

OSBORNES

QUALITY • SINCERITY • TRUST

FOR YOUR INFORMATION & ASSISTANCE

Name

Service at.....

Day Date Time.....

Followed by.....

Clergy/Celebrant

Telephone

Organist

Arranged By.....

• FUNERAL DIRECTORS •

Phone: 07 348 3600 · Fax: 07 348 3125 · Email: info@osbornes.co.nz · www.osbornes.co.nz
P.O. Box 926, Rotorua 3040 · 197 Old Taupo Rd, Rotorua 3015

FOR YOUR INFORMATION & ASSISTANCE

Visitation Times

Monday to Friday	8:30am - 5:00pm	Please ring to inform intent
Monday to Friday	5:00pm - 9:00pm	By prior arrangement only, with minimum of 1 hours notice
Weekends & Public Holidays	10am - 7:00pm	By prior arrangement only, with minimum of 1 hours notice

Newspaper Notices

- Daily Post Day/Date
- New Zealand Herald Day/Date
- Others.....
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Floral Tributes

- Arranged by: Osbornes
- Family

Description:

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Gratuities

- Clergy/Celebrant Osbornes Family
- Organist Osbornes Family
- Church Osbornes Family
- Other:

Death Certificate

This has been ordered on your behalf and will forwarded directly to you approximately 10 working days from the date of the funeral (See note bottom of last page).

REMINDERS

Reminder of things you may need to do:

- Clothing to be delivered by family/uplifted by Osbornes.
- Details required for Order of Service/Hymn sheet.
- Arrange any special music selections. Please have ALL music, i.e. tapes, compact discs to the funeral director at least 4 hours prior to the funeral service.
- Confirm catering requirements.
- Research missing registration details and telephone us.
- RSA.....
Service No.
Overseas/New Zealand service
War ServiceRank
Unit or Regiment
- Arrange Pallbearers to meet with the funeral director 10 minutes prior to the Funeral service.
- Contact Estate Lawyer.
- Contact Work & Income New Zealand (WINZ), with regard to all Pensions and available grants.
- Telephone us for viewing appointments.
- Please advise funeral director on final disposition of ashes. Feel free to contact us . at any time to discuss the alternatives available. The ashes will be held at our office for a maximum period of 3 months from the date of the funeral service.
- Arrange for acknowledgement Cards if not answering expressions of sympathy by personal letter.

FOR THE FAMILY'S GUIDANCE

- Immediate family should arrive at the place of the funeral service approximately 5 minutes prior to commencement of the service.
- Sizing of Pallbearers for height is now not so important, as the casket is no longer shouldered unless specifically requested.
- The casket will be closed 1 hour prior to the beginning of the funeral service, unless otherwise requested by the family.
- The casket will be in position at the place of the funeral prior to the family's arrival, unless otherwise arranged with the funeral director.
- As the casket is carried from the place of service, e.g. Church, the family should follow directly behind.
- At the conclusion of the funeral service, should the next of kin be elderly and unable to stand freely, we suggest they be seated in the family car for comfort, with a window down so that mourners may still approach them.
- The family cars should follow immediately behind the hearse with their headlights on.
- The family are welcome at the conclusion of the service, either at the graveside, the crematorium, to make a final act of farewell (e.g. placing of flowers) by approaching the grave, crematorium bier or rear of the hearse.
- Should an invitation be extended for refreshments at an address, the family should ensure someone is there to receive guests if the family are delayed.
- It is recommended that there is someone looking after the family home during the funerals service for security reasons.

BASIC SERVICE FEE INCLUDES

The items that make up the Basic Service Fee include the following:

- Qualified staff to give confidential advice and guidance on all matters concerning funerals of all ethnic customs, their procedures and cost.
- Attending the family and receiving instructions.
- Conveyance of the deceased from the place of death to our premises.
- Care, preparation and embalming of their deceased.
- Experienced funeral director for constant attention during the funeral.
- Liaison with Clergy of all denominations or funeral celebrant.
- Obtaining the Medical Certificate of Causes of Death from Doctor, Hospital or Coroner's release when appropriate.
- Liaison with the crematorium or cemetery for reservation of time, facilities and requirements.
- Provision of the hearse, chapel and reception lounge.
- Conveyance of Deceased from our premises to the place of service.
- Provision of temporary engraved wooden grave marker.
- Preparing and arranging with the family, newspaper notices within New Zealand and overseas.
- Arranging all floral tributes for family.
- Temporary care of the personal effects, i.e. clothing, jewellery, watches, etc.
- Fulfilling any wishes concerning lodges, Returned Services Association (R.S.A), service and sports clubs.
- Advice on all matters and claims with Work and Income New Zealand (WINZ) or the Accident Compensation Corporation.
- Directing the funeral.
- Attending to payment of expenses incurred.
- Collection of the floral tributes cards at the graveside or crematorium for the family.
- Registration of the death and arranging copies of the Death Certificate as required.
- Full day and night availability and attention every day of the year.

OPTIONAL EXTRAS

The following options are priced separately and are in addition to those on previous pages.

- Provision of a casket of the family's choice.
- Provision of personalised order of service sheets.
- Catering services available upon request.
- Audio & video recordings.
- Piper.
- Memorial register.
- Soloist.
- Bugler.
- Additional floral needs.
- Photography.
- Slide Presentation on DVD - 50 Photos.
- Arranging the insertion of bereavements thanks notices for the newspapers.
- Arranging of printed stationery (e.g. acknowledgement cards).
- Arranging for the supply and installation of granite memorials.
- International Placement of Newspapers.
- Photocopy/Print/Phone/Fax

Of the options listed, many are a basic requirement to each funeral and are designed to give an indication only of additional services available. Please see your funeral director if you would like to arrange any of the above services.

Provision of Personal Information

(Births, Deaths & Marriages Act 1995)

The Registration of a persons death is the responsibility of the funeral director or the person having charge of the burial or cremation.

The personal details given by family are passed on to the Registrar of Deaths, who in turn will pass it on to Statistics New Zealand. The copy is then passed on to the Ministry of Health for the production of health statistics.

The information registered is available as a certificate (Death Certificate) from the office of the Registrar of Births, Deaths & Marriages.