [add link here]

Burials

A plan of the Lake View Bereavement Centre, showing the position of every grave, is kept at the Office and is freely accessible for everyone to use.

Burial services are scheduled at the following times:

- Chapel services: Monday to Friday 10:00 – 15:00
- Graveside services: Monday to Friday 10:00 – 15:00 **(14:30 during September and April)**

Services outside these hours require approval from the Crematorium and Bereavement Service Manager and are subject to resource availability.

Lease

Purchasing a grave at Lake View Bereavement Centre grants the Exclusive Right of Burial for a set term: 75 years for coffin or ashes graves. This does not include freehold ownership of the grave or the plot itself.

Approved Coffin Materials

As Lake View Bereavement Centre is designated a County Wildlife Site and is managed in a sustainable and environmentally responsible way, only coffins made from biodegradable materials are permitted.

Acceptable options include, but are not limited to, wicker, cardboard, shrouds, and mushroom-based coffins. Materials that are not fully biodegradable are not permitted, to protect the natural environment, encourage biodiversity, and maintain the ecological integrity of the site.

Lake View Bereavement Centre do not permit brick lined graves, vaults or lead or zinc lined coffins.

The Funeral Director in charge of the funeral should arrange for at least FOUR people to carry the coffin to the chapel and graveside. It is the responsibility of the Funeral Director to increase the number of bearers' subject to Health and Safety considerations.

Grave allocation and ownership

Ownership of all graves remains with Lake View Bereavement Centre. Exclusive Rights of Burial are granted to the individuals named on the interment application form.

Ownership of the Exclusive Right of Burial holds significant importance and may be transferred either during the owner's lifetime or following their passing.

Lake View Bereavement Centre records maintain details of the registered grave owner. Grave owners must safeguard their Deed of Grant, issued at the time of purchase, and present it for each interment. Holding the Deed alone does not confirm ownership of the Exclusive Right.

Exclusive Rights of Burial may be purchased for available grave spaces, in line with these regulations and prevailing fees at the time of application. The Exclusive Rights of Burial Deed confirms the grave owner and the intend burial permitted within the grave. The Deed does not mean the grave owner owns the land. The land remains in the ownership of Lake View Bereavement Centre.

Any persons aged 18 or over may purchase the Exclusive Rights of Burial for a period of 75 years. The period of 75 years falls within the legal limit of 100 years which is the maximum that burial rights can be purchased under current legislation in England and Wales. Upon expiry of the 75 years, the lease can be renewed if the family wish. The standard fee is payable.

Graves are typically allocated sequentially within each section. New sections open only after at least 80% of the current allocation has been purchased. Plans of available grave spaces are held at the Bereavement Services office and may be viewed during office hours.

While efforts are made to accommodate the intended interment per grave, Lake View Bereavement Centre cannot accept liability if this proves impossible due to uncontrollable factors, such as ground conditions or weather.

A grant of Exclusive Right of Burial conveys solely the right to inter within the grave and does not include permissions for memorials or land ownership.

The fee for the Exclusive Rights of Burial must be paid at the time that the arrangements are made at the Lake View Bereavement Centre. A Grave Deed will be issued to the grave owner following the interment. For pre-need purchases, the grave deed will be issued at the point of purchase.

All Exclusive Rights of Burial are granted for 75 years. Extensions may be requested, though the total duration may not exceed 75 years.

Upon expiry, the original purchaser, their heirs, or successors may renew the Exclusive Right of Burial, subject to regulations in effect at that time. Renewal applications should be submitted within three months prior to expiry.

If the grant period lapses without renewal notification from the holder or their successors, Lake View Bereavement Centre may offer the grave space to another party. Where feasible, prior owners or known successors will receive notice and an opportunity to renew.

Guidance on Transferring Grave Ownership

Lake View Bereavement Centre adheres to legal requirements governing grave and burial ownership.

Note that graves cannot be reopened for burial - including ash interments or have remains placed on the surface without the registered owner's written consent, except for the owner's own burial.

The grave owner may assign the Exclusive Right of Burial during their lifetime by completing an Assignment form.

Owners may surrender an unused Exclusive Right of Burial. The surrender value equals the original purchase price stated on the Deed of Grant, minus elapsed years and administrative costs. Submit written applications to the Crematorium and Bereavement Service Manager.

When the original owner has died, ownership transfer procedures vary based on whether a will exists.

Until ownership is confirmed, Lake View Bereavement Centre cannot authorise burials or memorials.

An Exclusive Right of Burial forms part of a deceased person's estate, requiring a formal process to transfer it to the rightful heir.

