



Memorial Options - Terms and Conditions - April 2017

Since opening in 2005, the philosophy of Roucan Loch Crematorium and Woodland Burial Site has been to provide a natural final resting place for the people of Dumfries and Galloway and beyond.

There are designated areas within the Garden of Remembrance for memorials, where clients may create a natural, miniature garden within a one metre plot, using e.g. snowdrops, miniature daffodils, primroses or other dwarf plants to preserve the natural beauty and delicate ecosystem of the woodland.

Please Note: It is the client's responsibility to make sure that memorial gardens are well maintained.

To help maintain Roucan Loch as "a natural place" and to protect our wildlife and unique environment, cut flowers (with no plastic covering) may only be placed in non-personalised containers outside of the Memorial Lodge, where there is also a water butt. Plastic or fresh cut flowers, rabbit deterrents, decorative stone chippings, pebbles, shells, stones/rocks, border fencings or ornaments of any description, including wind chimes and flower vases are NOT permitted and will be removed by our grounds staff.

To help achieve these aims, all clients of Roucan Loch and their relatives must abide by the terms and conditions stated in this document.

We thank you for your understanding in helping to protect the natural environment of Roucan Loch, as our family of deer, badgers, rabbits, swans and ducks do not understand that plastic and other man-made objects are dangerous.

Safety in the Grounds

- **You are welcome to visit our beautiful grounds and memorial gardens from 10am until 4pm. After the main gate is locked at 4pm, access is possible on foot through the lych-gate.**
- **As Roucan Loch is a natural place, there are many undulations and areas that are uneven and ground conditions may vary due to weather conditions.**
- **The loch, streams and pond contain deep water.**



- **Children should not be left unattended at any time.**
- **It is your responsibility to be vigilant and take care. Users to Roucan Loch do so at their own risk and the management accepts no liability for losses or damage to vehicles and their contents whilst parked within the grounds.**

Memorial Trees

- Memorial trees purchased are for 10 year lease.
- The right to inter, within the plot, one set of cremated remains, in an urn provided by Roucan Loch Crematorium Company.
- Memorial trees are available in many locations at Roucan Loch and at different price bands. Please see current price list for further information.
- You have the entitlement to create a natural, miniature garden within a one metre plot, using e.g. snowdrops, miniature daffodils, primroses or other dwarf plants to preserve the natural beauty and delicate ecosystem of the woodland. (Please note that items listed in bold above are not permitted at Roucan Loch.)
- If you would like to create and maintain a miniature garden please let our grounds staff know and they will be happy to cut a circle around the base of the tree.
- If a miniature garden is created but then not maintained, the plot may be reseeded with grass by grounds staff to prevent weeds from growing.
- As there are many resident rabbits at Roucan Loch who find some miniature gardens very tasty, we will make one exception to the terms and conditions and allow green plastic netting to be placed flat over the garden.
- The exclusive right to additional interments at the Memorial Tree (in an urn provided by RLCC), may be possible at the cost of 20% of the current lease price, provided that the 10 year lease is renewed. Failure to renew the lease by the anniversary date will invalidate this offer.
- If a new plaque is required part way through a lease, the cost will be £40.
- As future interments are subject to space being available at the chosen memorial location, please ask at the time of purchase as this may not be possible.
- The lease fee for the memorial tree will be payable by the 10 year anniversary date.
- We will write to you at the address we have on file, approximately two months before the renewal date of the lease. If we have not heard from you within a 3 month period, the memorial plaque will be removed from the tree and stored for you to collect for up to 6 months.
- Where a client does not wish to extend the lease beyond a 10 year period, ashes will remain in the place of interment. However the place of interment will remain unmarked and the



memorial plaque removed. The tree may then be available for lease by another client or removed in line with good forestry practice. Any flowers or mementos left at the site will be removed immediately.

- It is your responsibility to notify our office at Three Crowns Court, Dumfries, DG11HU, in writing of any change of address. We cannot be held responsible for communication from RLCC being sent to a previous address if we have not been notified in writing of your change of address.

