

Vale Royal

CREMATORIUM

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NEWS

Opening Hours

Office

Monday - Friday: 09:00-17:00

Saturday - Sunday: Closed

Gardens

April - September: 9.00am - 6.00pm

October - March: 9.00am - 5.00pm

Weekend & Public Holidays: 10.00am - 4.30pm



The purpose of the newsletter is to bring you up to date information about what is happening at the Crematorium, it's also an opportunity for you to provide feedback on the service we provide.

Welcome to our third Newsletter. We are privileged to announce that we have recently celebrated our 4th Birthday and in this time we have hosted over 4,150 services. It is an honour to be able to provide such a needed service to the families of Northwich and the surrounding areas. We could not have achieved this huge milestone and to such a high standard without your help. The staff at Vale Royal would like to thank you all.

Open Day

We will be holding our annual Open Day on Saturday, September 8th, from 10am–2pm. This is the perfect opportunity for members of the public and funeral directors alike to come along and tour the site and ask any questions you like - our friendly and experienced staff are on hand to assist.

Wesley Media

Hopefully you all should have received an update email from Wesley Media regarding their latest update.

You can now register an account and be able to access all of their resources in one place. With this account you can search what tracks we have available at site, check the status of any music/tribute order you may have placed, create a schedule for the service and also have access to Wesley's library of hymn words.

The main aim of this is to develop a more streamlined service.

Scattering Areas Explained

Here at Vale Royal we have two areas of the grounds dedicated to the scattering of ashes. One area overlooks Davenham church and the other area offers space between two copses of trees.

We hope this information is helpful when discussing funeral arrangements and your clients wishes for the disposal of ashes. Any further information regarding the scattering of ashes can be obtained from the Vale Royal office.

Area A: Davenham Bank

Area B: Birch Trees



Reminders:

- Whilst we are still happy to display a single photo on the chapel screen, please can we ask that these photos are emailed to: info@valeroyalcrematorium.co.uk at least 24 working hours prior to the service. This then gives us the chance to receive the email, transfer the file to a USB stick and test the photo to ensure it will work correctly.
- All visual tributes need to be ordered and ready for processing by Wesley Media 48 working hours prior to the service. There has been a small number of families being unable to have a visual tribute or phoning on the day of the cut-off and not being available to upload the photos. Please could we let all families be aware to avoid any disappointment.
- Please can we remind all Funeral Directors that you must provide sufficient staff to convey the coffin to the catafalque. If you require a crematorium bearer, this must be booked in advance, with as much notice as possible. Otherwise, we can not guarantee that we will have the staff available.



A warm welcome to our newest member of staff

In December of last year we welcomed our newest member of staff, Jill Stokes, who joins us as an Administrator. Jill brings with her a wealth of experience, having worked in a customer service role for the last 16 years, Jill has quickly established herself as a valued member of staff. We wish her a long and successful career with us here!

Jill can usually be found in the office Mon–Thurs 10-3.

Metal Recycling

We are excited to announce that this year we have raised £8,010.52 via the metal recycling scheme, which will soon be distributed to various local charities.

National Booking Line

0800 093 8575*

They are open to take calls:
Monday-Friday 9 a.m - 9 p.m.
Saturday 9 a.m - 5 p.m.
Sunday 10 a.m - 4 p.m.

*This phone number is for use by Funeral Directors who are not able to use our online booking system and are unable to contact the site direct. If you wish to be given online booking access, please contact the office.

Christmas Memorial Service

Thursday, December 6th at 6.45 p.m.

We will be holding our annual memorial service for those we love, yet no longer see on the above date. A collection will be held on the day, with all proceeds going to St. Luke's Hospice. In the next few months we will be arranging for refreshment donations and it would be great to have you all on board again if possible.

If you have any comments or suggestions on the service you receive, we always welcome feedback.

We want to anticipate people's needs and be open minded about what services we should provide. People's expectations are always changing and we must strive to keep up with, if not ahead of their demands.

Best Wishes

Dave, Alan, Paul & Jill