



Run by pet lovers for pet lovers

PET CREMATORIUM

Established 1992



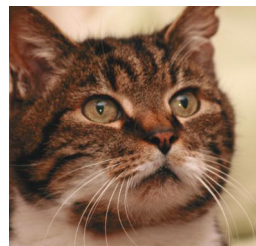
Facebook.com/DignityPetCrem



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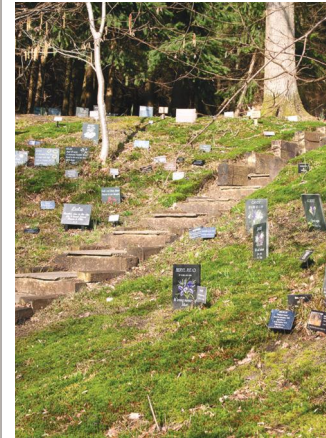
"It is a tranquil place surrounded by trees with swathes of bluebells running between them"
Daily Mail



An award winning family run crematorium offering a totally individual cremation service

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About Dignity & the Spurgeon family

Dignity Pet Crematorium was started by Barry & Carole Spurgeon in 1992 and is still a small family run service with three generations of the family now helping run Dignity. We have won several awards including the coveted title of “Best Pet Crematorium” at the nationwide Cemetery of the Year awards.

We have built up a reputation of excellence for our standard of care and attention to detail and are now regarded as one of the leading pet crematoriums in the country, with clients choosing to bring their pets to us from all around the UK.

Our service was started after watching a TV documentary that showed how much loved family pets are stored at the veterinary surgery for up to a week before being collected by a disposal company that gives them no special care or handling.

We felt there was a need for a service that could care for people’s pets in a dignified and gentle manner after death. We can give you peace of mind that each pet, from the smallest to the largest, will be looked after properly and cremated individually; combining the same care and professionalism as human crematoria & funeral directors.

We strongly recommend that you telephone us to discuss your requirements prior to the final day. You must also instruct your veterinary surgeon of your wishes; otherwise you may find your pet is sent elsewhere.

Please take time to read through this leaflet which explains all about the service you will receive. If you have any questions then just call or email us.



ARRANGING YOUR PET'S CREMATION



In loving memory of
BRIN
The most spoilt Lurcher
Forever missed

SHERRIE
14-2-1987-8-6-2002
You will never
be forgotten
All our love



Our service to you

It is very important for you to know that your pet is carefully handled by us at all times and will be cremated on its own

Each pet crematorium operates differently so it is important you know how your pet will be stored, collected, cremated & returned before making a decision. A step by step guide to how we treat your pet at all times and ensure you receive back only your pet's ashes is available on our website. We have also explained some of the principles our service is based on below.

*We only carry out **genuine individual cremations** and do not take part in mass cremation or the incineration of clinical waste*

What an individual cremation means

At Dignity we adhere to a strict code of practice which ensures that your pet will always be handled individually, treated respectfully and cremated in an enclosed chamber on their own before all their ashes are carefully removed, packaged and returned to you. The process is much like at a human crematorium, assuring you of a genuine individual cremation. We also provide a guarantee & certificate of authenticity confirming that the ashes you receive are only those of your pet.

Whilst your pet is in our care we promise that he or she will be handled gently and respectfully by us at all times

Our aim is to give you total peace of mind that your pet will be looked after on their final journey by us with the care and respect that they deserve. This means that you will receive the same high standard of care whether you are bringing your pet to Dignity yourself or we have collected them from your vet on your behalf.

