

Professional Funeral Care

Here to help in  
your time of  
need

**Kenna and Turner**

INDEPENDENT FUNERAL DIRECTORS

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# 1.Introduction

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## An introduction to our services

At Kenna and Turner Funeral Directors, we pride ourselves on our friendly yet highly professional service. Founded over 125 years ago, and in its 4th generation of the original family, we have been serving the families of Wallasey and the surrounding areas to the very highest standards.

We provide our services 24 hours a day, 365 days a year and we are just a phone call away to be of service at the most difficult and sad time, endeavouring to ease the uncertainty and distress or bereavement.

Our biggest aim as funeral directors is to make sure that your personal wishes regarding the funeral arrangements are carried out from traditional to modern, from religious to humanist. We are here to help you during difficult periods - plan a funeral with the help of our specialists.



## Meet the team

At Kenna and Turner we are extremely proud of our staff. We have been established over 125 years and our Funeral Directors have over 100 years' experience between them. Our team of Directors, Bearers and Drivers set the high standards that are expected with funeral services. Our staff come from varied backgrounds but all share the same values to ensure loved ones are treated with utmost respect at all times.

## 2. What to do when someone dies

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Kenna and Turner Independent Funeral Directors offer professional and compassionate funeral services across Wirral and the surrounding Wirral area. Choosing a funeral director can be a stressful and daunting task so let us help you with our professional and friendly services.

The first course of action to take when someone dies is to obtain a Medical Certificate stating the cause of death from a doctor. You must use this certificate to register the death at a local register office within five days unless the death has been referred to a coroner. The Wirral register office is Birkenhead Town Hall, you can find its opening hours and contact details by [clicking here](#).

Once you have registered the death you will then need to decide on a funeral director who will make all the arrangements for the funeral. After the funeral, The Registration Office will issue you a Certificate for Burial or Cremation as well as the Death Certificate.

### Check out our check list of things to do when a loved one passes

- Contact doctors/hospital to arrange collection of the death certificate
- Make appointment at the Registrars
- Telephone bank/building society to inform them of the death

The following options are things you may or may not have chosen

- Choose music for the service and let Kenna and Turner know who will obtain these tracks for you.
- Order of service booklets - Do you want photographs, if you let the office know we will show you samples of orders of service booklets.
- Deliver clothes into the office
- Obituaries in the local and national newspapers Kenna and Turner can arrange these for your family
- Meeting with the clergy/humanist minister
- Arrange chapel visit
- Floral Tributes can be ordered through Kenna and Turner or independently
- Kenna and Turner have a nice collection of Flower cards for you to choose from
- In lieu of flowers you can opt for donations if so we can provide a donation box for you just let the office know which charity you have chosen



# 3. How to arrange a funeral

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## What you need to know

Planning a funeral is an overwhelming situation to be placed within. It's expected that a mixture of emotions will be experienced, with a large focus on sadness. Yet, it's important to remember that a funeral is a memorial service, a time to celebrate the lives of those who meant something to us. It is a time to reflect and cherish old memories, while uniting loved ones.

It is understandable that planning a funeral service is something that most individuals will prefer to avoid in life. This however unfortunately cannot and shouldn't be avoided, paying tribute to a close person who has died.

If you're unfortunately arranging a funeral for close friends or family members, or hope to plan your own funeral, there are many plans to put in place. Here at Kenna and Turner, we are independent funeral directors, offering bereavement support and funeral arrangements at difficult and sad times. Here's our guide on what you need to know when planning a memorial service.



# The steps of planning a funeral

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## Selecting the right type of funeral service

Depending on family traditions, religions or personal preferences, there are a range of funeral services available. Now more than ever, memorial services are becoming personal, catering to the wishes of those who have sadly passed. No matter whether a burial or cremation is selected, a funeral service can be worked around those wishes.

## Finding a supportive funeral director

There are many funeral directors now available in the market. Yet, as a funeral is a personal, emotive experience, it's important to find a suitable funeral director that will follow your wishes. Through this difficult time, our funeral directors here at Kenna and Turner will value your preferences, while helping you select the most suitable arrangements for your loved one.

Our directors are professional, compassionate and experienced in ensuring that every memorial is personal, while offering a supportive shoulder at this difficult time.