Rhododendron Bushes

- Rhododendron Bushes purchased are for 10 year lease.
- The right to inter, within the plot, one set of cremated remains, in an urn provided by RLCC.
- The exclusive right to additional interments at the Rhododendron bush (in an urn provided by RLCC), may be possible at the cost of 20% of the current lease price, provided that the 10 year lease is renewed. Failure to renew the lease by the anniversary date will invalidate this offer.
- If a new plaque is required part way through a lease, it will be charged at £40.
- At the end of the ten year period, you are entitled to extend the lease.
- The lease fee of the Rhododendron bush will be payable on each 10 year anniversary date of the initial purchase.
- We will write to you at the address we have on file, approximately two months before the renewal date of the 10 year lease. If we have not heard from you within a 3 month period, the memorial plaque will be removed from the bush and stored for you to collect for up to 6 months.
- Where a client does not wish to extend the lease beyond a 10 year period, ashes will remain in the place of interment. However the place of interment will remain unmarked and the memorial plaque removed. The bush may then be available for lease by another client. Any flowers or mementos left at the site will be removed immediately.
- It is your responsibility to notify our office in writing of any change of address. We cannot be held responsible for communication from RLCC being sent to a previous address if we have not been notified in writing of your change of address.

Engraved Boulders

- Engraved Boulders purchased are for 10 year lease



- All wording is subject to approval by Roucan Loch Crematorium Company and must be in black lettering.
- The cost of £737.00 (in 2017) is for 30 letters, each additional letter will be charged at £2.50 per letter up to a maximum of 70 letters.
- Pictorial images are not permitted on boulders.
- The right to inter, within the plot, one set of cremated remains, in an urn provided by RLCC.
- The exclusive right to future interments at the Boulder (in an urn provided by RLCC), may be possible at the cost of 20% of the current lease price, provided that the 10 year lease is renewed. Failure to renew the lease by the anniversary date will invalidate this offer.
- If a new boulder is required within the period of the lease agreement, the date of the lease expiry will remain unchanged. New boulders will be charged at £285 for up to 30 letters. Additional letters will be charged at £2.50 per letter.
- Engraved boulders take on average 3 months to be engraved. As this is an average, they may take considerably longer.
- The engraved boulder must be supplied by RLCC and will be of standard size (please note there are slight variations in size). The size of wording will be dependent upon the amount of lettering chosen (as agreed with our supplier) and wording will be in the colour black. The boulder will have a polished face, be able to accept your engraving and will be made of natural Galloway Granite.
- The boulder may be placed around the perimeter of the loch, apart from the loch side immediately facing the crematorium. Grounds staff will advise of available locations.
- The polished face will always look away from the water, thus creating a natural effect to the casual observer.
- The placing of boulders may be considered in other areas, provided that agreement has been reached with RLCC.
- The lease fee of the engraved boulder will be payable on each 10 year anniversary date of the initial purchase.
- We will write to you at the address we have on file, approximately two months before the renewal date of the 10 year lease. If we have not heard from you within a 3 month period, the boulder will be removed from the site and stored for you to collect for up to 6 months.
- Where a client does not wish to extend the lease beyond a 10 year period, ashes will remain in the place of interment. However the place of interment will remain unmarked and the boulder removed. This location may then become available for lease by another client. Any flowers or mementos left at the site will be removed immediately.



- It is your responsibility to notify our offices in writing of any change of address. We will not be held responsible for communication from RLCC being sent to a previous address if we have not been notified in writing of your change of address.
- Please note that once you have placed an order for a boulder, as this is a bespoke option and the wording will be sent away for the boulder to be created, the order cannot be cancelled or amended.