Any transfer demands satisfactory proof of entitlement and Lake View Bereavement Centre approval. Lake View Bereavement Centre will update its records accordingly. The original Deed of Grant must be presented at Lake View Bereavement Centre Office for endorsement, alongside the applicable transfer fee from published charges.

Transfer becomes necessary in these situations:

- The registered owner chooses to assign the grave to another party
- A burial request arises, but the registered owner has passed away

- The registered owner has recently died, simplifying future arrangements with a living registered owner

Exhumation

Under the Burial Act 1857, once a person has been buried it is unlawful to disturb or remove the human remains without lawful authority. The family must apply for a licence from the Ministry of Justice to remove human remains from the ground.

The exhumation process is governed by strict regulations to ensure respect for the deceased and compliance with legal requirements.

Exhumations can only be carried out and arranged by Lake View Bereavement Centre (Burial Authority) whom will be responsible for the submission of the application form to the Ministry of Justice in order to obtain an exhumation licence.

For the avoidance of doubt, any disturbance of remains (burials or ash interments) is deemed to be an exhumation.

Type of Grave

Natural Burial



A natural burial grave serves a dual role, evolving gradually into a thriving native wildflower meadow that supports lasting environmental value. It must retain a simple, undisturbed look, with no objects permitted on the surface or allowed to disrupt its natural state.

No cutting, mowing of grass is permitted. The Meadow will only be cut twice a year by a specialised grounds maintenance team. This limited mowing regime is designed to promote biodiversity, support the growth of native wildflowers, and provide a habitat for wildlife. Regular, frequent mowing is avoided to allow plants and insects to complete their natural life cycles, helping the meadow ecosystem to thrive.

Following each natural burial, the grave mound will remain in place for a period of one year from the date of interment. This allows for natural settling of the soil.

After this period, the area will be maintained by a specialised grounds team with the aim of encouraging a natural meadow habitat, supporting native flora and fauna throughout the year.

No grave markers or memorial plaques are authorised. Memorials are restricted to specified zones and must be acquired via the Lake View Bereavement Centre office, with all items requiring approval from Lake View Bereavement Centre office.

Each natural burial grave measures 4ft x 6ft deep and are excavated to accommodate a single body burial or six sets of ashes or ash scatterings within the footprint.

Every coffin presented to Lake View Bereavement Centre for either a Burial or Cremation must clearly display correct identification of the deceased. Where a coffin is enclosed in an outer covering, both the cover and the coffin must be appropriately labelled.

Graveside Service

A direct-to-graveside burial service is a dignified and straightforward arrangement in which the interment takes place directly at the burial plot without a preceding chapel or funeral service. The deceased is conveyed from the place of rest to the graveside, where family members and close friends may gather for a brief committal ceremony. This may include selected readings, prayers, or words of remembrance offered by a celebrant or clergy member. Favoured for its simplicity and respectful focus, a direct-to-graveside service provides an atmosphere of quiet reflection and personal farewell within a modest yet meaningful setting.

Ash scattering

Families have the option to scatter ashes in one of the three designated areas. Although specific spots are not individually marked, a memorial plaque can be purchased for placement within the communal memorial area. Full fee information is available on our website.

These areas do not grant or confer on the family any interest in land or other property rights. These areas allow others to scatter ashes in the same area.

Ash interments

Each ashes grave measures 1.5ft x 1.5ft and is designed to provide sufficient space for two sets of ashes.

Following interments, each grave is reinstated to its original condition, maintaining the pristine, natural landscape of the centre.

Grave measurements and depths

Industry standards employ both metric and imperial measurements depending on context. For clarity, both units appear here, but note:

Only bolded measurements represent official dimensions and must guide grave or memorial purchases and installations. Other figures serve as approximate references only.

Grave type	Measurement (Imperial)	Measurement (Metric)
Meadow Natural Burial	4ft x 6ft deep single burial	2400mm long x 1200mm wide 1300mm deep
Ash interments	1.5ft x 1.5ft	457.2 mm x 457.2 mm
Ash scattering		
Memorial Garden	1.5ft x 1.5ft	457.2 mm x 457.2 mm

Lake View Bereavement Centre retain the authority to adjust the maximum excavation depth when required.

Memorials

Memorials may be obtained via Lake View Bereavement Centre office. All memorials require prior approval from the Lake View Bereavement Centre Office.

Permitted Natural and Environmentally Memorials

All memorials installed within the centre must be made from natural or environmentally sustainable materials that do not negatively impact the site's ecology.