## Finding a suitable venue and date

Both of these funeral arrangements again fall down to personal preferences. Some of our previous clients prefer a smaller, intimate memorial, while others favour a religious funeral at a chapel. No matter your personal preference, we will aim to set a convenient date, while providing enough time to make all funeral arrangements.

## Choosing who will lead the funeral service

Funeral services can be held by a number of different people. The most common selections include religious ministers, funeral directors, a loved one or a non-religious minister. Arrangements can be made for either of these options, to work with your selected venue.

## Personalisation

Funerals are a personal time. They are a time for loved ones or close friends to grieve and remember. With this in mind, personal touches can offer a celebratory outlook, hoping to ease this difficult bereavement stage. See the available personal touches below through our funeral arrangements.

## Creating an online funeral notice/obituary

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## Planning a reception

If you're hoping to further celebrate the life of a loved one, a reception is a great way to bring family members and funeral attendees together. We highly recommend selecting a relaxed environment, close to your chosen service venue.

## Personalising a memorial service

Alongside the common funeral arrangements, there are some personal touches that can be added to make this difficult time a celebration of life.

- **Order of service:** An order of service is a great way to involve attendees, along with personalising the service. You can select from hymns, funeral poems, songs, photographs and reception details.
- **Music, prayers and readings:** For religious funerals, prayers are a large focus of the ceremony. Through our funeral arrangements, you'll have the opportunity to select suitable readings, music or prayers to remember and pay tribute to your loved one. If you're arranging your own funeral, this is a great way to add a touch of personality.
- **Flowers/ charitable donations:** In today's funerals, sending flowers aren't as common, usually seen as an option for close relatives. Instead of funeral flowers, individuals are now opting for charitable donations, usually inspired to raise money for foundations or healthcare departments.
- **A procession route:** While arranging funeral transport, a procession route can be selected. This can include for the initial journey to start from the home of a passed individual, their favourite place or a personal journey.

# 4. Our Services

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## Pre Paid Plans

The passing of a loved one often prompts many people to consider the provisions they have made for the future and consider funeral planning. With a funeral plan, you can relieve your family of the financial stress and any worries about your funeral arrangements.

If you would like to know more about the benefits of taking out a funeral plan, contact us on **0151 638 4444** or **visit us at your local office.**

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## Direct Cremation Services

Our simple farewell direct cremation service is an alternative to our traditional funeral service that we offer. Our families will still get our highly professional and sympathetic service throughout.

The following are all included in the cost:

- Transfer your loved one into the care of Kenna and Turner In Office Hours
- Completing of all necessary paperwork
- Care of your loved one prior to the cremation
- Suitable coffin for cremation
- Coffin bearers
- Dealing with our local crematorium to arrange cremation time of our choosing
- Transporting your loved one in our modern purpose built hearse to the crematorium
- Return cremated remains to our office for collection or deliver them to your chosen address

If you would like to know more about the benefits of taking out a funeral plan, contact us on **0151 638 4444** or **visit us at your local office.**

Total cost: **£1495.00**

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## Coffins

When you lose a loved one, one of the most important aspects of planning the funeral is to choose the right coffin or casket. We understand that this will be a stressful time so our friendly staff at Kenna and Turner are trained to be helpful and sensitive throughout the planning of the funeral.

As a family business with over a century of experience, we understand that families find choosing a coffin a difficult step. Not only does it symbolise the reality of the bereavement, it can be stressful to find a coffin that represents your loved one appropriately. That is why we have a wide range of coffins and caskets available in a variety of colours, shapes and materials. We can also provide flowers, flags and picture frames to place around the coffin to add a personal touch. Have a look at some of our available products below, we have plenty more available if you can't find what you're looking for

If you would like to know more about our coffins, contact us on **0151 638 4444** or **visit us at your local office.**

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## Our Fleet

Our fleet consists of a modern Black Volvo hearse and matching Limousine which can seat up to 7 passengers as well as one Ford Galaxy people carrier which can carry up to 6 people each. We are able to arrange further limousines if required.

All of our vehicles are updated every 4 years.

