

# International Repatriation

A loved one's journey back home



## Contents page

Introduction	3
Who are we?	3
What should you expect from us?	3
What to do first	4
Care of your loved one	4
Legalities and Certificates	4
Funeral service in the UK prior to repatriation	4 - 5
Flights	5
Coffin and casket selection	5
When your loved one passes away abroad	5
Prices	6 - 7

## Introduction

We understand the difficulties families face when repatriating their loved ones back to their homeland. We are here to help and guide during the repatriation process, to care for your loved one and help manage the legal documentation and transport arrangements. We will be competitive on price and can assure you there will be no compromise on the quality of our care and service.



## Who are we?

We have a qualified team with a vast experience in international repatriation from any part of the UK to any part of the world. They are experienced in supporting different customs and ethnic traditions. Our modern and welcoming funeral homes have the appropriate facilities to accommodate the needs and procedures that may be requested, including embalming and washing facilities which are available for all religions.

## What should you expect from us?

- Full international repatriation to and from any country in the world
- Personal service from one of our experienced funeral arrangers with contact via telephone, email and video calls as required
- Advice on all documentation and coffin requirements for UK authorities, all embassies, consulates and all major airlines
- A documentation delivery service to embassies and consulates in the UK
- Advice on the specific requirements for the required destination
- Translation services for official documents and alleviation of language problems associated with probate
- Freight booking services and airway bill
- Repatriation conveyance throughout the UK, 24 hours a day, 7 days a week
- A wide range of coffins and caskets suitable for international repatriation and conforming to international shipping regulations
- A range of ashes urns suitable for international transit
- Embalming services and official certification appropriate for all destinations
- Respectful and dignified care of the deceased at all times while we are looking after them.



## What to do first

When someone passes away in the UK, we understand that it may take several days for the family to make a decision, having to consult and take instructions from your family. Our first priority is to attend to the proper care of your loved one, to allow time for the family meetings to take place and obtain instructions from relatives abroad before they are able to make the necessary arrangements. As soon as possible, we need permission to collect your loved one from their resting place, to bring them into our care.

## Care of your loved one

Your loved one will rest at our premises and be prepared for their journey ahead. Once in our care and with your family's permission, we can carry out embalming for repatriation. After embalming we will ensure your loved one is cared for in a special climate-controlled environment. We can care for your loved one for a reasonable length of time, without any additional cost, allowing your family to make all the necessary arrangements. We have facilities within our premises, special rooms in which your family and friends can spend time with your loved one and enable them to attend to the washing, dressing and preparation in accordance to their religious and/or ethnic customs. If required, we are also able to assist with the dressing of your loved one.

## Legalities and certificates

Once we have been provided with a copy of the Death Certificate, we will handle the preparation of all other documentation required to repatriate your loved one by air transportation. All the original documentation must accompany the coffin/casket and is inspected by officials in the destination country to clear through customs. Where necessary, we will obtain embassy/consular authority for the repatriation and ensure the completion of the necessary documentation, inspections, and seals.

## Funeral service in the UK prior to repatriation

We can assist in arranging a funeral or memorial service to take place in the UK prior to the repatriation. Your family may have their own church or venue they would like to attend. However, if required, we can assist in arranging for a suitable church, religious venue or non-religious venue, along with a Funeral Director and team, hearse, transportation and an officiant of the proper denomination or religion, organist etc as required. (Additional charges for this service apply).

## Air and Sea

Depending upon current conditions, pricing and seasonal factors. We will recommend the airline currently offering the most reliable service. Your family are free to suggest the use of alternate airlines. We research the best airlines and routes to use, ensuring your family receive the most secure options at the optimum price. We can also support with repatriation via the sea.

## Coffin and casket selection

We have a range of coffins and caskets suitable for international repatriation. All of our Metal American-Style Caskets are hermetically sealing and are suitable for international repatriation. They may be re-opened at the destination location and may also be used for burial in the destination country, local cemetery regulations permitting. Wooden coffins must be zinc lined (at an additional cost) for them to be hermetically sealed for repatriation.