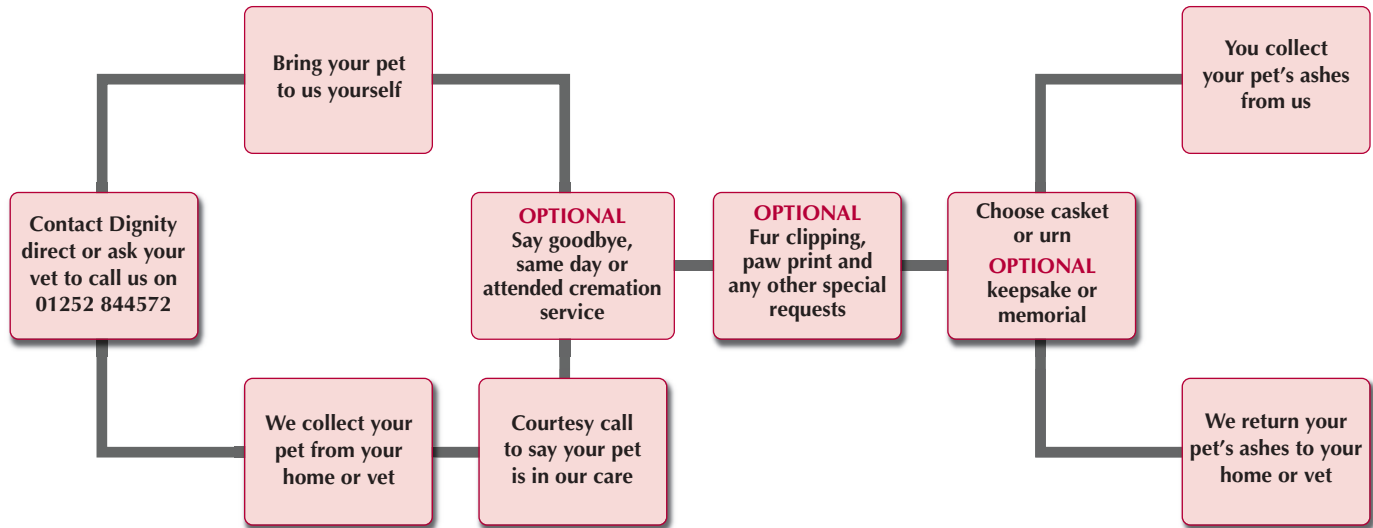
Please take time to look through the various options in this leaflet and feel free to telephone us for help and advice if you want to. We will do our best to accommodate any special requests you may have and personalise our service to your needs. We also understand that you may not want any direct contact with us. If this is the case then please leave clear instructions with a family member, friend or your vet and ask them to contact Dignity on your behalf.





Arranging your pet's cremation

It's simple to arrange our service. You can contact us before the final day or after your pet has passed away.



Please note payment is normally made direct with us.



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Our collection service

Unlike most pet crematoria we don't have a contract with vets. Instead, some independent vets offer our service as a more personal alternative. Check with your vet to see if they offer Dignity. If they don't, just call us direct.

We can collect your pet from your home or veterinary surgery in a bespoke pet hearse. Our service is responsive, meaning that we will normally collect your pet the same working day depending on what time we are contacted. Whenever possible giving us 24 hours notice means we can reserve a collection for you. All we need is a telephone call from you to make the final arrangements.

We will place your pet into a bed and look after them as if you were by our side at all times

Unless we have been instructed not to, we will give you a courtesy call to let you know your pet has arrived at Dignity. You can talk through your wishes at that time or call us back when you are ready to discuss your requirements.

We will need to speak to you prior to proceeding with your pet's individual cremation in order to obtain your permission to continue.



Contact us on 01252 844572





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Bringing your pet to us

Same Day or Attended Cremation

If you would prefer to bring your pet to us you can say a final goodbye to them in the privacy of our Farewell Room. If you wish you can place a flower or keepsake with them or have a paw print, a fur cutting taken or have a short Remembrance Service. Owners can also take advantage of our Same Day or Attended cremation services as detailed below.

You will need to make an appointment prior to coming to Dignity Pet Crematorium

Same Day Cremation Service: Your pet's individual cremation is prioritised meaning you can return home with their ashes later the same day (normally within 3 hours). We give you an information pack so you can stay locally whilst their cremation takes place.

Attended Cremation Service: For added peace of mind you can be present as your pet is gently placed into the chamber. This operates in conjunction with our same day cremation service.

Please note that these services carry an additional charge that needs to be added to our standard individual cremation prices.