Materials such as wood, or other biodegradable substances are encouraged, while items containing plastics, metals, or other non-biodegradable components are not permitted. This ensures that memorials support the preservation of wildlife, maintain soil health, and align with the site's sustainable management practices.

A full list of memorial options is available at Lake View Bereavement Centre Office. This includes plaques, vases, benches, trees, Book of Remembrance entries. Other memorial options and areas may become available over time at the Lake View Bereavement Centre.

Memorial benches are available from time to time through a lease agreement. Bench locations are at the discretion of the Crematorium and Bereavement Services Management team.

Memorial trees are available from time to time through a lease agreement. It is not permitted to place or plant any other tree in the Lake View Bereavement Centre

All Regulations apply to the Memorial Garden as to other areas of Lake View Bereavement Centre.

Crematorium / Service Chapel

The Crematorium Chapel may be booked for both funeral and memorial services. A variety of service arrangements are available, and if additional time is required beyond the standard period, families are encouraged to contact Lake View Bereavement Centre Office or their chosen funeral arranger to discuss this in advance.

The Chapel is suitable for both religious and non-religious ceremonies. Services may also take place at another location, such as a church, before a short committal is held at the crematorium. Families are welcome to appoint their own minister or celebrant, or your funeral director can assist in finding an appropriate officiant.

Facilities for visual tributes, live streaming, and recorded services are available, subject to booking and the relevant fees published on Lake View Bereavement Centre website. All music, visual tributes, webcasting and recording requirements must be booked at least three working days before the service via www.obitus.com. It is advised to order music as soon as possible.

Lake View accepts no responsibility for incorrect music instructions received from the Funeral Directors.

Please note: If no music preferences have been received the Customer Service Team may select something considered appropriate.

With advanced notice, funeral and memorial arrangements can be customised to reflect individual preferences or cultural requirements.

Where larger gatherings are anticipated, families are asked to work closely with Bereavement Services staff and their funeral arranger to minimise disruption to other services. In these instances, extending the booked service time is often recommended.

Only assistance dogs, such as guide dogs, are permitted inside the Chapel for funeral services with prior agreement.

A central bier may be positioned at the front of the Chapel if preferred, rather than placing the coffin directly onto the catafalque. It is the responsibility of the

funeral director to safely transfer the coffin from the bier to the catafalque when required.

Candles may be used within the Chapel under controlled conditions. Up to three small tealight candles may be placed on the coffin, but these must be extinguished before the coffin proceeds into the crematory.

Lake View Bereavement Centre appreciates that funerals are deeply personal and emotional occasions. Nevertheless, punctuality is essential to ensure all services run to schedule.

Once the service concludes, the funeral director will guide attendees from the Chapel. Families may then take time to view floral tributes displayed on the reflection terrace area, where they will remain for at least 48 hours.

Families wishing to remove their floral tributes within this period are asked to notify Lake View Bereavement Centre Office in advance. We cannot accept responsibility for any tributes removed without prior notice.

Cremators

The electric cremator and associated equipment within the Crematorium are to be maintained in good working condition, in line with manufacturers' specifications and the requirements set out in current guidance issued under the Environmental Protection Act 1990, or any subsequent legislation.

All statutory and supporting documentation required for cremation must be submitted to the Lake View Bereavement Centre Office by 09:00am, no later than three working days before the scheduled service. Failure to meet this deadline may result in a late paperwork fee and/or postponement of the funeral. Lake View Bereavement Centre cannot accept responsibility for delays caused by incomplete medical or administrative forms submitted by third parties. While every effort will be made to avoid disruption, cremations cannot legally proceed until authorisation has been granted by the appointed medical referee, as required by law.

Every coffin presented to Lake View Bereavement Centre must clearly display correct identification of the deceased. Where a coffin is enclosed in an outer covering, both the cover and the coffin must be appropriately labelled.

Lake View Bereavement Centre exercises the highest standards of care to ensure accurate identification is maintained from the time the coffin is placed on the catafalque through to the final handling and disposal of the cremated remains.

Should it be necessary to add or remove an item from the coffin after the chapel service has concluded, written consent must first be obtained from the

Crematorium and Bereavement Service Manager (or their representative) and from the applicant for the cremation.

Following each cremation, the ashes are handled with the utmost respect. They are kept separately, clearly identified, and placed in an appropriate container pending final instruction or collection.