Modern and discreet private ambulance used to transport your loved one to the airport



One of our most popular American-Style Caskets Neptune White - price from £1,300

## When your loved one passes away abroad

The process of repatriating your loved one back to the UK can be complicated. We are here to help and offer guidance and support, to ensure that the process of transporting your loved one back home is as stress free as possible. We can also help to arrange a meaningful celebration of life or traditional funeral service for the deceased back in the UK. Contact one of our local Funeral Directors for a quote today.

## Transporting ashes abroad

There is also the option of sending ashes or repatriating them. We are here to help and guide on the steps and documentation needed for the transportation of ashes abroad. We have a wide range of ashes urns suitable for international transit.



# Prices

## How much do repatriation services cost?

Costs of repatriation will depend on the specific requirement, destination and the choice of coffin or casket. Our professional services fees covers the Funeral Director charges required to repatriate your loved one, this includes collection and transportation (within 15 miles), care of the deceased, embalming services, coffin wrapping/crating, and preparation of legal documents.

The additional fees are for the cost of the selected coffin or casket with foil or zinc lining. Plus, the costs for disbursements and third-party fees which may include airline charges, and local or destination funeral service fees, services at place of worship or other venue. A detailed quote will be provided outlining all of the charges and fees.

## Funeral Director Charges

### Professional Services

£1,100

The personal attention of our trained staff to discuss and plan the repatriation, making arrangements and confirmations with all appropriate third parties, including obtaining permission from HM Coroner to move your loved one from the UK and dealing with the relevant embassy and consular officials for the destination country, advice on registration and assistance with the completion of all necessary statutory documentation. Arranging for the completion of the required certificates from the relevant authorities (cost of the required certificates will be charged additional as disbursements).

### Collecting and Transporting the Deceased

£275

The provision and attendance of our professionally trained staff and a private ambulance or suitable vehicle to convey the deceased to our premises in a dignified and discreet manner from a local address, nursing home or hospital at any time of the day or night (within 15 miles).

### Care of the Deceased

£400

To attend to the professional care and preparation of the deceased including dressing them in their own clothes or a gown and holding the deceased in suitable environmentally controlled conditions until the repatriation takes place.

### Embalming for Repatriation

£200

Thorough embalming of the deceased for repatriation by a professionally qualified embalmer and provision of a Certificate of Embalming, as required by the relevant authorities.

### Wrapping/Crating of the Coffin or Casket

£150

Appropriate wrapping and crating of the coffin or casket selected in accordance with the specifications of the applicable airline. (Required for all coffins and caskets being transported by air).

### Vehicle Charge (in working hours)

£250

Provision of a suitable vehicle to convey the deceased in their coffin or casket to a local airport (within 25 miles).

## Total Funeral Directors Services

£2,375

## Coffins and Caskets

We have a range of coffins and caskets to choose from. Traditional veneer and solid wood coffins in a range of finishes, unique personalised picture coffins and ornate American-style caskets.

Please ask for a brochure to see detailed descriptions, photographs and prices of our coffins, caskets, ashes caskets and keepsakes.

## Additional Service Charges

Zinc Lining of a coffin	£350
Zinc Lining of a coffin (with a glass viewing panel) (alternative option)	£400
Hearse, Funeral Director and Staff for a Funeral Service at a local Church, place of worship or other venue prior to the repatriation:	
Weekday - during normal working hours	£500
Weekdays - outside normal working hours	£600
Saturdays	£750
Sundays or Bank Holidays	£850
Additional Mileage for bringing the deceased into our care (per mile over 15 miles - one way only)	£2
Additional Mileage for vehicle conveying deceased to airport (per mile over 25 miles - one way only)	£2

## Disbursements (Third-Party Fees) An itemised quote will be provided

Disbursements (third party payments made on your behalf) and Additional Expenses will include:

- Airline Charges
- Consular/Embassy Fees
- Coroner's and other Statutory Certificates (as required)
- Applicable fees for a local service, prior to the repatriation, for a Minister/Officiant, Organist, and place of worship or venue fees.

## Payment of Account

**Please Note:** We require **full payment** for all Funeral Directors Charges, Additional Services, Coffin or Casket, Additional Expenses, and Disbursements **prior** to the repatriation taking place.



