

## Solihull's Bereavement Services Memorial Terms and Conditions

Great comfort can be found in choosing the right memorial for your loved ones. A memorial tribute is a wonderful way to remember your loved one and we consider our sites peaceful and sensitive settings to remember friends and family who have passed away.

We offer a wide range of memorials across our three sites and the table below reflects both which cemetery you may find the memorial option and where within that cemetery the memorial may be located.

We recommend that you visit the crematorium or cemetery where our memorials are sited to ensure this is the right location for you and your loved one.

Whilst the positioning of each memorial is at our discretion, we will be happy to arrange an appointment with you where possible to site your memorial although our standard approach is on a 'next available position' allocation system.

Where we inscribe a memorial for you, you must check that all spellings are correct when you provide letters and words for any inscription as we cannot be held responsible for any errors.

Mistakes cannot be corrected without incurring further charges. Positioning and layout of letters is at the discretion of our supplier. Personal names, pet names or terms of affection are allowed on inscriptions or memorials if they are approved by Bereavement Services officers.

Whilst it may take longer during busier periods or owing to delays outside our control, please allow up to 6 weeks for us to install any memorial from the date your proof of design has been agreed. This excludes inscriptions in the Books of Remembrance and our Memorial Headstones within our Private Gardens.

For entries in our Books of Remembrance, please be advised the Books are displayed for different periods across our cemetery sites.

- Robin Hood Cemetery Books: Each contain 3 months of the year (January – March, April – June, July – September, October – December)
- Woodlands Cemetery Books: Each contain 4 months of the year (January – April, May – August, September – December)
- The lead time for inscriptions:
  - If our supplier is holding our books in their offices, you can expect your inscription to be viewable online within 1 week.
  - If the Robin Hood Cemetery Book is on display – up to 4 months.
  - If the Woodlands Cemetery Book is on display – up to 5 months.

Memorial Headstones within our Private Gardens may take up to 12 weeks for installation from design approval. For any inscriptions within on your headstone, please liaise with our stonemason contracted: Bannocks Memorials Solihull, 117, Streetsbrook Road, Solihull who may issue further costs for their further works.

Our Cemetery Rules and Regulations apply in addition to these terms and conditions which can be found via this link: [Cemeteries in Solihull](#)

The period available for lease is also listed in our summary 'memorial table' below. When your lease is approaching its expiry, we will notify you via email in the first instance or, via your postal address. Please do notify us should you change address so we can ensure we can contact you.

We allow a period of 4 weeks for your memorial to be renewed from the date of expiry and, should your lease expire, it will be removed and securely held for up to six months. Please contact us via [robhood@solihull.gov.uk](mailto:robhood@solihull.gov.uk) or 0121 709 7009 to make an appointment to collect your plaque/memorial (where these can be collected; please see the table below for details)

The lease holder is determined to be the applicant for the memorial but this can be changed by formally notifying us in writing via email at [robhood@solihull.gov.uk](mailto:robhood@solihull.gov.uk) or post at Bereavement Services, Solihull Register Office, Homer Road, Solihull B91 3QZ

Whilst we take great care when removing an expired memorial, we cannot be held liable for any damage caused in the removal process.

\*There are two exclusions to our installation period relating to our Book of Remembrance inscriptions and Private Garden Headstones.

### **Memorial Table**

<b>Robin Hood Cemetery</b>				
<b>Memorial</b>	<b>Location</b>	<b>Delivery Schedule</b>	<b>Lease Period (in years)</b>	<b>Can it be collected? (Y/N)</b>
Above Ground Vaults	Lawn 7 Lavender Walk	6 weeks	20	N – vault Y – ashes and plaque
Barbican Bird Bath Plaque	Lavender Walk	6 weeks	3	Y
Barbican Book Plaque	Garden of Tranquillity	6 weeks	3	Y
Barbican Plaque	Lavender Walk	6 weeks	3	Y
Barbican Sundial Plaque	Lavender Walk	6 weeks	3	Y
Book of Remembrance	Memorial Room	Up to 4 months		N
Boutonniere Wall Plaque	Flower Terrace	6 weeks	3	Y
Memorial Bench	Across Site	6 weeks	5 or 10 option	N – Bench Y - Plaque
Granite Memorial Post	Shrub beds around the Garden of Tranquillity	6 weeks	3	Y
Private Gardens	Lavender Walk	16 weeks	20	N – headstone Y – ashes
Rockery Plaque	Lavender Walk	6 weeks	3	Y
Sanctum Vault	Garden of Tranquillity	6 weeks	20	N – vault Y – ashes and plaque



Teardrop Memorial	Lavender Walk	6 weeks	3	Y
Tranquillity Bird Bath	Garden of Tranquillity	6 weeks	3	Y
Tranquillity Sundial	Garden of Tranquillity	6 weeks	3	Y

<b>Woodlands Cemetery</b>				
<b>Memorial</b>	<b>Location</b>	<b>Delivery Schedule</b>	<b>Lease Period (in years)</b>	<b>Can it be collected? (Y/N)</b>
Above Ground Vaults	Lawn 5	6 weeks	20	N – vault Y – ashes and plaque
Book of Remembrance	Memorial Room	Up to 4 months		N
Boutonniere Wall Plaque	On the fences around the garden of remembrance	6 weeks	3	Y
Ellie the Elephant Barbican	Lilac Garden of Rest	6 weeks	3	Y
Fence Plaque	Garden of Remembrance	6 weeks	3	Y
Memorial Bench	Across Site	6 weeks	5 or 10	N – Bench Y - Plaque
Granite Memorial Post	Garden of Remembrance Bluebell Wood	6 weeks	3	Y
Private Garden	Garden of Remembrance	16 weeks	20	N – headstone Y – ashes
Rockery Plaque	Lilac Garden of Remembrance for Babies and Children	6 weeks	3	