Welcome

West Herts Crematorium would like to offer its condolences to you and your family at this sad time, and assure you that we will do everything possible to make the cremation arrangements as easy as possible.

Creating an environment that brings comfort and peace to visitors is always a high priority at West Herts Crematorium.

We continually work hard to maintain a dignified and respectful atmosphere, and our gardeners take considerable personal pride in the beautiful gardens they create.

Spring and summer planting is carried out every year to make the best of the wonderful space we have.

In an ever-changing world, we are proud to assure you that we are committed to providing services and surroundings that reflect our reputation for care and quality in all that we do.
Our Commitment to You

When you are placed in the position of arranging a cremation service — whether for a family member or a close friend — we understand the pressures you face.

At West Herts Crematorium, we are committed to providing all the support and guidance you need and to help you arrange the most appropriate cremation service.

Staff at West Herts Crematorium will always respect your need for privacy and dignity. We will help you with the practical issues of arranging the service, and make sure you are informed of the necessary protocols and fees that will need your attention.

We will also do our best to meet any specific requirements you may have. Our staff will try to respond to your wishes relating to the day and time of the cremation service and other matters, such as the nature of the service and the music you prefer.

We appreciate that the tiniest details can make a huge difference to those present.

We set very high standards at West Herts, and endeavour to meet them at all times. If you have any feedback, we will always be pleased to receive comments or suggestions.

A complete copy of our Customer Care Policy is available on request.

West Herts Crematorium is served by a Joint Committee of Councillors from five constituent authorities — Three Rivers District Council, Dacorum Borough Council, Hertsmere Borough Council, St Albans City & District Council and Watford Borough Council. The Joint Committee adheres strictly to a Code of Practice in the administration of the Crematorium. (A copy is available on request)

As a forward thinking organisation, West Herts Crematorium has been singled out as an exemplar in the UK for the facilities that are available to the community.
West Herts Crematorium offers a choice of two chapels for your funeral or memorial service.

We cater for both religious and non-religious services. The décor in both chapels is designed to create a comforting surrounding as friends and family join together in remembering and celebrating the life of a loved one. The areas outside the chapels have also been attractively landscaped to promote quiet contemplation and remembrance.

The North Chapel

The North Chapel is West Herts Crematorium’s original chapel, built to serve the community in 1959. It is the larger of our two chapels, seating up to 130 people.

The space within this Chapel incorporates a balcony, which allows for a large number of guests while retaining a very comfortable atmosphere. At the centre of the chapel lies the stone catafalque on which the coffin is placed during the service.
The South Chapel

The South Chapel is particularly suited to more intimate gatherings; it has been designed to seat up to 50 people.

The South Chapel was added to West Herts Crematorium in 1977, and its cherry wood ceiling and pews help to create an atmosphere of warmth and dignity.

Our organists are available to play classical music or to accompany hymns in either chapel. They will also play music of your choice from our extensive digital library.

Both chapels are fitted with an induction loop system that can help those with hearing difficulties.
The Gardens of Remembrance

Whenever you visit West Herts Crematorium we hope you will find an atmosphere of peace, reverence, reflection and comfort.

Our Gardens of Remembrance are set in more than eleven acres, and have been carefully designed to make three distinct areas. Our intention is to offer unique characteristics in each garden so that all of our visitors can find the appropriate contemplative space.

The Woodland Area

The inner section of our gardens has been developed as a light woodland area, with a selection of Memorial Shrub Beds planted with azaleas and rhododendrons. It is possible to select a shrub or tree and dedicate it as a token of remembrance. The woodland area has also been planted with a selection of spring flowering bulbs, which offer a spectacular display.
Formal Gardens

The outer section of our gardens has been landscaped with particular emphasis on a fine selection of rose bushes. West Herts Crematorium can arrange for the dedication of a particular rose bush as a lasting memorial to a loved one.

Baby and Infant Memorial Garden

In recent years we have created an area of quiet contemplation dedicated to the memory of babies and infants. A great deal of thought has been given to the landscaping of the garden and the attention to detail has created a beautiful and tranquil setting. This garden has been designed to serve as a fitting memorial to all the babies and infants and, for this reason, we do not allow individual dedications or ashes to be placed in this garden.
Choosing a final resting place

When you choose to have a funeral or memorial service at West Herts Crematorium, we will ask you what you would like to happen with the cremated remains.

