

# Funeral Donations Policy



It is common practice these days for funeral notices to state 'family flowers only' and express a preference for either charitable donations or contributions towards funeral costs (or a memorial bench for example) to be made 'in lieu of flowers'. This can bring comfort to a family when they are raising funds for a cause close to their loved one's heart or wish to build awareness for a relevant charity.

Traditionally funeral directors have taken on the responsibility for managing such charitable donations, collecting cash on the day of the funeral or receiving cheques (and sometimes cash) in the post and banking the donations on a family's behalf. In more recent years, this has also progressed to include online donations via tribute pages such as MuchLoved.

In recent years Roseberry Funeral Service has moved away from banking donations and we now have three options for donations.

- 1 – Online donations via MuchLoved tribute page
- 2 – Donation Box, money raised given direct to client after funeral service
- 3 – Donation Box – money raised given to charity with local premises

As part of our service for all funeral services, we create an online tribute page for each family to make it easy to share the funeral details. When a family wishes to collect donations for a charity (or charities) this link can be shared with family and friends as well as being listed on our website and social media pages. Should there be an order of service, the link to this tribute page is also printed on it. It makes it far easier to add Gift Aid to the amount raised for charities, increasing donations by 25%.

All payments are handled directly by Much Loved and donations are transferred to the nominated charity or charities directly by BACs payment on the 15th of each month. Much Loved charge a merchant fee for each donation that they process. Charitable organisations must agree to the terms and conditions directly with Much Loved before any donations are processed. Requests for refunds and transaction queries need to be addressed directly with Much Loved. We appreciate that some family members or friends may not be familiar with how to donate online and still wish to write a cheque or put cash into a charity envelope. Should it be requested to raise donations, a donation box will be placed in the flower court flowing the service. Once ready, the funeral director or allocated staff member will take the donation box into the office, if at Kirkleatham Crematorium. Here the money will be decanted into a black sealable envelope. This is carried out in the office as cameras as there and usually a crematorium staff member. If the service has taken place elsewhere, the donation box is placed directly into one of our vehicles and the money raised will then be transferred into a sealable envelope while back at the office. Alternatively, the donations will be decanted while in the flower court and then the envelope given directly to the client.

Any donation money returned to the office will be labelled to include the name of the deceased and stored within the safe. Donation money is not counted but will be given back to the client directly. If requested, and ONLY when there is a local charity shop, Roseberry Funeral Service will take the sealed envelope to the charity shop. Here it is then to be counted and a confirmation slip should be provided by the charity for our records.

It is to be noted that any funeral services that take place within a Church, it is the responsibility of the Church to manage donations raised within their trust.