



T&S

Tomalin & Son

Funeral Directors

What to do when death occurs



T&S

When called upon to arrange a funeral, the arrangements can be discussed at our offices or, should you prefer, we can call at your house at a mutually agreed time. It is our policy not to impose urgency or any undue pressure on you or your family.

As your family funeral director we are here to offer help and advice at any time. We provide an emergency service with a manned telephone 24 hours a day, every day of the year.

Tomalin & Son is a small family business, which was established before 1879. It was originally run as a carpentry and building company, which also carried out undertaking.

The business moved from stabling horses in Queens Street behind the Lloyds Bank Building down to Northfield End and moving from Northfield End to 48 New Street opposite the Kenton Theatre.

In 1952 Alan Anderson Jones purchased the business from Mr Tomalin and it still remains in the management of the Jones family. Following Alan's death in 1982 the company was passed down to his sons Graham and Denis.

In 1995 the third generation of the family, Bruce, finished his training and started working within the business.

In 1996 a further change was brought about when the business moved to new premises in Reading Road. These offices were built to our own specification to enable us to offer a full and professional service. Graham now deceased in 2010.

What to do when death occurs

At home

Contact your doctor (or the doctor on duty) who will certify that the death has taken place and, if he or she is able, issue a death certificate. Most families prefer that the deceased is conveyed to our Chapel of Rest, this can be arranged at any time of the day or night.

At a nursing home

The above procedure is likely to have been carried out, with your permission, by the Matron or Sister who will advise you of the whereabouts of the death certificate.

In hospital

A bereavement officer will advise you when and from where to collect the death certificate. If the death has been referred to The Coroner please refer to HM Coroner and your chosen funeral director for advice.

Registration of death

The death will need to be registered as promptly as possible (up to a maximum of 5 working days after the death occurs) normally in the Registrars office in the district in which the death occurred. For the local offices and telephone number, please refer to the inside back page.

Who can register the death?

- Any relative of the deceased
- The occupier of the house where the death occurred
- The person arranging the funeral (NOT the Funeral Director)

Documents required to register a death

- Medical Certificate of Cause of Death (from the doctor who registered the death)
- Medical Card of deceased (it is also helpful to have the deceased's birth certificate, if available)
- Pension order book, certificate, or documents relating to any pension or allowance

Information required when registering a death

- Date and place of birth and death (town and county)
- Home address of the deceased
- The marital status of the deceased
- The occupation (if any) of the deceased and spouse
- If the deceased is female, her maiden name and her husband's full name and occupation

Certificates the Registrar will issue

Green certificate

For the burial or cremation. This must be delivered to our office as soon as possible. A certificate of registration is also made available which is sent to the DSS. Copies of the entry of death, for which there is a charge of £4.00 per copy, can be ordered from the registrar - these may be required for probate, banks, building societies, insurance, savings certificates, etc.

Cremation forms

Two different doctors must sign this form; these are cremation certificates (forms B & C). These certificates will be listed under disbursements on your account.

HM coroner

Very often, when death occurs suddenly, the coroner has to be informed. The local police will arrange with your funeral director to remove the deceased for examination. The coroner has a duty to establish the cause of death when a doctor is unable to certify or if a doctor did not attend the deceased within the 14 days prior to death. The coroner will keep the relatives informed of any results, and will send the relevant papers to the local Registrar enabling the death to be registered in the usual way. An inquest is held when death is found to be from something other than natural causes.

Tomalin & Son funeral expenses

Both written confirmation of the arrangements made and an estimate are offered to show all funeral expenses. As we are a small, independent company, we do not have the same larger overheads as many of our competitors so we are able to offer a more competitive price. All costs, including disbursements paid on your behalf, will be fully itemised on your invoice.

Professional services

Our emphasis is placed on service. This charge represents our administration throughout the process including: care of the deceased, the use of our complete facilities, all arrangements and confirmation with clergy, cemetery, crematorium and statutory documentation, maintenance of our 24-hour service and advice and guidance on all matters relating to the funeral together with our personal attention.

Distance funerals in England or overseas

Quite often we are called upon to arrange and supervise air transportation in and out of this country, or a death that has occurred miles from home and the family wish their loved ones to be returned for a funeral. This presents no particular difficulties as we have very close links with all parts of the country through our professional associations.

Removal of the deceased

This represents the use of our ambulance and for our staff to convey the deceased from the place of death to our chapel, or if the death is to be reported to the Coroner, we will convey the deceased to the public mortuary, in Oxford, Reading or Slough, depending on where the death occurred.

Chapel of rest

Our chapel has been blessed in accordance with the rites of the Anglican and Roman Catholic Churches and in the presence of representatives of the Free Churches. Relatives and friends may find considerable comfort in visiting to pay their final respects. Our Chapel of Rest is open Weekdays 9.00am - 5.00pm, Weekends and all other times by appointment.



