

THE
LITTLE
GREEN
BOOK

Your Guide to
Arranging Funerals

AUSTIN'S

FAMILY FUNERAL DIRECTORS

• ESTABLISHED 1700 •



Your Guide to Arranging Funerals

THIS handbook, '*The Little Green Book*' is provided to help you with almost everything you may need to know about arranging a funeral and issues you may be faced with thereafter.

SHOULD you be unsure of anything, or require further information, please do not hesitate to contact any of our branches.



AUSTIN'S

FAMILY FUNERAL DIRECTORS

• LOCAL FUNERAL DIRECTORS FOR TEN GENERATIONS •

STEVENAGE

AUSTIN'S, 21 HIGH STREET, STEVENAGE, HERTFORDSHIRE SG1 3BG

TELEPHONE 01438 316623

BUNTINGFORD

AUSTIN'S, THE OLD FIRE STATION, STATION ROAD, BUNTINGFORD,

HERTFORDSHIRE SG9 9HT

TELEPHONE 01763 274111

HARPENDEN

AUSTIN'S, 53-55 HIGH STREET, HARPENDEN. HERTFORDSHIRE AL5 2SL

TELEPHONE 01582 762570

HERTFORD

AUSTIN'S, 48 ST ANDREW STREET, HERTFORD, HERTFORDSHIRE SG14 1JA

TELEPHONE 01992 582052

HITCHIN

AUSTIN'S, 76-77 HERMITAGE ROAD, HITCHIN,

HERTFORDSHIRE SG5 1DB

TELEPHONE 01462 438422

HODDESDON

AUSTIN'S, 77 HIGH STREET, HODDESDON, HERTFORDSHIRE EN11 8TL

TELEPHONE 01992 471709

KNEBWORTH

AUSTIN'S, 138 LONDON ROAD, KNEBWORTH, HERTFORDSHIRE SG3 6EY

TELEPHONE 01438 812365

LETCHWORTH

AUSTIN'S, 13 LEYS AVENUE, LETCHWORTH, HERTFORDSHIRE SG6 3EA

TELEPHONE 01462 684292

WARE

AUSTIN'S, 32 HIGH STREET, WARE, HERTFORDSHIRE SG12 9BY

TELEPHONE 01920 468551

WELWYN

AUSTIN'S, 16 HIGH STREET, WELWYN, HERTFORDSHIRE AL6 9EQ

TELEPHONE 01438 714686

WELWYN GARDEN CITY

AUSTIN'S, 33 WIGMORES NORTH, WELWYN GARDEN CITY,

HERTFORDSHIRE AL8 6PG

TELEPHONE 01707 390018



HARWOOD PARK CREMATORIUM & GARDENS

HARWOOD PARK CREMATORIUM, WATTON ROAD, STEVENAGE,

HERTFORDSHIRE SG2 8XT

TELEPHONE 01438 815555

STOTFOLD CEMETERY CHAPEL

MILL LANE, STOTFOLD, HERTFORDSHIRE SG5 4NU

Enquiries for use of the chapel:

TELEPHONE 01438 794420

For location maps please turn to the back of this handbook

www.austins.co.uk

e-mail: funerals@austins.co.uk



THE Austin Family has served the community, as funeral directors, for over three centuries.

OUR commitment to bereaved families has established Austin's as Hertfordshire's leading, family-owned and operated, funeral director.

THOSE working within our family business are proud to provide a standard of professionalism, dedication and depth of knowledge, recognised by both members of the public, professionals and other funeral directors.

THE family designed and built Harwood Park Crematorium and Memorial Gardens in 1997, to further serve the needs of the local community.

THE Austin Family is committed to the continued provision of a caring, sympathetic and sensitive service to the bereaved and their loved ones for many years to come.



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WHAT TO DO WHEN SOMEONE DIES

WHEN someone dies it is quite usual for the family to contact a Funeral Director immediately.

AT Austin's, we provide a 24-hour service to support families at this difficult time. We are able to advise on the actions required for the funeral arrangements to be made.



WHEN A DEATH OCCURS AT HOME

A death occurring at home is often the result of a long illness and although expected is still distressing.

IN such cases the deceased's doctor should be contacted in order for the death to be certified. If the death has occurred outside surgery hours or the deceased's doctor is unavailable it is usual for another doctor to attend. Once the doctor has attended, the deceased can be taken into our care at the appropriate Austin's premises.

