



# **Cemeteries Office**

Rules and Regulations

Effective from 1<sup>st</sup> April 2018

# **CEMETERIES OFFICE**

## **RULES AND REGULATIONS**

These rules and regulations are a necessary requirement for the management of the council's cemeteries and to regulate safe and tidy grounds. Every effort has been made to avoid restricting the rights and choices of the individual.

There are seven cemeteries provided and maintained by Lancaster City Council. These are Lancaster, Scotforth, Carnforth, Skerton, Morecambe, Torrisholme, and Hale Carr.

### **1. INTERPRETATION OF TERMS**

Throughout these rules and regulations:

- 1.1 'The council' refers to Lancaster City Council.
- 1.2 'Cemeteries' means the cemeteries provided and maintained by the council within the Lancaster City Council area.
- 1.3 'Purchased Grave' means any grave, where the Exclusive Right of Burial (subject to these regulations) has been granted by the council.
- 1.4 'Unpurchased Grave' means any grave, where the council has not granted the Exclusive Right of Burial.
- 1.5 'Memorial' includes any gravestone, tomb, monument, cross, flat stone or tablet, kerbing, vase or other monumental work or any other erections placed or laid (for the purpose of a memorial) over or upon any grave space.

### **2. THE CEMETERIES OFFICE**

- 2.1 The cemeteries office is part of Environmental Services, and is located at Morecambe Town Hall, Marine Road, Morecambe, Lancashire, LA4 5AF.  
Telephone Number: 01524 582635  
E-mail Address: cemeteries@lancaster.gov.uk  
The office is open during the following hours:-  
Monday-Friday, except Public Holidays: 9.00 am - 12.00 midday and 1.30 pm - 5 pm

### **3. CEMETERY RECORDS**

- 3.1 The Cemeteries Office will assist with family history searches, and grave and burial registers are available to view if necessary. Carrying out lengthy family history searches will be chargeable.

### **4. REGISTRATION OF BURIALS**

- 4.1 As soon as is reasonably possible, all details relating to a burial are recorded within registers provided by the council. Documentation relating to new graves is sent direct to the purchaser.

### **5. INTERMENTS**

- 5.1 Interments can take place during the following hours, and is subject to the schedule of the Cemeteries Office:  
Monday to Friday 9.30 am to 3.00 pm  
Interments are not permitted on weekends or bank holidays.  
Interments may only take place at the express permission of the Cemeteries Office, who must be in attendance.
- 5.2 In the case of an interment which necessitates the cemetery employees working after the usual working hours, the amount of the extra costs incurred shall be charged in addition to the usual fees to the person responsible for the funeral.
- 5.3 The time for a funeral is that at which the funeral procession is to arrive at the cemetery, either when using the cemetery chapel or if it is a graveside service. Punctuality is appreciated to prevent one funeral interfering with another.

### **6. NOTICE OF INTERMENT**

- 6.1 Not less than two clear working days' notice must be given for any interment. For example, notice given by 5pm on Monday means burial on Thursday.

When vaults or walled graves are required to be constructed, not less than four clear working days' notice must be given.

- 6.2 All interment requests must be made on the Interment Order form supplied by the council. The details on the form must be clear and complete.
- 6.3 The coffin/casket size (being its length, width, depth and foot end width) must be exact and include mouldings and any handles including an allowance for handles that raise/open when lowering takes place. It should be noted that a grave may be dug at any time following receipt of the interment request and details of the coffin size. Once the grave has been dug in reliance on the coffin size provided the grave size cannot thereafter be enlarged to accommodate a larger sized coffin/casket unless the interment date is postponed.
- 6.4 The Interment Order form must be delivered to the cemeteries office (during office hours) at least one clear working day prior to the time the burial is due to take place. It must be completed correctly and any errors must be appropriately adjusted-these documents are relied upon for legal information, and are retained indefinitely by the Cemeteries Office. Any errors on these forms may lead to complications.
- 6.5 Undertakers booking interments or providing coffin sizes must not do so by email. Email communication with Funeral Directors should only be used in an emergency.