Additional Services

Certificate for Travel: For owners wishing to take their pet's ashes overseas we are able to provide a Certificate for Travel for you to give to customs officials if required.

Insurance Letter: Sometimes required if you are claiming the cost of our service from your pet insurance policy.

Pre Payment Plan: The cost of our service can be paid in advance of you needing us. Payments can be spread over time by standing order. A plan can be set up for a specific pet or ongoing payments can be made to build up funds for several family pets. Please contact us for further information.

Letter of wishes for cremation: You can download a letter of wishes from our website in advance of the final day and give it to your vet, dog sitter, kennels or cattery so that they know who you want to look after your pet when the time comes.

Pet Funeral Service: You can choose to have a short remembrance service with a civil celebrant to help you say goodbye to your pet. Also available for ashes scattering services. Visit our website for full details.



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Testimonials

We are one of the only pet crematoriums to have live independent reviews on our website. If you would like to look at current customer reviews or write about your own experience of our service then please visit our website and click "Write a Review".

Rated 5 out of 5 stars by customers for our service, quality & value for money

"A lovely, peaceful, warm place. Just how somewhere for pets should be. Thank you to everyone who works there."

Helena Barber

"You really looked after us, especially my mum. You made such a sad thing so much easier for her, I really thank you for that."

Katie Jeffries

★★★★★
I cannot recommend Dignity more highly. It is both a joy and a huge comfort to know that at such a difficult time in one's life, there are people there to whom one can entrust a much loved pet knowing that they will be treated with affection and respect during their last journey. Thank you for being there.
Mark Proctor - 29 Nov 2015

★★★★★
I cannot thank the staff of Dignity enough for the send off my dear friend Brandy had today. Even though he was a close friend's cat, I was his adopted "Mummy" and he was my baby boy. We both took Brandy there ourselves and had opted for an Attended Cremation. Kind and friendly Zowie welcomed us and took us to one of the funeral rooms, where she explained everything clearly to us and then left us to have time to say our farewells to Brandy. I conducted a short, loving ceremony and then we placed some "Dignity" some photographs of Brandy's many friends, some...
Victoria Fisher - 18 Nov 2015

★★★★★
An excellent service following the death of our black Labrador. Communication with all team members was excellent. Staff had a professional and caring approach. The service was very personal. We went to the site to collect our pet's ashes and were impressed with the sense of peace and care which we felt was all around. All in all a very positive experience for which we wish to thank team members.
Julia Scragg - 13 Nov 2015

"Dignity were helpful, polite, respectful and more than anything treated my mate with the respect she deserved. Nothing I say or do will be enough thanks."

Rob Pointon

"On every occasion the staff have been nothing but compassionate, supportive and professional. They truly are irreplaceable and make, what is a hard time for a lot of pet owners, that little bit easier."

Holly OB

We are founder members of the Association of Private Pet Cemeteries & Crematoria and have been independently inspected and approved ensuring you of a genuine service



Visit our Facebook page where you can post a photo of your pet, leave feedback, ask a question or just see what we are up to!

You're welcome to visit us to look around. Please call us first as parking spaces are limited.

Caskets & Urns

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Once your pet's individual cremation has taken place we can return their ashes to you in the casket of your choice.



A Certificate of Authenticity and dried flowers are sealed in with your pet's ashes.





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Optional fur clipping and paw print

Before choosing your casket you will be given the choice of having a Fur Clipping or Paw Print when we speak to you. These are completely optional.

Fur Clipping

We will seal your pet's fur clipping in a plastic bag and package it within a black envelope. This option is free of charge.



Paw Print Mould

An imprint of your pet's paw returned to you in a special remembrance frame.



Inkless Paw Print

A print of your pet's paw mounted in a cardboard frame. Tidy up and Solid versions available.



Unedited



Tidy up



Solid

You can make a charm or pendant using your paw print



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Pet caskets & urns – scatter & burial options

A Scattering or Interring Your Ashes at Dignity.

We have various scattering or interment options available for both pet and human ashes in our Gardens of Remembrance and Natural Woodland Area. See page 25 or visit our website for more information including how to reserve and pre pay for your spot.



