

SWAN HILL CEMETERY TRUST PREPAYMENTS OF RESERVATIONS PROCEDURE

OVERVIEW

This policy is designed to clarify the procedure for prepayments of reservations and interments within Swan Hill Memorial Park.

The Objective

Pre-purchasing provides the opportunity to secure a desired location and giving people peace of mind knowing that their requests will be honored. Family members are saved from making further difficult decisions at a time of bereavement and it lessens the financial burden of families.

The Procedure

On an enquiry from the public a quote is to be given at today's price. A copy of this policy is to be included with the quote.

The final price is not to be fixed until full payment is made and all paperwork complete. Final price is based on the current listed price at time full payment is made. No booking of a plot is to be finalised or position secured until all money is paid in full.

The Swan Hill Cemetery Trust has no provision for the prepayment of plots in instalments.

All prepayments are to be charged the "preneed fee" at the time of invoicing.

The trust shall keep a register of reservation plots/sites/niches which will include the number of the plot, name and address of the Right of Interment Holder, and any other contact details in respect of each reservation.

Whilst the trust shall make all reasonable attempts to honour specific plot reservations, there may be circumstances where it may not be able to do so. For example, the trust may not be able to carry out burials that are adjacent and/or opposite to plots that may have a concern of collapsing or if future developments are unable to be conducted, or if developments are not conducted before a burial needs to take place.

Limitations

As per the Cemeteries and Crematoria Act the Right of Interment will expire after 25 years. It will be at the discretion of the trust as to whether the expiration will be enacted.

No plots are to be allocated in our lawn sections. Unallocated bookings can be made however.

Further payments will be required in future for certificate fees, lifting of slabs, breaking of seals etc and any other costs that maybe currently unforeseeable.

AS PASSED PER MEETING 2nd July 2018