Responsibility for this decision lies with the person who signs for the cremation to take place, although we do advise that this decision should often be shared with family and close friends.

We would like to assure you that there is no rush to choose. We aim to give families time to make the right decision and, if you instruct us to do so, we will gladly hold remains for up to one month at no charge. If we have not received any instructions after one month, we will write to you and request instructions by a certain date. We will always abide by your wishes but, if no instructions are received, then the remains will be placed within appropriate grounds of the crematorium after the specified date.
The staff at West Herts Crematorium will never try to push you into a decision. We understand that families and friends sometimes need extra time to consider and, if you require longer, we are able to look after the remains for a further period of three months for a nominal fee.

Once you have decided on a final resting place for your loved one's remains, we will do everything possible to assist you.

For example:

- You may wish to take the remains from the crematorium. In this case, we will make sure the remains are in an appropriate repository and that everything will be available on the day you wish to collect them.

- If you decide to leave your loved one at rest in the crematorium, we will scatter the remains in our woodland area on unmarked grass within the Gardens of Remembrance. This will be done early in the morning exactly two weeks after the funeral service has taken place.

- You can choose to scatter the remains within the Gardens of Remembrance (on unmarked grass), as near as possible to a dedicated memorial.

- If it is your wish, we will scatter the cremated remains on your behalf (we will need these instructions in writing). You can also choose to be present on this occasion by arranging an appointment with our staff.

To avoid confusion, we would like to advise you that we are unable to bury cremated remains within the Gardens of Remembrance. Also, commemorative plaques are not sited at specific strewing locations, although we will do our best to meet your requests.

Whatever you decide, West Herts Crematorium will be pleased to help you select an appropriate inscription in the Book of Remembrance or a dedicated memorial within the crematorium grounds, if you wish.
Choosing a memorial is not always an easy decision, and we strongly recommend that you visit us in person to help you make your selection. Our dedicated and professional staff are here to help, and will always be pleased to show you the various options available.

Book of Remembrance

At West Herts Crematorium we have a dedicated Book of Remembrance Chapel, situated on the cloisters to the rear of our two Chapels.

The volumes of the Book of Remembrance provide a simple and everlasting memorial and are displayed all year round. Each Book contains a page for each day of the year and the pages are turned daily.

If you would like to add an epitaph for your loved one to the Book of Remembrance, then it is entirely your choice as to the epitaph itself and the date on which the entry should appear. You are, of course, invited to view the Book on the appropriate day each year.

If you would like to keep a copy of the epitaph at home, we can arrange for hand-inscribed copies of your entry to be purchased in the form of a Memorial Card, Folded Remembrance Card or even a Miniature Book of Remembrance.
Leather panels

Our leather panels are set in mahogany frames on the walls of the Book of Remembrance Chapel, close to the Book of Remembrance, and are displayed throughout the year for a dedication period of five years. The panels are covered in dark blue leather and hand tooled in gold leaf. Each panel bears the name of a loved one, along with a chosen inscription.

Memorial wall plaques

Memorial cloister wall plaques are situated on the cloisters overlooking our flower terrace. Each plaque, with a dark aluminium finish and white lettering, can accommodate two names and an inscription. This token of remembrance remains in place for a period of five years.

Memorial rose bushes

Our formal gardens include many beautiful rose bushes that can be dedicated as a memorial. The dedication of a rose bush is for an initial period of five years, and you will always have the option to renew at the end of this period. The memorial is accompanied by a commemorative plaque with an inscription of your choosing. Please note that only two commemorative plaques may be placed at each memorial.

Online service

We also have an Online Book of Remembrance that can be accessed from anywhere, at any time by logging onto http://www.remembrance-books.com/westherts/
Memorials

New granite hexagonal wall plaques.

Near the floral terrace in the courtyard there is a wall with solid green hexagonal granite plaques which can be engraved with ten lines of gold text.

These plaques are displayed for a dedication period of ten years, after which time that period can be extended for a further ten years or, alternatively, the plaque can be purchased to be displayed elsewhere.

These plaques have been designed to accommodate the names of two loved ones, the second inscription can be added at a later date.

