

ARRANGEMENTS PERTAINING TO FUNERAL, BURIAL & CREMATION SERVICES

When a loved one passes away, it is completely natural to feel unsure about what to do next. This is an overwhelming and emotional time for any family, and making decisions can feel difficult and confusing.

We are here to gently guide you through the first steps, offering support, clarity, and practical direction regarding the arrangements that need to be made. From your first call, our team ensures that everything is handled with care, dignity, and according to protocol - including obtaining the necessary medical certification of passing.

If a passing occurs at home and there is no medical person present, we recommend contacting an ambulance service so that their staff can assist by issuing a declaration of death form before your loved one is transferred to our on-site mortuary facilities.

After this step, the family will meet with us at an arranged time, bringing the ID documents of both the deceased and the next of kin. Copies will be made and returned to you immediately.

During our meeting, we will sit together - often over a comforting cup of tea or coffee - and discuss the details of the funeral in a calm and supportive environment. We will guide you through each aspect, including floral arrangements, hymn sheets, catering, livestreaming, church coordination, cremation bookings or burial plot reservations.

We also liaise with ministers, organists, and church representatives to ensure every part of the service is communicated and arranged efficiently.

There are no limits to what we can accommodate. Every family has different wishes, traditions and needs, and we are committed to supporting you in creating a farewell that is meaningful and true to your loved one.

Our aim is to give you complete peace of mind and dignity - as our name suggests.

By touching peoples lives by serving from the heart.

DOCUMENTS & CERTIFICATION

A Notification of Death (BI1663) is completed and signed by the attending doctor. This document is normally collected by the funeral parlour.

The deceased, a family representative, and the funeral director are required to be thumb-printed the form before it is submitted to Home Affairs.

Home Affairs will then issue an official computer-printed death certificate, which we will collect and hand directly to the family along with certified copies for administrative purposes.

Certified copies may be required by:

- SASSA for pension cancellation (if applicable)
- Executors or attorneys
- Banks and insurance providers
- Government or medical aid benefits

If the passing was due to an accident or unnatural causes, the document will only be issued after a post-mortem has been completed at a state mortuary. Once issued, it will be collected and processed for registration by the funeral director.

REGISTRATION OF DEATH (Department of Home Affairs)

In most cases, the death must be registered within 72 Hours (3 days). We can assist you with this process by asking you to sign a prepared letter at our offices, after which we will complete the registration on your behalf.

To do this, you will meet briefly meet us and provide the following details:

- Full residential address
- Where and when the passing occurred
- Occupation (if applicable)
- For a married woman, her maiden surname
- Place Of Birth

CARING FOR THE DECEASED

Once your loved one is entrusted to our care, they are treated with the utmost dignity, respect and integrity. They will remain with us, safely, until the day of the funeral.

We recommend embalming if there will be an extended delay before the service (longer than two weeks). Your loved one will be washed, dressed, and prepared with utmost care. Many families prefer to provide a special outfit, but if not, we will provide a shroud.

VIEWING OF YOUR LOVED ONE

We offer a private and peaceful viewing room at no additional cost, should you wish to spend time with your loved one before the funeral. For some, seeing their loved one can be a meaningful part of the grieving process, and cherished items such as a note or photograph may be placed inside the coffin.

For others, viewing may feel too emotional or difficult. This is entirely a personal decision, and we will support whatever feels right for your family.

CHOICE OF COFFIN

Families are welcome to choose the coffin that feels appropriate to them.

We gently encourage thoughtful consideration, especially when cremation is chosen. This is an important decision, and we are here to provide guidance when needed, without pressure or obligation. As there are often many other expenses associated with a funeral.

We coordinate every aspect of the funeral - including administration, documentation, and on-the-day logistics such as setting up flowers, handing out hymn sheets, comfort of church attend, and liaising with ministers, organists, and sound technicians, ensuring everything is managed with care and professionalism.

THE FOUR ASPECTS OF A FUNERAL/MEMORIAL

1. Giving thanks for the person's life
2. Inter-action and Helping the family through their grief
3. Focusing on treating the deceased with reverence and dignity
4. Time to honour your loved one and to hear what God says about death and resurrection