Scatter Options

A selection of simple vessels to scatter, bury or keep your pet's ashes in.

B1 Scatter Tube

Bespoke biodegradable scatter option made from over 90% recycled materials.



B2 Bamboo Scatter Pouch

Our most popular option made from woven strips of bamboo. Biodegradable & eco friendly.



B3 Polished Metal Urn

A very versatile and robust urn with semi screw lid.



C Casket for Burial

Biodegradable casket that can also be kept indoors.



Blooming Remembrance Heart

Ideal for use with Options B & C.

Embedded with flower seeds. Once planted the flowers will grow marking the location of your pet's ashes each year.





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Pet caskets & urns – indoor caskets & urns

A selection of quality hardwood caskets and urns ideal for keeping indoors. 1 or 2 line engraved plate included with the wooden caskets.

D1 Natural Ash & Stained Ash

Hardwood casket with a scratch resistant baize covered base.



D2 Solid Oak

A polished oak casket supplied with or without end rings.



D3 Paw Print Urn

An attractive brass paw print urn with a screw top lid.

Pet tags are also available for use with this option. See examples in the Engraving Services box.



E1 Tribute Heart

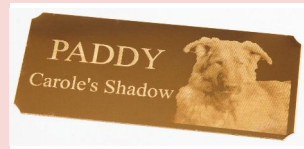
A selection of brass paw print hearts. Suitable for cats and up to medium and some large dogs only. See Page 23 for other styles.



Please visit our website for larger images, dimensions and other product information

Engraving Services

We can engrave a plate with the inscription, photograph or image of your choice. These can be mounted onto a casket or left loose. Please ask us for a quotation.





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Indoor caskets & urns – Photo frames

E2 Photo frames

A selection of picture frames with a concealed ash casket. Personalise with a photograph of your pet. The spacious casket enables you to home more than one pet's ashes in the same frame.

Desk top frame in Oak – Free Standing or Wall Mounted - suitable for one pet's ashes up to the size of a large dog.

Photo size: 1 of 7x5"



Oak single photo frame - Wall Mounted only - suitable for one pet's ashes up to the size of an extra large dog and some giant dog breeds (or for the ashes of several smaller pets).

Photo size: 1 of 10x8" photo





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Pet options – Cat specific options

E3a Wooden Sleeping Cat Casket

A selection of hand carved wooden cat caskets with hidden compartment underneath.



E3b Curled Cat Casket

Curled cat caskets with a hidden compartment underneath to hold your cat's ashes. Made of a combination of welsh slate and white marble mixed with polymer. These curled cats can be kept indoors or outdoors and are available in 3 colours.



E3c Sitting Cat Urn

Made of brass, these attractive sculptures have a hidden compartment for your cat's ashes. Available in 3 colours.



E3d Bronze Cat on Book Casket

An indoor casket with a hidden compartment underneath to hold your cats ashes.



E3e Bronze Cat Casket

Sculptured resin casket in antique bronze finish.





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Pet options – Dog specific options

E4 Bronze Effect Dog Caskets

A choice of bronze effect dog caskets in various breeds. Ideal for keeping indoors. The casket is discreetly hidden inside so only you know that it is there.



German Shepherd
50x27x30



Jack Russell
30x21x35



Staffie
28x23x30



Labrador
42x20x24



Spaniel
26x16x29



Yorkie
29x17x27



Boxer
48x32x22

E5 Bronze Effect Dog on Plinth

Ashes are secured within the plinth. A keepsake container on the base can store a fur clipping or standard dog tag. Also available as a keepsake holder without plinth.



Golden Retriever
28x16x16



Border Collie
28x17x20



Cavalier King
Charles Spaniel
27x16x11



Border Collie Keepsake
27x14x13



Sizes are approximate
LxWxH (cm)



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Package options

You can save up to 20% by choosing one of our package options that combine our most popular caskets & urns with a keepsake or memorial.