## **7. ALTERATIONS TO FUNERAL ARRANGEMENTS**

- 7.1 When an Interment Order has been submitted, no alteration will be permitted as to the time or place of burial for which the interment has been ordered unless two clear working days' notice thereof is given to the council, and payment is made of an amount to be fixed by the council in respect of any work which may have already been executed and any other expenses which may have been incurred.

## **8. TELEPHONE MESSAGES**

- 8.1 Any order or instructions given by telephone will be received at the sole risk of the person giving such orders or instructions.
- 8.2 Any requests which have been made on the telephone, must be confirmed in writing.
- 8.3 Interment bookings must be arranged directly with a member of the Cemeteries Office -a voicemail message does not qualify as a confirmed booking.

## **9. FUNERALS FOR LARGE ASSEMBLIES**

- 9.1 If it is anticipated that a large number of persons may be expected to assemble at any one burial, this must be reported to the Cemeteries Office the day before the proposed burial in order for arrangements to be made accordingly.

## **10. WHERE BURIALS ARE PERMITTED**

- 10.1 Burials will only be allowed in designated areas laid out for burial. These areas are identified on the cemetery plans.

## **11. ALLOCATION OF GRAVE SPACES**

- 11.1 We offer a variety of types of grave to suit the needs of the public. These graves range from unpurchased graves (owned by the council), through to lawn graves, traditional and woodland graves.
- 11.2 We offer the option for you to reserve a grave for future use. To request a grave space in reserve, please ring the Cemeteries Office for more information. This option to reserve is available at the discretion of the council. It may be withdrawn if a cemetery or particular plot is running out of space; if access to a plot is required from the path-side or otherwise if this is necessary to ensure the proper management of the burial area.

## **12. CEMETERY CHAPELS**

- 12.1 Chapels are available for use at Scotforth, Skerton, Torrisholme and Hale Carr cemeteries.
- 12.2 The time allowed for a service in the cemetery chapel is approximately thirty minutes. If a longer service is required, this must be declared at the time of booking the interment and may be subject to an additional chapel use fee.
- 12.3 The Cemeteries Office should be contacted for further information on any aspect of the chapel service.
- 12.4 Our cemetery chapels are cleaned for each use, therefore once a chapel use is booked, it may be prepared immediately. Should the chapel use be cancelled, the funeral arranger will still be liable for costs in preparing the chapel.

12.5 The funeral arranger is liable for any damage to a chapel or its contents, caused as a result of its use for a funeral.

### **13. EXCLUSIVE RIGHT OF BURIAL**

13.1 Upon the purchase of the Exclusive Right of Burial in a grave space, a Deed of Grant will be issued by the Cemeteries Office to the person by whom the Exclusive Right of Burial is purchased.

13.2 This person shall be formally registered by the council as the owner of the grave space. The Deed of Grant should be produced to the council whenever a request is made to open or re-open the grave in the future, or to seek permission to erect, change or add an inscription to a memorial on the grave.

13.3 The return of Deeds of Grant by post shall be at the risk of the person or persons producing the grant and not at the risk of the council.

13.4 All rights of burial are subject to the prior payment of the appropriate fee in respect of the proposed interment.

13.5 All rights are subject to the regulations now in full force or which may hereafter be issued to reflect changes introduced by government, by the council or other competent authority.

### **14. PURCHASED OR PRIVATE GRAVES**

14.1 No grave in which the Exclusive Right of Burial has been purchased shall be opened without the production of the Deed of Grant by the Deed of Grant owner or his/her next of kin or assignees.

14.2 In cases where the Deed of Grant has been lost or misplaced or where the consent of the owner cannot conveniently be obtained, the grave will be opened on the application of any person whom the Cemeteries Officer may consider entitled thereto. This person must complete and sign the Indemnity form supplied by the council or the council has the right to demand a statutory declaration.