LATER that day or the following day the doctor will issue a Medical Certificate, which will give the cause of death. This will be emailed directly to the Registrar.

The Medical Certificate is required in order for the death to be registered and the Registrar will only make an appointment once they have received the certificate. IF the doctor attending is unable to ascertain the cause of death, or the deceased has not been in the care of their doctor within the last 28 days, the doctor will refer the death to the Coroner.

IN this instance the doctor may contact the Funeral Director nominated by the Coroner, which may not be Austin's, and

arrange for the deceased to be taken to a local hospital. However, should the family prefer, we will take the deceased into our care prior to being transferred to the hospital. This can only happen if the Coroner allows us to do so.



WHEN A DEATH OCCURS IN HOSPITAL

WHEN a death occurs in hospital and the family is not present at the time, the nursing staff will notify them. We may then be contacted in order for the funeral arrangements to be made.

THE hospital doctor caring for the deceased will issue the Medical Certificate. This will be emailed to the Registrar. The hospital may require the next of kin to sign a 'Transfer of Care Form' prior to releasing the deceased into our care.



WHEN A DEATH OCCURS ELSEWHERE

IF a death has occurred away from the deceased's home area, assuming that the cause of death can be established, the Medical Certificate will be issued by their own doctor in consultation with the local doctor who attended the deceased or by the hospital doctor in that area. Where the cause of death can not be ascertained the death will be referred to the local Coroner.

WHERE a death has occurred away from the deceased's home area we will arrange for them to be collected from the hospital or another Funeral Director, if appropriate. If the deceased is abroad we will advise and assist the family in the arrangements necessary for them to be returned home.

REGISTERING THE DEATH

ONCE the Medical Certificate has been issued the death must be registered at the Registry Office in the district where the death occurred. This must be carried out within 5 days of the death. It is necessary to make an appointment to attend the Registry Office.

Regional contact details:

Hertfordshire Registration District

Telephone 0300 1234 045 www.hertsdirect.org

Registry Offices:

Stevenage, Hitchin & Letchworth

Danesgate, Stevenage

Welwyn, Welwyn Garden City & Hatfield

19b St. Albans Road East, Hatfield

Hertford, Ware & Hoddesdon

County Hall, Pegs Lane, Hertford

Buntingford

2 Hockerill Street, Bishops Stortford

Harpenden & St. Albans

The Gatehouse, 1 Victoria Square, St Albans

IF you are unable to attend the Registry Office, which covers the area where the death occurred you may attend a Registry Office of your choice with the particulars of the deceased, in order to make a declaration. This will then be forwarded to the district where the death took place for registration. In such cases, there may be some delay in the certificates being released. The arrangements for the funeral can not proceed until the death has been registered.

WHEN registering the death the following documentation and information will be required:

- The Medical Certificate of the cause of death (emailed directly to the Registrar)
- The deceased's Medical Card, if possible
- The deceased's birth and marriage certificates, if available
- The date and place of death
- The full name of the deceased and maiden name, where appropriate
- The usual address of the deceased
- The date and place of birth of the deceased
- The deceased's occupation and name and occupation of their spouse
- Whether the deceased was receiving a pension or allowance from public funds
- The date of birth of any surviving spouse

ON completion of registration, the registrar will issue the following:

A CERTIFICATE FOR BURIAL OR CREMATION

This is a green form, which should be brought to us in order that the arrangements for the funeral may proceed.



THE ROLE OF THE CORONER

IF the death has occurred in any of the following circumstances, the doctor attending the deceased may decide

to report the death to the Coroner:

- As a result of an accident or injury
- An industrial disease is suspected
- During a surgical operation or before recovery from an anaesthetic
- The death was sudden and unexplained
- The cause of death is unknown

WHERE the deceased has not been seen by their doctor within 28 days prior to the death, the death must be reported to the Coroner.

WHEN a death has been referred to the Coroner, registration of the death can not be carried out immediately.

YOU will be contacted by the Coroner's Officer who will advise you what to do. Please inform us if you have not been contacted within two working days.

THE Coroner may decide that a post mortem examination should be carried out, the consent of the family is not required. However, the family may wish to be represented at the post mortem examination by a doctor. The family must advise the Coroner if this is the case and he/she will advise them of the time and location of the examination.