As well as our modern fleet we can provide:

- Horse drawn hearse with either black or white horses
- VW camper hearse and limousines
- Lorry hearse funeral
- Route master bus hearse
- Motorbike hearses

If you have any other preferences please let us know, we are sure we can accommodate, contact us on **0151 638 4444** or **visit us at your local office.**

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## Printing

To provide the most fitting and extra special service for your loved one and to add that something extra for those who will be attending, we offer a printing service. All of our print is elegant and can be personalised to the individual; adding pictures, quotes, poems etc. can serve as a lovely memento for those in attendance. Our print work is of a very high standard. Examples of our print and stationery includes:

- Order of service
- Memorial books
- Memorial cards
- Condolence books

If there are any other print requirements please do not hesitate to ask us. Contact us on **0151 638 4444** or **visit us at your local office.** 

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## Memorial Work

Our memorials are expertly handcrafted and carved to the highest standard and to the exact specification required. We can advise you on all aspects of your memorial choice. The initial enquiry right up to the final stage of fixing is overseen by our own staff to ensure that the memorial we provide is of the highest standard. We pride ourselves on the quality of our memorials.

We offer an extensive range of beautiful standard designs. Each memorial can be personalised via small changes in design and inscription. Please contact us to discuss any requirements you may have. For those requiring something individual we can provide design and consultation services.

If you have any other preferences please let us know, we are sure we can accommodate, contact us on **0151 638 4444** or **visit us at your local office.** 

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## Repatriation

At Kenna and Turner we offer a comprehensive incoming and outgoing repatriation service, to or from any country in the world. The process of repatriation can be a complicated task, but our repatriation service is supported by our experience in funeral arrangement and repatriation. We take the worry and unnecessary complications away.

Our service can include translators, of all languages, and help with any regulations, documentation, transport, customs or permits. Every repatriation is different so please feel free to contact us to discuss your case in detail. Contact us on **0151 638 4444** or **visit us at your local office.** 

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## 5. Price List

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### **Attended Funeral (funeral director's charges only) £2,350**

This is a funeral where family and friends have a ceremony, event or service for the deceased person at the same time as they attend their burial or cremation.

Taking care of all the necessary legal and administrative arrangements £840

Collecting and transporting the deceased person from the place of death (normally within 15 miles of the funeral director's premises) into the funeral director's care £270

Care of the deceased person before the funeral in appropriate facilities, The deceased person will be kept at both the funeral director's branch premises and at other non-branch premises £445

Providing a suitable coffin - this will be made from veneer £335

Viewing of the deceased person for family and friends, by appointment with the funeral director (where viewing is requested by the customer) No charge

At a date and time you agree with the funeral director, taking the deceased person direct to the agreed cemetery or crematorium (normally within 20 miles of the funeral director's premises) in a hearse or other appropriate vehicle £460

### **Unattended Funeral £1,495**

This is a funeral where family and friends may choose to have a ceremony, event or service for the deceased person, but they do not attend the burial or cremation itself.

Burial (funeral director's charges only) £1,600

Cremation (funeral director's charges plus the cremation fee) £1,495

## Fees you must pay

**£1,495**

For an attended or unattended burial funeral, the burial fee.

In this local area, the typical cost of the burial fee for local residents is:

**£795**

For a new grave, you will also need to pay for the plot: for an existing grave with a memorial in place, you may need to pay a removal/replacement fee. In addition, the cemetery may charge a number of other fees.

In this local area, the typical cost of the burial fee for local residents is

**£575-£884**

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Please discuss any specific religious, belief-based and/or cultural requirements that you have with the funeral director.

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## Additional funeral director products and services

This funeral director may be able to supply a range of optional, additional products and services, or to arrange (on your behalf) for a third party supply them. Examples include:

Additional milage (price per mile) **£2.00**

Additional transfers of the deceased person's body (e.g to their home, to a place of worship etc.) (price per transfer) **£175**

Collection and delivery of ashes **No Charges**

Embalming **£165**

Funeral officiant (e.g celebrant, minister of religion etc.) **£200**

Services supplied outside of normal office hours **£POA**

The funeral director can give you a full list of what they can supply. They are likely to charge for these additional products and services, so you may choose to take care of some arrangements without their involvement, or you can use a difference supplier