### **15. UNPURCHASED OR PUBLIC GRAVES**

15.1 Unpurchased graves are provided for people who want to be buried but cannot buy the Exclusive Right of Burial. Interment in an unpurchased grave does not include any right or privilege other than for a burial in a grave to be selected by the council. No memorials are permitted on unpurchased graves. Numerous unrelated interments will also take place in the same grave.

### **17. TRANSFER OF OWNERSHIP OF EXCLUSIVE RIGHT OF BURIAL**

17.1 In the event of the death of the owner of the grave any person succeeding under a will or heirship will be furnished with a deed of transfer after production of satisfactory evidence of title and the payment of the prescribed fee.

17.2 The owner of the Exclusive Right of Burial shall not transfer such Right of Burial without first having obtained consent of the council. A formal transfer must be effected together with payment of the prescribed fee.

### **18. TYPE OF GRAVE SPACE**

18.1 The council provides separate burial areas to cater for certain denominations. These include Roman Catholic, Church of England and Non-Conformist and in Scotforth Cemetery, Muslim Sections. Within the cemeteries there are three distinct area classifications: Lawn, Traditional and Garden of Remembrance Sections.

18.2 Within Torrisholme and Hale Carr cemeteries there are woodland burial areas. Torrisholme cemetery also has a dedicated baby and young child burial and memorial area.

### **19. BURIAL AREAS**

19.1 Traditional Areas: Grave owners are advised that the grave space can be tended to on an individual basis and flowers or bedding plants can be provided appropriately by the grave owner. Unauthorised memorials are strictly prohibited.

19.2a Lawn Areas: The Grounds Maintenance Department of the council is responsible for the maintenance of the lawned areas. Turf may not be removed from the grave to mark out or otherwise delineate the size or boundaries of the grave space.

In any such sections neither grave mounds, nor planted areas, nor kerbing will be permitted. This means iron, plastic, wooden, brick or stonework, or other material cannot be used to provide a border or enclosure.

However, an area of 18" is allowed from the base of the memorial for personal memorialisation. If the grave owner wishes, they may remove the turf in this area and plant spring bulbs and bedding plants. Shrubs, trees or any other type of large or fast growing plants are not permitted and will have to be removed.

This 18" area may also be used for an engraved tablet, additional vases or an integral part of the memorial, subject to a memorial permit being obtained from the .

**19.2b Lawn Areas with concrete raft section**

In any such sections neither grave mounds, nor planted areas, nor kerbing will be permitted. This means iron, plastic, wooden, brick or stonework or other materials cannot be used to provide a border or enclosure. Turf may not be removed from the grave to mark out or otherwise delineate the size or boundaries of the grave space.

However, a 12" gravelled strip is allowed from the base of the concrete raft for personal items. Any item so placed shall be at that person's risk and the council shall not be responsible for any loss, theft or damage to such items. Neither the grave owner nor any other person is allowed to remove the gravel in this area, nor are spring bulbs, bedding plants or other plants allowed to be buried under, in or through the gravel. Any such planting will be removed by cemetery staff without notice. No turf may be dug out or removed from the grave surface.

**19.3** The council reserves the right to remove any unauthorised memorialisation.

**19.4 Woodland Burial Areas**

Woodland graves are for one burial, but two plots may be purchased side by side if required.

The woodland section will be managed by the council for the development of trees, wild flowers and the benefit of wildlife. Grass mowing may vary from nil to a few times per year dependant on the species of wild flowers that develop on the site.

Memorials will not be allowed on the graves and neither will the placing of flowers as this would tend to create paths and trample the wildlife destroying the living memorial that we are trying to create.

**19.5 Soil Boxes**

The Council have the right to put soil on graves by constructing a soil box next to those that need to be opened for burial, without notice. Where soil boxes are placed on adjacent graves, flowers or vases will be temporarily relocated to a safe location nearby to the grave. Cemetery staff will remove the soil as quickly as possible following the burial, leave the grave tidy, and return any floral arrangements and/or ornaments to their original site.