The Book of Remembrance

- Entries will appear on the first anniversary of the date of death.
- In order for entries to be included for the first anniversary, the cut-off dates are as follows:
If the date of death is between January – June, the cut-off date is 1st October.
If the date of death is between July – December, the cut-off date is 1st May.
- The minimum entry is two lines (Name only on line 1) and the maximum letters on each line is 32.
- Our Book of Remembrance is sent away to London for the entries to be inscribed and hand painted. Depending on the time of year when you place your order, will depend on when the updated book is returned to Roucan Loch. Please ask at the time of order the approximate time scale.
- Once entries have been hand painted in the book, they will also be available to view on our touch-screen book, situated in the Memorial Lodge. This facility is available daily from 10-4pm.

Memory Lane Lakeland Slate Paviours

- All wording is subject to approval by RLCC.
- Size of paviours is approximately 28x28x5cm.
- The current price of £495.00 (in 2017) is for 30 characters – each additional letter/character will be charged at £2.50, up to a maximum of 80 characters.
- A picture from our library may be added for an additional £65.00. Please note that only pictures from our library may be used, due to the engraving limitations.
- The size, depth and positioning of the wording on the stone will be dependent on the amount of lettering chosen and left to the professional judgment of the carver.
- The font used for the lettering will be the same for each paviour to create uniformity in the path.
- Due to the natural Lakeland slate used, colour between stones may vary slightly.



- Paviours are laid in batches per year and orders may take on average 6 months to be completed. As this is an average, they may take more time or indeed less time. Please ask about time scales when placing your order.
- Please note that weather conditions may delay the actual laying of paviours.
- We will notify you when paviours have been laid in Memory Lane.
- Please note that once you have placed an order for a paviour, as this is a bespoke option and the wording will be sent away for the paviour to be created, the order cannot be cancelled or amended.

Memorial Plaques for Trees / Nesting Boxes / Rhododendron Bush

- All wording is subject to approval by RLCC
- Engraved plaques take approx. 6 weeks to be engraved and the lettering on the plaque cannot exceed 70 letters.
- Pictorial images are not permitted on plaques.
- All plaques will be supplied by RLCC.
- If a new plaque is required part way through a lease, there will be a charge of £40.

Roucan Remembrance Chair

- Roucan Remembrance Chair plaques are purchased for 10 year lease.
- Memorial wording on brass plaque (up to 56 characters)
- All wording is subject to approval by RLCC.
- We will write to you at the address we have on file, approximately two months before the renewal date of the 10 year lease. If we have not heard from you within a 3 month period, the plaque will be removed from the chair and stored for up to 6 months for you to collect.
- It is your responsibility to notify our office of any change of address. We will not be held responsible for communication from RLCC being sent to a previous address, if we have not been notified in writing of your change of address.

Final Journey into Roucan Loch

- This memorial option is unique to Roucan Loch and may be led by our funeral celebrant or a member of the Roucan Loch staff.
- Interment within Roucan Loch is only possible when the memorial option Final Journey into Roucan Loch is chosen.
- Only the biodegradable Journey Urn supplied by RLCC may be used, due to environmental restrictions.



- Final Journey into Roucan Loch will take place from the purpose built platform at the top of Roucan Loch.
- For health and safety reasons, access to the platform is restricted to the time of water interment and appropriate footwear must be worn.
- Please note interments are permanent and cannot be disinterred at a later date.

Release of Memorial Fish

- Only fish supplied by RLCC (sourced from a reputable local supplier) may be released into the loch.
- Two indigenous brown trout of approximate 1lb in weight will be supplied for release.
- This memorial option will be conducted by a member of Roucan Loch staff.
- Release of Memorial Fish into Roucan Loch will take place from the purpose built platform at the top of Roucan Loch.
- For health and safety reasons, access to the platform is restricted to the time of fish release and appropriate footwear must be worn.

Interments in the Communal Garden of Peace

- The communal garden of peace is divided into months from Jan-Dec.
- Ashes will be interred in the monthly section in which the person died, within approximately 1 month of the cremation.
- Interments in the communal garden of peace are permanent, cannot be disinterred at a later date and do not allow for attendance by relatives.

**We also have bespoke memorial options available.
For further information, please contact our offices on (01387) 266749.**

Crematorium & Woodland Burial Site

Office: Three Crowns Court, Dumfries DG1 1HU.

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