PACKAGE 1
Home
scatter/burial
package



PACKAGE 2
Keepsake
Heart
package



PACKAGE 3
Keepsake
Pendant
package



PACKAGE 4
Paw Print
Jewellery
package



PACKAGE 5
Crystal Heart
package



PACKAGE 6
Sharing
package

Please visit our website or contact us for more information



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Options for smaller pets and coffins for home burials

Small Pets

A variety of specially made miniature caskets for smaller pets such as rabbits, guinea pigs, hamsters, rats, birds etc. If you would like to have several family pets' ashes placed in the same casket over a number of years then you can request a larger casket.



Home Burials

A choice of either eco coffins or fully lined and dressed coffins that can be used for burial at home. If you are considering burying your pet in your garden then please contact us for help and advice.



Exhumation Service

If you have buried your pet at home and are thinking of moving we can help by uplifting their remains and cremating them for you. Please contact us for more information.

Individual equine cremation service



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Over the years we have been asked to recommend an Equine Crematorium that mirrors our own personal and professional service.

After many years of searching we found a dedicated specialist Equine Crematorium that mirrors our high standards. We now work in partnership with them to provide you with a first class and totally individual Equine Cremation Service that will give you complete peace of mind that your horse is looked after with the care and respect that they deserve.

We offer a full collection service (including out of hours and weekends) with each horse being carefully collected in a bespoke transporter.

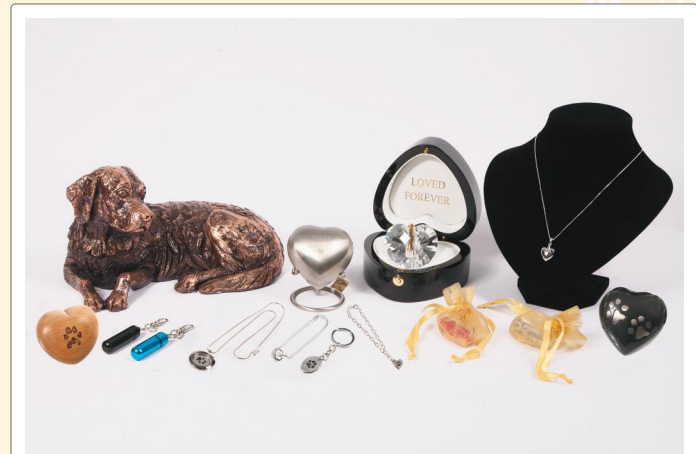
We promise that your horse will be cared for on their own, in their entirety and you will receive only their ashes back in the casket of your choice. We can polish and mount one of your horse's shoes on wooden caskets upon request.

**Please contact us on 01252 844572
for further details and pricing or visit the
information pages on our website**



Keepsakes, Tributes & Memorials

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- SeeYou jewellery 22
- Keepsakes & tributes 23
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- Remembrance Walkway 26





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Paw print jewellery

If you decide to have a paw print taken by us (see page 11) then you can create a key ring, pendant or charm with your pet's paw print on as a special keepsake. See our website for the full range.



Visit our website for more information

DIY kits also available

SeeYou jewellery

Designed by Rob Leurs this jewellery incorporates some of your pet's ashes that are sealed in place using a special resin.



Keepsakes & tributes



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Keepsakes can be chosen when you select your casket or ordered afterwards. You can place a fur cutting, small amount of ashes or other small item inside the keepsake.

Brass Keepsake Hearts

Use as a special keepsake for a fur cutting or a small amount of your pet's ashes.



Shown with optional stand

Wooden Keepsake Heart

With two hidden compartments. Laser engraving available.



Crystal Heart Keepsake

A beautiful remembrance item that comes with a removable capsule in either silver or gold which is placed within the centre of the crystal heart.



Charm and Pendant Urns

Can be worn as a necklace or bracelet. Pendants are hollow so that a token amount of ash or fur cutting can be placed inside.





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Memorials for use at home or at Dignity

Hand Painted Slate

Personalised for you by an artist.



Slate Memorial

Available in a variety of sizes for use in our gardens or at home. Personalise your memorial with your choice of wording along with a good quality photo of your pet or a selected motif.