**20. BRICK VAULTS**

**20.1** Brick vaults may be possible to construct within a privately owned grave space, however their construction is at the discretion and convenience of the Cemeteries Office. Applicants must request the brick vault at the earliest opportunity with the Funeral Director, who shall arrange this directly with the Cemeteries Office.

**20.2** The construction of a brick vault is likely to delay the time in which a burial may take place in the grave, however the Cemeteries Office will endeavour to complete this in a timely fashion. Please be aware that vault construction will depend on various factors including weather, and other funerals.

**20.3** As with all burials, if the grave has any memorials, they must be removed by an approved stone mason, which again is arranged by the Funeral Director

**21. UP-KEEP OF PRIVATE GRAVES**

**21.1** All private graves situated within traditional sections of the cemetery are to be kept in good repair by the grave owner. The council reserves the right to take over the maintenance of any grave space that has not been suitably maintained by the grave owner.

**22. FLORAL ARRANGEMENTS**

**22.1** Cemetery personnel will remove funeral flowers and oasis displays that are withered and unsightly.

**22.2** No trees, shrubs, plants, flowers or seeds shall be planted or sown on any grave space except by permission of the council. The council reserves the right to cut down, prune or dig up and remove any shrubs, plants or flowers at any time when, in their opinion, the same have become unsightly or overgrown.

**22.3** Christmas wreaths are normally removed by cemetery personnel annually throughout February.

**22.4** Memorials and floral tributes must not encroach on to neighbouring plots-please consider the families visiting those adjoining plots.

## **23. BURIAL PROCEDURES**

23.1 All grave spaces are excavated by trained cemetery personnel. No grave shall be dug or excavated or vault constructed by any other person. The final preparation of the grave space will normally be completed one hour before the cortege is expected to arrive.

## **24. DISPOSAL CERTIFICATES**

24.1 No funeral can take place without a Certificate of Disposal or the Coroner's Order for burial. The appropriate original documentation must be first handed to the cemetery personnel in attendance before the interment can take place.

24.2 Failure to provide the necessary documentation will result in the delay of the proposed burial until it can be produced. In addition, this will incur further digging charges which shall be charged at the person booking the interment's expense.

24.3 If there is an issue obtaining the original Certificate of Disposal or Coroner's Order then the interment should not be booked until such documentation can be produced.

## **25. MINISTERS AND CLERGYMEN**

25.1 A burial can take place with or without a religious service. It is the responsibility of the funeral director or bereaved family to arrange for a Minister or other persons authorised to officiate at the burial.

## **26. STRUCTURE OF COFFINS**

26.1 The majority of coffins purchased are made out of wood and these are accepted. The council encourages requests from those who wish to use alternative perishable or recycled materials.

## **27. SIZE AND DEPTH OF GRAVES**

27.1 All grave spaces are 2,700mm (9ft) by 1,200mm (4ft) and will be dug to such depth as the council thinks fit, but in no case will a grave be dug to a greater depth than the nature of the ground will allow and no grave or vault will be allowed to be deepened after the first interment.

27.2 No body shall be buried in a grave in such a manner that any part of the coffin is less than three feet below the level of any ground adjoining the grave. Provided that the council may, where they consider the soil to be of suitable character, permit a coffin made of perishable materials to be placed not less than two feet below the level of the ground adjoining the grave.

27.3 The coffins in the grave must be separated by means of a layer of earth not less than six inches in thickness. Every coffin in a bricked grave shall be covered by concrete slabs and a layer of earth 450mm (1'6") thick.

27.4 When a grave is re-opened for the purpose of making another burial therein, no person shall disturb any human remains interred therein or remove there from any soil which is offensive.