Direct Cremation

Funeral Directors can arrange a direct cremation by contacting Lake View Bereavement Centre to agree an appropriate date and time

Direct cremations will only be accepted under the following conditions:

- The cremation must be completely unattended
- The coffin must arrive on the agreed date and at the agreed time
- A clean, smart and suitable vehicle must be used for conveyance
- Funeral Directors and bears must attend in appropriate uniform
- There must be a sufficient number of bearers to convey the coffin to the catafalque, and this must be carried out in a respectful and dignified manner (use of Lake View's trolley or bier is permitted) All coffins will enter the crematorium via the main chapel and will be respectfully placed on the catafalque by the Funeral Director's team

Witness Charging

Families may request to witness the moment the coffin is placed into the cremator, a process referred to as witness charging. Due to space restrictions, participation is limited to a maximum of six attendees. Advance booking is essential, and at least one working days' notice must be provided to make the necessary arrangements. Witness charging facilities are available in the chapel, family room, and witness charging room via all display screens.

Bearing of the coffin

The decision to shoulder-carry the coffin or to use a suitable trolley or wheeled bier rests with the Funeral Director. They are responsible for providing enough bearers to place the coffin on the catafalque without assistance from Lake View team and must ensure that Health and Safety and manual handling requirements are properly considered through appropriate risk assessments completed before arrival at the crematorium.

Use of Lake View's trolley or wheeled bier may be permitted with prior agreement from the office. The Funeral Director remains responsible for confirming that any equipment used is appropriate for the safe and dignified conveyance of the coffin.

Clothing and coffin contents

To help minimise emissions, any prosthetic devices should be removed from the deceased wherever practicable. Glass, ceramics, or similar materials should not be placed in the coffin. Footwear or other items made from polyvinyl chloride (PVC) must not be included. Body adornments made from copper, as well as any casts (for example, plaster casts), should also be removed. Heart pacemakers and any other implanted medical devices must be removed before the coffin arrives at the crematorium.

Holding over

Lake View Bereavement Centre follows recognised professional guidance on the practice of “holding over”, which refers to retaining a coffin for a period of time after the service before cremation takes place. This is an established practice within the UK cremation sector.

Where the Applicant requires that the cremation is carried out on the same day that the coffin is received and/or the service is held, holding over will not take place. A written request for same day cremation must be received no later than three working days before the service. Direct cremations where holding over is not permitted must arrive at the crematorium by 8.45am.

Written consent will be obtained from the Applicant, or their authorised representative, for any planned holding over. If holding over becomes necessary because of mechanical failure during normal operating hours, the Applicant will be contacted via the Funeral Director to obtain consent either to hold over until the fault is resolved or to transfer the cremation to an alternative crematorium. If this occurs outside normal operating hours and it is not reasonably practicable to obtain consent in advance, holding over may be arranged as a temporary measure.

Lake View has appropriate facilities for safe and respectful storage during any period of holding over. As a general rule, the maximum holding over period will not exceed 72 hours from the time the coffin is received at the crematorium.

Coffin construction

Coffins used for cremation must comply with the requirements of the Federation of British Cremation Authorities. <https://www.fbca.org.uk/>

- The maximum permitted coffin weight, including all fittings, is 40 stone (250kg).
- The maximum external dimensions, including all fittings, are (220 x 77 x 60) cm or (220 x 100 x 53) cm.

Coffins must be constructed from wood or wood-based materials that are readily combustible and suitable for the cremation process, without producing excessive smoke, toxic fumes, or residue. Metal components should be kept to the minimum required for safe construction and should be of a high ferrous content. Cross pieces must not be fixed to the underside of the coffin; if additional strength is needed, wooden strips may be fitted lengthways. Cardboard coffins must not contain chlorine in any wet-strength agents. External finishes must allow for clean, smokeless combustion, meaning products such as nitro-cellulose varnish, polyurethane, melamine, or any coatings containing PVC must not be used. Water-based lacquer free from heavy metals, or a suitable cloth covering, is acceptable. Polystyrene may only be used for the nameplate, which must not exceed 90g in weight.

Coffins lined with zinc or lead will not be accepted for cremation. Any packaging used for stillbirth, neonatal, or foetal remains must be free from chlorinated plastics. The use of sawdust, cotton wool, or shredded paper as packing should be avoided. Where sealing is required, only suitable non-metallic, non-rubber, and non-PVC materials may be used, and pitch or similar substances must not be used under any circumstances. Banana-leaf and sea-grass coffins are not accepted.

Recycling of metals

Lake View Bereavement Centre may participate in a sensitive scheme for the recycling of residual metal remaining after cremation, following recognised sector guidance. Any surplus funds generated from this process may be donated to selected charities. Metal residues will be recycled unless the Applicant indicates otherwise on the cremation instruction form.

Disposal of ashes

Each individual set of ashes will be reduced and placed in a container to await the wishes of the applicant regarding its final disposal.