Coffins

Our clients are invited to select the type of coffin for either burial or cremation, we have pictured a select few.

Veneered Coffins

1 Basic – Cumberland Coffin

A basic veneer oak coffin, lined and fitted with handles and matching nameplate.

2 Canterbury Oak

A traditional English style coffin in a highly-polished oak veneer with a flat lid and a bead around the sides. Lined with a satin frill, furnished with six handles and a nameplate. Also available in mahogany and elm.

3 Westminster Mahogany

A traditional English style coffin in a highly-polished mahogany veneer with a raised lid and router panelled sides and double mouldings. Lined with a satin frill, furnished with six handles and a nameplate. Also in oak.

Solid Coffins

4 Cambridge Solid Coffin

A traditional solid coffin, in oak with panelled sides and incorporating a double raised lid, lined and furnished with E.B. plastic furniture, and six handles, name plate, wreath holder, gothic cross or rose and a choice of gowns and deep linings in a variety of colours. Also in Mahogany.

Cardboard Coffins

Made from 100% biodegradable cardboard. We offer a range of colours or, using digital print technology, we can cater for personalised designs such as the red kite design shown.



1



2



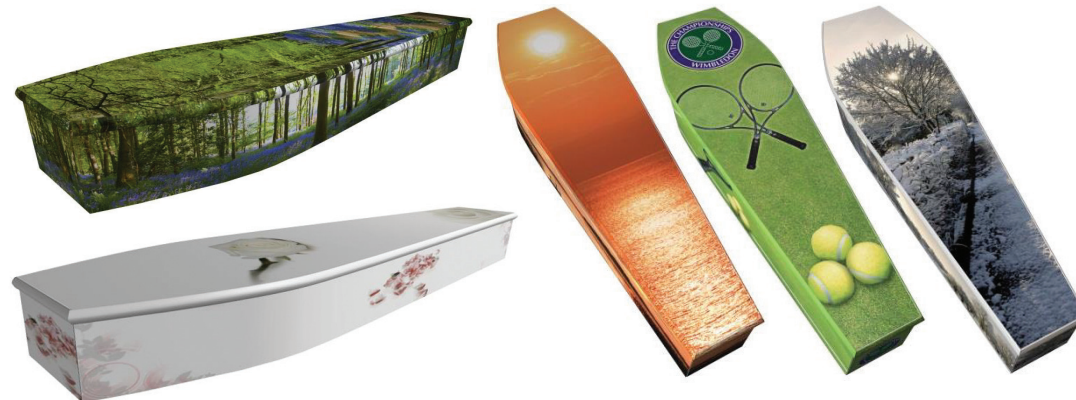
3



4



Contemporary Pictorial Coffins



Willow, Bamboo and Seagrass Coffins

The following coffin is made from fast growing, sustainable raw materials, producing a robust yet beautiful coffins. The interior is lined with biodegradable cotton. They have a unique locking system making them especially strong.

5 Bamboo Eco

6 Pandanus/Seagrass Coffins

7 Curved End Coloured Willow



5



6



7

Cremated Remains

- 1 Sea Grass Urn
- 2 Bamboo Urn
- 3 Scatter Tube
- 4 Scatter Tube
- 5 Scatter Tube
- 6 Locked Ashes Casket
- 7 Devon Veneered Oak Casket
- 8 Aston Solid Oak
- 9 Aston Solid Mahogany
- 10 Essex Solid Oak
- 11 Surrey Solid Oak



Our funeral fleet

Our funeral vehicles are traditional style black. A classic hearse and limousine (carrying up to 7 people) are available to transport the deceased and mourners to the funeral service.

Other vehicles

The following are a range of alternative vehicles which we can hire in for use on a funeral. Many of these travel from across the country, so the availability may be limited at the time of booking.

Motorcycles

For a motorcycle funeral we can provide four different options of motorbike and side car hearses. A classic style Triumph Adventurer, a Triumph Thunderbird, a Suzuki Hayabusa or a Harley Davidson hearse.

It is possible for a relative to ride pillion on the motorbike on this very special final journey.

Victorian Horse Drawn Hearse

A Victorian Horse Drawn Hearse is drawn by a matching black or white plumed horses complete with rosettes and brass-decorated harnesses, and driven by a traditional liveried coachman and groom. A matching carriage is also available for mourners.

Vintage Austin & Rolls Royce

1931 or 1933 Austin hearse. 1937 Rolls Royce Silver Wraith or a 1958 Rolls Royce Silver Cloud.

If you have a special vehicle that you would like to use to transport your loved-one's coffin, such as a steam engine, tractor or flat-bed lorry, we would be happy to accommodate this. Please speak to your Funeral Director about the details.