27.5 Bricked graves will only be allowed to be constructed to the following specification:

a) A grave for one person to be excavated to a depth of 1,500mm (5ft) with 9 courses of 115mm brick walls on a 100mm concrete foundation, sealed over with 50mm thick concrete flags.

b) A grave for two persons, as above, but 2,100mm (7ft) deep with 18 courses of brickwork.

All brickwork, including foundations, shall be executed by the council at the expense of the owner of the grave in accordance with the fees and charges in force at the time.

## **28. GRAVE REINSTATEMENTS**

Whenever an interment has taken place, the grave will continue to settle for approximately six months. During this time cemetery personnel will level the grave with topsoil as and when required. Graves can also settle unexpectedly during inclement weather conditions; if this happens arrangements will be made to level the grave as soon as possible.

### **28.1 INTERMENT OF CREMATED REMAINS CASKETS**

28.2 The burial of cremated remains caskets is allowed in existing full grave spaces or in a purpose designed Garden of Remembrance (see section 29).

28.3 Ashes interments within graves which are not yet full will prevent any future burials other than those of cremated remains. However, an application can be made for cremated remains caskets to be interred under the headstone or the position where a headstone would be sited.

28.4 The Cemeteries Office will decide on the position of ashes caskets in the upper most level of the grave space to ensure the optimum use of the remaining burial area for ashes caskets.

28.5 The responsibility for the scattering of ashes lies with the council. Requests for scattering must be made on the appropriate form supplied by the council.

## **29. GARDEN OF REMEMBRANCE**

29.1 Garden of Remembrance Sections are available for the interment of cremated remains at the following cemeteries:

Carnforth

Hale Carr

Scotforth

Skerton

Torrisholme

The Sections use non-consecrated ground and are non-denominational.

29.2 Purchase of a plot gives the exclusive right to bury two sets of cremated remains or up to 4 sets of cremated remains in an above ground vault.

29.3 The size of the caskets to be no more than 300mm x 275mm (12" x 11")

29.4 The type of memorialisation is determined and provided by the council as specified in the fees and charges.

## **30. MEMORIAL MASONS REGISTRATION SCHEME**

30.1 The council operates a Memorial Masons' Registration Scheme. No memorial mason will be permitted to carry out work within the cemeteries unless they are registered in the scheme.

30.2 Any memorial mason who wishes to carry out work within the council's cemeteries will be required to submit an application to the Cemeteries Officer for inclusion within the Memorial Masons Registration Scheme.

30.3 The effect of this scheme means that no member of the public will be allowed to erect, repair or remove a headstone or footstone.

30.4 Lancaster City Council do not earn commission or make any gain from this scheme - a nominal fee is paid in order to process their application for the scheme. The scheme is in place to help protect those who request a memorial from a stone mason - The Cemeteries Office will check their credentials and references before they are accepted. As much as possible is done to assist those requesting memorials to obtain a good service.

## **31. APPROVAL OF MEMORIALS**

31.1 All memorials are subject to council approval prior to being installed within the cemeteries. These regulations contain the required standard of the installation of the memorial and the maximum permissible sizes of memorials that can be authorised.

31.2 All memorial work undertaken must be in accordance with British Standard 8415 and within the guidance in the National Association of Memorial Masons Recommended Code of Working Practice or as amended or superseded by government regulation.

31.3 All applications should be made to the council on the appropriate memorial application forms that the council provides. The application should indicate to the council full details on how the memorial is to be installed, including the method of fixing used to secure the memorial to the foundation base.

31.4 Each application must include a detailed drawing showing all dimension sizes, the type of material to be used, the dowels and all other fixings, and the proposed inscription details.

31.5 The council adopts a flexible and supportive approach over the use of inscribed nicknames and other familiar terms, as the wording of the inscription should be meaningful to the bereaved.

31.6 The council also supports and encourages greater artistic input into the design of memorials. This approach increases the opportunity to personalise the memorial through its design and greater choice in the material used.