If you would like to dedicate one of these plaques please contact the Crematorium Office when a member of staff would be happy to assist you.
The woodland area of our Gardens of Remembrance features many shrubs and trees that can be dedicated in memory of a loved one.

The dedication of a shrub or tree is for an initial period of ten years, and you will always have the option to renew.

A commemorative plaque with an inscription of your choosing will be placed in the area that you choose.

Please note that only two commemorative plaques may be placed at each memorial.

Garden Memorial and Bulb Scheme

Our Gardens of Remembrance feature a wonderful display of spring flowers each year, bringing much joy to those that see them. We are pleased to accept donations for the planting of bulbs, and find that this is a tangible way of remembering a loved one. We have planted thousands of spring bulbs over recent years, including daffodils, narcissi, bluebells and snowdrops.

To help you in the ordering and completion of memorials and inscriptions, please feel free to discuss your preferences with the staff at West Herts Crematorium.

Please also refer to the table of charges and instructions.
Our extensive gardens act as a constant memorial to loved ones and we work very hard to keep them as beautiful and calming as possible. You are welcome to visit whenever you like throughout the year as the plants and flowers change from season to season, making for an ever-changing vista.

The grounds are surrounded by fields and woodlands in the beautiful Hertfordshire countryside. It is a peaceful location which combines formal gardens with natural landscape.

We have a full time team of dedicated gardeners and landscapers who look after the lawns, woodlands and flowers throughout the year.

The gardens are open 365 days a year and those who appreciate beauty and solace are welcome to visit at any time – our staff will be pleased to assist visitors in any way.
People may have travelled great distances to come to West Herts Crematorium and we endeavour to make everybody as comfortable as possible.

There is plenty of space to meet friends and family at the front of the Chapels or in one of the waiting rooms.

There are eleven acres of beautiful gardens to walk in, plus a lovely fish pond to enjoy - with many benches spread throughout the grounds for a rest, a chat with friends or quiet contemplation.

We have a large flower terrace for floral tributes which is a lovely place for people to gather. There is also a welcome public tea room and spacious washrooms near the cloister walkway.

Wheelchair access is available throughout the Gardens of Remembrance, the Chapels, the flower terrace, the Book of Remembrance Chapel, the public tea room, the office and the washrooms.

There is plenty of parking space only a short stroll from the chapels.
Recognising people’s needs

We have a comfortable private interview room available, if needed.
For those with hearing difficulties there is an induction loop system in the chapels. Signing for the services is also available by prior arrangement.
For the visually impaired enlarged versions of our literature are available on request.
Translation services are available by prior arrangement, but not on demand.
If you require a wheelchair or any physical assistance please ask a member of staff.

*Our members of staff will be more than pleased to help you with any of these, or other, requirements.*
How to find West Herts Crematorium

West Herts Crematorium
High Elms Lane
Garston
Watford WD25 0JS

Tel: 01923 673285
Fax: 01923 681318
Email: postmaster@westhertscrem.org
www.westhertscrem.org

The entrance to High Elms Lane is on a dual carriageway ~ when approaching from the north you can do a U-turn on a slip road shortly after High Elms ~ or you can continue on the A405 down to the A41 roundabout and then turn back.
At West Herts Crematorium, we will always do our best to welcome you and meet your needs. Below is a list of our opening times.

### Gardens of Remembrance and Book of Remembrance Chapel

<table>
<thead>
<tr>
<th>Period</th>
<th>Monday – Friday</th>
<th>Saturday, Sunday and all Public Holidays</th>
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</thead>
<tbody>
<tr>
<td>1 April – 30 September</td>
<td>8.00am – 6.30pm</td>
<td>9.00am – 6.30pm</td>
</tr>
<tr>
<td>1 October – 31 March</td>
<td>8.00am – 5.00pm</td>
<td>9.00am – 4.30pm</td>
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</tbody>
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### Crematorium Office

<table>
<thead>
<tr>
<th>Period</th>
<th>Monday – Saturday</th>
<th>Sundays and all Public Holidays</th>
</tr>
</thead>
<tbody>
<tr>
<td>All year</td>
<td>9.00am – 4.00pm</td>
<td>10.00am – 1.00pm and 2.00pm – 4.00pm</td>
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