1. Welcome

Nottingham City Council has supported the community for over 150 years through its cemeteries and crematorium services. We offer respectful, inclusive, and affordable funeral options across three main sites:

- **Southern Cemetery (Wilford Hill) – Open 24/7**
- **Northern Cemetery (Bulwell) – Open 24/7**
- **Highwood Cemetery (Bulwell) – Open 24/7**
- **Crematorium - 08:30 – 4pm**
- All historic closed sites please see www.nottinghamcity.gov.uk/cemeteries for opening times.

We aim to provide dignified settings for farewells, accommodating all faiths and personal preferences.

2. Contact & Access

Main Office Hours: **Monday to Friday, 10am–3pm**

Phone: **0115 8761922**

Email: cemeteries@nottinghamcity.gov.uk

Website: www.nottinghamcity.gov.uk/cemeteries or www.nottinghamcremationsandburials.co.uk

3. Funeral Services

We offer:

- Burials: Including same-day and short-notice options (subject to documentation and availability)
- Cremations: Individual cremations with options for witnessed services
- Faith Funerals: Respectful services tailored to religious and cultural needs
- The Nottingham Funeral: An affordable package for Nottingham residents, including essential services and support

4. Memorials & Tributes

- Grave memorials must be approved and **installed by registered stonemasons**.
- **Floral tributes are removed 14 days** after burial unless otherwise arranged.
- Only permitted items may be placed in memorial areas; glass and **unauthorised memorialisation are not allowed and will be removed**.

5. Fees & Payments

- Fees are reviewed annually and published online.
- Full payment is required before services unless prior arrangements exist.
- Refunds and cancellations are considered case-by-case.

6. Conduct & Complaints

Visitors must behave respectfully. Activities such as littering, playing music, or releasing balloons are prohibited unless approved.

Complaints should be submitted via the Councils Have Your Say service:

- Online: https://www.nottinghamcity.gov.uk/your-council/contact-us/have-your-say-comments-compliments-and-complaints/
- Phone: 0115 915 5555
- Post: Loxley House, Station Street, Nottingham, NG2 3NG

7. Important Notes

- Documentation: All services require completed forms and certificates before proceeding.
- **Late Arrivals:** Funerals arriving more than **20 minutes late will incur a late fee of £250**
- **Early Arrivals:** Funerals arriving more than **20 minutes early will incur an early fee of £250**
- Exhumations: Require legal permission and may involve public health oversight.
- Cremated Remains: Scattering or burial must be pre-approved and documented.

8. Parking and Vehicle Access

At each Cemetery, there are designated car parking areas. Under no circumstances should cars be parked in a way that causes obstruction to mourners or restricts access to the Cemeteries and Crematoria. Parking on cemetery grass is strictly prohibited.

At Southern Cemetery, access to service roads is prohibited for public vehicles. These roads are reserved for contractors and funeral vehicles only.

- **Public vehicle access to service roads can be arranged by appointment through the Cemeteries Office for Fridays only.**
- **Half-hour slots are available, subject to availability, and appointments must be booked up to one week in advance**

Disabled bays are available at all Cemeteries. Pedestrian access is provided for wheelchairs, mobility scooters, and/or pushchairs throughout all Cemeteries.

9. Support for Public Health Funerals

If no relatives or friends are able or willing to arrange a funeral, the Council will do so under legal duty. Efforts are made to trace next of kin and honour any known wishes of the deceased.

10. Key Facts

Facts or Information	Details
Memorial, plant, or items without permission	May be removed by the Council at any time without notice
Expedited burials	Offered year-round, except Easter Sunday, Christmas Day, New Year's Day
European and American style caskets	Not accepted for burial at Southern or Northern cemeteries

Late funerals	Arriving more than 20 minutes after scheduled time will be charged a late fee
Funerals with more than 50 mourners	Notice must be given to enable Council to plan for traffic and other activities
Grave location	Determined by cemetery service
Memorial installation, alteration, removal, cleaning	Requires written approval from the Council
All permitted grave memorial work	Must be booked with Cemetery Office at least 48 working hours in advance
Shrub, plant or flower maintenance	Council may prune, cut down or remove if unsightly, overgrown or dangerous
Flags, banners, windmills, balloons	Placement not permitted
Glass items	Not permitted under any circumstance
Unofficial ornaments or decoration including artificial flowers, benches, artificial grass	Will be removed immediately without notice
Unofficial scattering or interment of remains	Not permitted; cremated remains disposed of unofficially may be removed without notice and will not appear in historical records
Drones, fireworks, flares, animals, Insects, birds & balloons	Not permitted under any circumstance
Operating Model and Site Rules & Regulations Updates	The Bereavement Services Operating Model, along with the associated Rules and Regulations, is reviewed and updated periodically to ensure alignment with evolving service needs and current legislation. All documents available online reflect the most recent updates and should be considered the authoritative versions for reference and guidance.

Important Notice: This is not an exhaustive list. If in doubt, assume the activity is not allowed under any circumstances and will be removed without notice. Please contact the office for further clarification.

This document may be updated without prior notice to reflect service changes or legislative requirements.