31.7 All memorial applications will incur a memorial fee, payable to the council.

## **32. MEMORIAL PERMIT CONDITIONS**

32.1 The council will appraise each memorial application. The memorial mason, upon approval of the application, will receive a Permit Notice allowing them to carry out the work. The mason must arrange a site visit with the Operations Manager prior to any installation work being carried out.

32.2 It is a condition of the Memorial Permit that any new memorial installed within the cemeteries must first have the grave number and section letter clearly and conspicuously inscribed upon it before installation. Memorial masons that do not abide by this condition will be refused installation. Masons may, if they so desire, put their names on the back of the base of memorials.

- 32.3 The memorial mason will be responsible for leaving the grave area in a clean and tidy condition once work is completed and is responsible for any damage that may be caused to any surrounding ground or memorial as a direct result of the installation.
- 32.4 The council reserves the right to remove and re-instate any memorial or surrounding ground at the memorial mason's expense.
- 32.5 The council will remove, at the expense of the grave owner, any memorial that has been installed without the necessary authorisation.

**33. MAXIMUM PERMISSIBLE MEMORIAL SIZES ON LAWN SECTIONS**

- 33.1 All new memorials including all concrete foundations and plinths must not exceed the following maximum sizes:

**HEADSTONE MEMORIAL**

Height	1200mm (4ft)
Width of Memorial	915mm (3ft)
Depth of base (front to back)	450mm (1ft 6")
Depth of mini kerbs (in front of headstone)	450mm (1ft 6")
Foundation	915mm (3ft ) x 450mm (1ft 6") x 75mm (3")
For headstones over 2 grave spaces, the outside width shall not exceed 2134mm (7ft)	

**FULL KERB MEMORIAL (Applicable to traditional burial areas only)**

The outside area of a single grave space allowed to be enclosed by a memorial shall not exceed 2,325mm (7ft 9") in length by 975 (3ft 3") in width.

In double grave spaces, the outside dimensions shall not exceed 2,325mm (7ft 9") in length by 2,175mm (7ft 3") in width.

Landings not projecting more than 15mm (0.5") must be provided underneath kerbs.

**34. REMOVAL OF MEMORIALS**

- 34.1 No memorial shall be removed from the cemeteries without the permission of the grave owner or their representative and without the council being informed as to the whereabouts of the memorial.

**35. MAINTENANCE OF MEMORIALS**

- 35.1 All memorials are the sole responsibility of the grave owner. Grave owners must ensure that the memorial is kept in good repair. Any memorial found by the council to be dangerous and unsafe will be laid flat and it will be the responsibility of the grave owner to arrange an immediate repair.
- 35.2 The council has the power to remove any memorial which they deem objectionable or of unauthorised type or size or which may have fallen into decay or is classified unsafe.
- 35.3 The council strongly recommends all grave owners obtain an appropriate insurance to protect the memorial from theft, vandalism or other damage.
- 35.4 The council will not be responsible for any damage, theft or vandalism of any memorial within its cemeteries.

**36. FEES AND CHARGES**

- 36.1 In respect of members of the public all fees and charges regarding burials and memorials shall be paid to the cemeteries office before the funeral or before a memorial can be erected. Regularly used Funeral directors and memorial masons shall be invoiced for any work. Rarely used Funeral Directors must make payment before any work is carried out.
- 36.2 A list of fees will be sent to all Funeral Directors/Arrangers and Memorial Masons at the beginning of each financial year. A copy is also available on the Cemeteries Office website or upon request from the Cemeteries Officer. The council reserves the right to revise these fees and charges.

**37. VISITORS TO KEEP TO PATHS**

- 37.1 Persons not attending a funeral or visiting a grave are not permitted to walk upon the grass, but shall confine themselves to the cemetery paths. No unauthorised person shall touch or interfere with any floral arrangement, or plant, or any monument or memorial of any nature whatsoever within the cemetery.
- 37.2 Please refrain from driving on grassed areas-vehicles must remain on designated pathways and should not be driven at excessive speeds. Vehicles must not park across pathways which could cause disruption or block other cemetery users or funeral processions. Please understand that grassed areas may in fact be grave spaces,



despite no memorials in place. This will avoid any distress to families visiting graves, and prevent potential damage to memorials.

