

## FREQUENTLY ASKED QUESTIONS

Some of the most frequently asked questions are answered here.

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### WHAT IS AN ONLINE CREMATION?

Melbourne Cremation Service is a simplified arrangement service that allows us to offer affordable prices by removing the additional cost incurred when using an established funeral home.

We offer transfer, cremation and return of ashes like other funeral services but the essential paperwork is completed online with follow up by phone if needed.

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### DO YOU OFFER A HIGH STANDARD OF CARE AND DIGNITY?

Yes. Our staff work closely to our standards and ethos of consistency, reliability and honesty.

These standards enable us to deliver a high standard of care and dignity for all client families and their loved ones that come into our care.

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### WHAT HAPPENS IF A DEATH HAS OCCURRED AND I NEED TO ARRANGE A TRANSFER IMMEDIATELY?

When a person dies in a hospital there is no urgency in transferring the deceased. We will work with the hospital to make the transfer happen.

If a person dies in a nursing home or at home an immediate transfer may be needed. In this case you should contact our on-call telephone number and a transfer can be arranged.

You can complete the online arrangement following the call.

## WHY ARE WE LESS EXPENSIVE THAN TRADITIONAL FUNERAL HOMES?

We provide exactly the same standard of care and dignity as a traditional funeral home.

We have our own mortuary and office premises.

We keep our costs down by using online arrangement process and by simplifying our business, saving you additional costs.

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## WHAT IS A VIEWING?

A viewing is an opportunity for you to spend some final moments with the deceased.

It will give you the time to say goodbye, hold hands or even give a final hug.

This service is offered at additional cost.

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## CAN WE HAVE A FULL FUNERAL SERVICE?

If you require a full funeral service, select the Chapel Funeral Package, or we can pass your details onto our partner funeral home Gardenia Funerals and they will arrange to meet with you to arrange a full service funeral.

MELBOURNE  
*cremation service*



gardenia Funerals  
*Caring is our way of life*

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