Where specifically requested, ashes can be held at the Lake View Bereavement Centre, for a period not exceeding four months. A charge will be made after the initial month.

In respect of any ashes remaining at the crematorium and not collected within four months of the date of cremation, the cremation authority (Lake View Bereavement Centre) will issue not less than two weeks' notice to the applicant for cremation. In the absence of any further instructions within that period, the ashes may thereafter be reverently and permanently scattered within the grounds designated for the purpose by the cremation authority.

Appendix 1

All metals remaining after cremation, including orthopaedic implants will be sensitively recycled. This is to ensure that all metals are disposed of in a suitable manner that will reduce the impact on our environment, and to comply with current legislation. It is possible to have metal remains returned if requested prior to cremation.

All scatterings of ashes are to be organised through the Lake View Bereavement Centre office.

Scatterings of ashes may only take place on grave with the written permission of the grave owner and only once a grave has been occupied.

Appendix 1

Framework for enforcement of Rules & Regulations

Introduction

Lake View Bereavement Centre, Crematorium and Natural Burials work closely with local residents, memorial owners, families, and other stakeholders to review and update the existing Rules and Regulations. They are designed to support the principles of the Charter for the Bereaved, offering visitors greater choice while maintaining a regulatory framework that ensures dignity, safety, and respect across the site.

This Enforcement Framework forms an appendix to the Rules and Regulations. It sets out how Lake View Bereavement Centre will respond when the regulations are not followed, and how these actions will be communicated to those affected.

Lake View Bereavement Centre recognises that memorials hold deep emotional significance. For this reason, any enforcement measures will always be undertaken with sensitivity, care, and understanding.

Principles of enforcement

The Enforcement Framework is guided by three key principles:

- Everyone is treated equally and fairly
- The process for dealing with rule breaches is clear and transparent
- The grounds remain a safe, dignified, and peaceful environment for all visitors

How enforcement will work

Lake View Bereavement Centre Management will:

- Identify and prioritise areas of the centre where rule breaches are occurring
- Display clear public notices in and around the affected areas
- Provide the same information at the Lake View Bereavement Centre Office for wider awareness

Each public notice will include:

- The specific area being addressed
- The date the notice is displayed and the date the notice period ends
- The defined memorial area where personal items may be placed

Appendix 1

- Which items are not permitted
- What will happen to items that do not comply
- Contact details for the Lake View Bereavement Centre Services Management team

A notice period of six weeks will normally apply.

Where current contact information is available, letters will also be sent to all memorial owners in the affected section. These letters will match the details on the public notices and will advise owners to remove any items that do not meet the Rules and Regulations within the six-week period.

When this period ends, any remaining non-compliant items will be carefully removed. Wherever possible, they will be placed in individual labelled bags and stored for up to 12 months. If items have not been collected after this time, they will be respectfully disposed of.

Plants, trees, or shrubs that can be safely removed will also be labelled and stored for collection. If removal is not possible without causing damage, they will be disposed of with other natural waste from the natural burial ground.

Any memorial owner who has concerns can contact Lake View Bereavement Centre Office to discuss the matter further. Formal complaints about the removal of personal items can be made through the Lake View Bereavement Centre Corporate Complaints Process refer to the full process on Complaints Procedure of these rules and regulations.

Immediate removal of items may take place in situations where they present a safety hazard, cause offence, are unsuitable for a burial ground setting, encroach on burial or scattering areas, or have grown to an inappropriate size.

Applicant's Declaration

PLEASE SIGN AND DETACH THIS PAGE AND RETURN TO THE ADDRESS BELOW

Conditions of Sale of the Exclusive Right to Burial (Deed Holder)

In undertaking to purchase the Exclusive Right to Burial of a plot at Lake View Bereavement Centre, Crematorium and Burials, I understand, agree must comply with the rules and regulations set out in this document. No memorials must mark the grave; no cutting of the grass is permitted at all times.

I/we will become the legal owner of such Right. As such, I/we agree to abide by the Rules and Regulations stipulated by Lake View Bereavement Centre, Crematorium and Burials and as outlined in this document.

If it appears that the burial ground rules and regulations are not being adhered to, the Lake View Bereavement Centre will raise the matter with the purchaser so that it can be resolved amicably. Lake View Bereavement Centre reserves the right to take appropriate action if agreement cannot be reached and the infringement continues.

I/we have read and understood the rules and regulations set out in this document and I/we agree to comply with them.

Full name(s) of all applicants: _____

Signature: _____

Date: _____

Lake View Crematorium and Bereavement Service Manager:

Full name _____

Signature: _____

Date: _____