37.3 Access to pedestrians is available 24 hours a day.

### **38. MISCONDUCT IN CEMETERIES**

38.1 All persons shall conduct themselves in a quiet, orderly and decorous manner and no person shall commit any nuisance within the cemetery. Any person who wilfully damages, defaces or destroys any property or causes any nuisance within the cemeteries will be liable to prosecution.

38.2 In accordance with the Local Authorities Cemeteries Order 1977, no person shall:

- Wilfully create any disturbance in a cemetery,
- Commit any nuisance in a cemetery,
- Wilfully interfere with any burial taking place in a cemetery,
- Wilfully interfere with any grave or other memorial, or any flowers or plants,
- Play any game or sport in a cemetery.

Those proven to be contravening these regulations shall be liable to a fine not exceeding £100.

38.3 Unsupervised children, and those causing disruption may be reported to the local police

### **39. DEMONSTRATIONS**

39.1 No demonstration of any kind shall be allowed within the cemeteries, nor any religious service other than the service at the time of interment, without prior consent of the council.

### **40. DOGS IN CEMETERIES**

40.1 Dog control orders are in place throughout all of Lancaster City Council cemeteries - these grounds are not designated dog walking areas. A person shall not allow any dog belonging to them or in their charge to enter the cemetery unless it is on a lead. There are no areas within any of our cemeteries where dogs are permitted off lead.

40.2 Persons visiting the cemetery with dogs must ensure that the dog is kept under strict control at all times. Dog faeces must be removed and deposited in the bins provided. Please ensure that dogs remain on footpaths and highways, and not on the grassed areas which are burial areas.

40.3 Patrols are carried out within all Lancaster City Council's Cemeteries in order to enforce Dog Control Orders which came into force in 2013. Any person who does not abide by the above rulings will receive a Fixed Penalty Notice for not having a dog on a lead or failure to clear up after their dog, and may be liable to prosecution.

40.4 If you are aware of offenders causing a particular problem in your neighbourhood you can contact the dog warden service, who will investigate and take appropriate action. You can also report dog fouling on the Lancaster City Council website.

### **41. HORSES**

41.1 Horses are not permitted within any of our cemeteries, unless a horse drawn carriage is required for a burial. This is not an appropriate activity for a burial site, our land is not intended for grazing and manure on graves is upsetting for those tending to their family graves.

### **42. BALLOONS AND CHINESE LANTERNS**

42.1 Due to our commitment to biodiversity it is prohibited to release balloons, Chinese lanterns or anything similar within our cemeteries. Items such as these are proven to cause damage to wildlife, and litter the local area. We appreciate that you may wish to mark the interment of a loved one, so please contact our office for advice on acceptable alternatives.

### **43. ADVERTISEMENTS**

43.1 No person shall be allowed to distribute business cards, advertisements or general literature within the cemeteries unless in connection with an approved friends group.

### **44. ALTERATIONS TO THE REGULATIONS**

44.1 Lancaster City Council reserve to themselves the right to make alterations in or additions to these Rules and Regulations and the cemetery fees and charges.

**45. COMPLAINTS PROCEDURE**

45.1 You have the right to be provided with a list of regulations used by Lancaster City Council, as detailed in this document. You also have a right to be given a written explanation if a particular regulation has restricted or otherwise influenced your wishes.

Where you remain dissatisfied, you can utilise the council's complaint procedure by contacting Customer Services on 01524 582000, [customerservices@lancaster.gov.uk](mailto:customerservices@lancaster.gov.uk) or in writing to Customer Service Centre, Town Hall, Dalton Square, Lancaster, LA1 1PJ