



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.

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|---|---|--------------------|--------------|--------------------------|---------------------------|
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| https://nottinghamcc.sharepoint.com/sites/EXT-DirGov/Shared Documents/05 Fleet & SHEQ Services/Bereavement Services/Policy/Bereavement Services Policy Operating Model Summary Guide 2026-2030.docx | | | | | Page 1 of 3 |



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. 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.

9. Key Facts

| Facts or Information | Details |
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| 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 |



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| 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 (Flight Path) |
| 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.

Restricted Airspace Warning: Southern Cemetery is adjacent to the East Midlands Airport flight path and therefore falls under restricted airspace regulations due to potential drift. The use of drones or fireworks in this area is strictly prohibited. Breaches will result in police involvement and may lead to prosecution.

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