(All transport options are subject to availability).



Jewellery

We always seek our client's guidance as to whether jewellery should remain with the deceased or returned to the family. It is recommended that all jewellery is removed when a cremation is to take place.

House sitting

We have a network of local people available to house-sit whilst your family attend the funeral, ensuring peace of mind for mourners.

Disbursements

Disbursements are the fees which we pay on behalf of our clients. They include church fees, crematorium fees, doctor's fees, press announcements, floral tributes, printing of funeral stationery and catering.

Notices

We can place obituary notices and death announcements in local and national newspapers. This serves two useful purposes: to make sure that anyone wishing to attend the funeral knows the details of date, time and place and secondly, to inform friends and relatives of details for floral tributes or charitable donations.

Catering

We have built up a rapport with numerous local catering companies who can deliver refreshments to your home or if you desire a list of local premises who could cater for as small or large a number as may be required.

Funeral stationery

Many of our clients have their loved-one's service printed so members of the congregation have a record of the service. They can also be sent to anyone who is not able to attend. Attendance cards are available to distribute to mourners as they arrive in order for the family to have a record of those at the service.

We are also able to provide, on request, a Book of Remembrance for mourners to sign.

Donations

Many clients now suggest in the death notice that a donation in memory for a charity may be sent instead of flowers. When this arises we will gladly receive such donations, the fund is usually kept open for one month after the funeral. (We then provide the family with a list of all those who have contributed,) and ensure that the cheques safely reach the chosen charity.

Cremated remains

We are able to collect and retain your loved-one's ashes from the crematorium. We are only able to dispose of these ashes on instruction from the client/executor or signatory of the person making the funeral arrangements. All ashes will be returned to the family unless we receive instructions for their disposal elsewhere – such as the Garden of Remembrance.

Memorials

We are able to provide quotations for memorial masonry such as tablets, headstones and kerb surrounds.

Floral tributes

Flowers received by us are held on our floral racking to ensure they are kept as fresh as possible. We work closely with local florists to ensure they are delivered at the optimum time and kept in the right conditions. Flower cards are removed from the tributes and returned to the family after the service.

Additional help and support:

Bereavement can be a very traumatic experience, and there may be times when you feel in need of additional help or support. Some of our clients value support during the weeks that follow the funeral. The support and advice of your Funeral Director does not necessarily end with the funeral. You may feel that you want more than practical advice, and that you need to talk with someone sympathetic who is outside your immediate family or with other people who have been through a similar experience. We are happy to be of service.

Golden Charter Funeral Plans



Providing for the future with our pre-arranged funeral plans

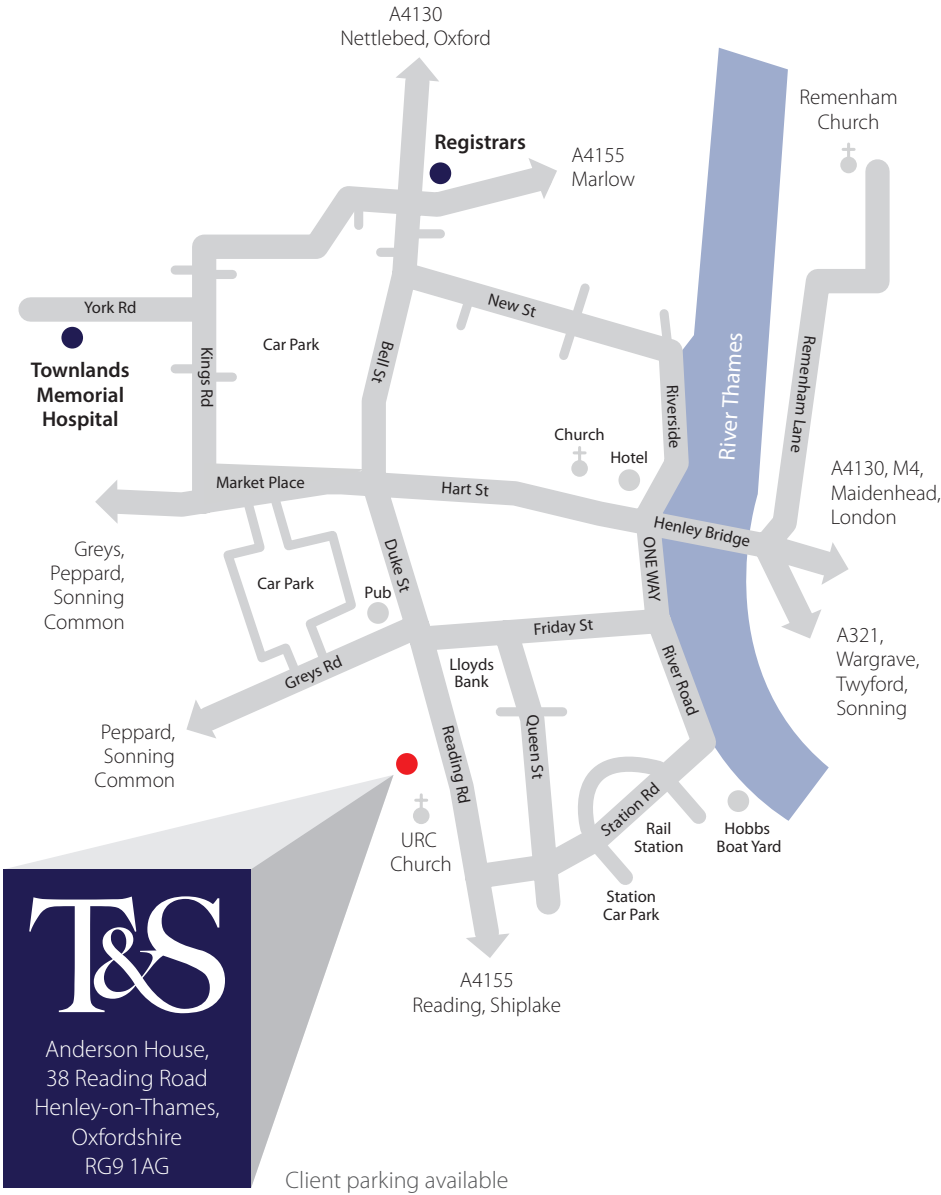
Some people like to make their own funeral arrangements in advance to ease the burden on those they leave behind. For this reason we maintain confidential files with all relevant particulars for future reference. In any case, at Tomalin & Son, full records are kept of every funeral so that a relative or executor may be reminded of the arrangements made on an earlier occasion when a subsequent death occurs in the family. Special schemes are available for those who wish to pay in advance, we offer the Golden Charter Pre-payment Funeral Plan.