Available in 5 sizes: 5.5x4", 9x9", 12x9", 12x12" and 19x12"



Sword Markers & Plaques

Available in various styles & materials. Markers come with either a stake or pre drilled for mounting on a wall, memorial bird box or bench for use at home or at Dignity.



Memorial Pebbles

A laser engraved natural stone memorial providing a unique way of remembering your pet.

Available in two sizes: Small (approx. 10x8cm) or Large (approx. 15x20cm)

All pebbles are natural so colour and size may vary slightly



Further information and alternative styles of memorials can be found on our website

Having your ashes at Dignity



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We are the first pet crematorium in the UK to obtain planning permission to allow the scattering of pet owners' ashes alongside their pets within our peaceful and picturesque Gardens of Remembrance and Natural Woodland. We have created a range of options for the memorialisation, interring and scattering of pet and human ashes at Dignity that includes:

Ashes Scattered

- in Natural Areas
- in Formal Areas
- around a Shared Memorial Bench or Bird Box

Ashes Interred

- in our Natural Woodland
- in a Shared Flower Bed
- in a Family Flower Bed
- within a niche in the Remembrance Wall

Contact us for full details & pricing or visit the information page on our website.



Shared Flower Bed



Natural Woodland



Memorial Bench or Bird Box



Natural Scattering



Remembrance Niche

Have a memorial in our Remembrance Walkway

Create a lasting tribute with a charity wall plaque in our Remembrance Walkway.

Whether you take your ashes home or have them at Dignity you can create a unique memorial tribute in our Remembrance Walkway. The covered walkway links our newer purpose built pet crematorium with the historic Victorian Brick Kiln.

Our Charity Wall Plaques enable you to create a special tribute and help the fledgling charity Hounds for Heroes. They provide specially trained assistance dogs to injured and disabled men and women of both the UK Armed Forces and Civilian Emergency Services.

We will make a donation of £5 for each plaque mounted in our walkway to support them. Alternatively you can choose to place a 6x4" Slate Memorial on one of the walkway piers.



For more information about Hounds for Heroes please visit www.houndsforheroes.com



Please ask us for more information



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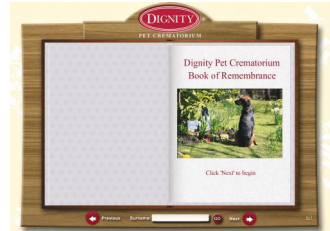
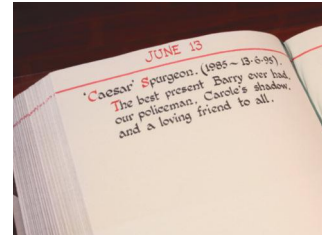
Coping with pet bereavement

Pets are part of our family and the sense of loss cannot be underestimated. Our comprehensive website is designed to not only help you find the right service for your pet but also help you through your loss with a selection of poetry, helpful links, downloadable pet bereavement leaflet and online book of remembrance to help you in the grieving process that we all go through. We want to be there to help you in any way we can so please feel free to talk to us if you wish.

"We promise to look after each pet as if they were one of our own and also to help their owners at a time of great sadness"
Barry Spurgeon, Founder



We can provide you with details of qualified bereavement counsellors for extra support.



You can upload a photo or tribute to your pet to our Facebook page or online book of remembrance
www.facebook.com/dignitypetcrem

How to find us



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The collection charge from this veterinary practice is £

Please note: The same charge applies again if we return your pet's ashes to this veterinary practice for you.

How to find us

We have 'Pet Crematorium' road signs on the A30 and A287 as well as opposite our entrance.

Dignity is located just off of M3 Junc 5 (Hook) and approx 20 mins from M4 Junc 11. We are also very close to Winchfield railway station on the main Waterloo line.

Written directions to us from all major routes as well as a google maps route planner are available on our website.



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Hampshire RG27 8BU
Tel: 01252 844572
Email: enquiries@dignitypetcrem.co.uk
www.dignitypetcrem.co.uk



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