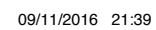


Useful telephone numbers

Hospitals		
Townlands Memorial Hospital	York Road, Henley-on-Thames, RG9 2EB	01865 903989
Royal Berkshire Hospital	London Road, Reading, RG1 5AN	0118 3227059
High Wycombe	Queen Alexandra Road, HP11 2TT	01494 526161
John Radcliffe	Headley Way, Headington, Oxford, OX3 9DU	0300 304 7777
Wallingford	Reading Road, OX10 9DU	01865 904488
Wexham Park	Wexham Street, Slough, SL2 4HL	01753 633000
Coroners		
Oxford Coroners		01865 815020
Reading Coroners		0118 937 2300
Surgeries		
The Bell Surgery	York Road, Henley-on-Thames, RG9 2DR	01491 843250
The Hart Surgery	York Road, Henley-on-Thames, RG9 2DR	01491 843200
Nettlebed Surgery	Wanbourne Lane, Nettlebed, Henley-on-Thames, RG9 5AJ	01491 641204
Sonning Cmn Health Centre	39 Wood Lane, Sonning Common, RG4 9SW	0118 972 2188
Wargrave Surgery	Victoria Road, Wargrave, RG10 8BP	0118 940 3939
Goring Medical Practice	Red Cross Road, Goring-on-Thames, RG8 9HG	01491 872372
Woodcote Medical Centre	Wayside Green, Woodcote, RG8 0QL	01491 680686
Registrars (by appointment only)		
Henley/Oxfordshire	Easby House, 68 Northfield End, RG9 2JN	0845 129 5900
Reading	Yeomanry House, 131 Castle Hill, RG1 7TA	0118 937 3533
Wokingham	Civic Office, Shute End, RG40 1WH	0118 974 6554
High Wycombe	Eastern Street, High Wycombe, HP1 1NH	01494 475200
Maidenhead	St Ives Road, Maidenhead, SL6 1RF	01628 796422

How to find us







Tomalin & Son

Anderson House, 38 Reading Road
Henley-on-Thames, Oxfordshire
RG9 1AG

Telephone: 01491 573370
Email: tomalin@btconnect.com
www.tomalins.co.uk

We are members of the National Association of Funeral Directors (NAFD) and The Society of Allied & Independent Funeral Directors (SAIF). We pledge to honour the Codes of Practice of these associations.



The National Society
of Allied & Independent
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Business Centre,
3 Bullfields,
Sawbridgeworth,
Herts CM21 9DB,
Tel: 0845 230 6777
www.saif.org.uk



National Association
of Funeral Directors
618 Warwick Road,
Solihull, West Midlands,
B91 1AA,
Tel: 0845 230 1343
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