IF the post mortem examination reveals that the death was due to natural causes the Coroner will issue Form 100B. This will usually be sent directly to the Registry Office and the Coroner will advise you when you may attend to register the death. You should attend with the documentation and details given under 'Registering the Death'.

IF the deceased is to be cremated, the Coroner will also issue a Certificate for Cremation (Form 6) which will be issued to us in order that the arrangements for the funeral may proceed.

IF the cause of death remains uncertain following the post mortem examination, the Coroner may request that an inquest be held. This takes the form of a public hearing and the family of the deceased may attend. Unfortunately, the need for an inquest may delay the funeral arrangements. However, provided no further examination of the deceased is required, the Coroner may issue an Order for Burial or Certificate for Cremation, which will enable the funeral to take place prior to the conclusion of the inquest. Upon request, The Coroner will issue an interim certificate of fact of death (a temporary death certificate).



MAKING THE ARRANGEMENTS

THE arrangements for the funeral are generally made by attending one of our offices, all of which have comfortable and private arrangement rooms. Although it is not necessary to make an appointment, advance notice of your attendance would be appreciated. Should you have difficulty in attending our premises, we will be happy to make an appointment to visit you at home.

ONE of our Funeral Administrators will spend time explaining the options available to you and will organise all aspects of the funeral service. You will receive an Austin's Information Folder which includes various brochures and other literature relevant to the services offered by Austin's.

HAVING made the arrangements you will receive an itemised written estimate and confirmation of the arrangements.



ARRANGEMENT ROOM

OBITUARY NOTICES

THERE may be many people you wish to inform of the death of your loved one. This may be achieved by publishing an obituary or death notice in a local or national newspaper, or online. This notice may include the date, time and location of the funeral and your wishes regarding floral tributes or donations. We can arrange any such notice for you, should you wish.



JEWELLERY AND PERSONAL POSSESSIONS

WHEN we receive your loved one into our care, they may be in possession of jewellery or small personal items. Please advise us if you would like these to remain with the deceased, otherwise they will be returned to you.

SMALL mementoes and tokens may be placed in the coffin but please inform us of your intention to do so.



PREPARATION OF THE DECEASED

ONCE the deceased is received into our care we will prepare them for the funeral in accordance with your wishes. Prior to the funeral, many relatives and friends choose to visit their loved one in one of our chapels of rest. In such cases more extensive preparation is carried out in the form of embalming. In most cases, this will enable you to visit up to the day of the funeral.

THE deceased may be attired in one of our gowns. Alternatively, you may prefer to provide us with clothing for the deceased. Please advise us of anything specific regarding the appearance of your loved one and we will do our best to meet your wishes. You may wish to provide us with a photograph of your loved one to assist us.



CHAPELS OF REST FOR THE DECEASED

WE provide chapels of rest at all our offices in order for you to visit your loved one. These are private rooms where you may spend as long as you wish with them. Visiting is available during office hours, in the evening and at weekends. We request that you telephone in advance in order to make an appointment.



VEHICLES FOR THE FUNERAL

WE operate an up to date classic fleet of black funeral vehicles. Your loved one will be conveyed to the funeral

service in a hearse. Many families choose to follow the hearse in one or more of our limousines, which comfortably accommodate six passengers. The funeral cortege will collect you and other family members from an address of your choice. You will be taken, in the limousines, to your chosen destination following the funeral service.

AS a special alternative, we are able to provide a traditional horse-drawn hearse. Other appropriate modes of transport may be arranged on request.



OUR CLASSIC FLEET OF BLACK FUNERAL VEHICLES

LOCATION OF THE FUNERAL SERVICE

THE location of the funeral will depend largely on whether burial or cremation is selected. In either case a traditional Church service may be held, followed by a burial in a Churchyard or cemetery or a committal service at the crematorium.

ALTERNATIVELY, the entire service may take place at the crematorium or cemetery.



HARWOOD PARK CREMATORIUM

HARWOOD Park Crematorium is situated on the south side of Stevenage and is ideally located to serve funerals arranged at any of our offices.

HARWOOD Park is owned and operated by the Austin Family. It is set amidst colourful and well-tended memorial gardens and surrounded by peaceful open countryside.

YOU are welcome to visit Harwood Park prior to the funeral service, where a member of staff will be available to answer any queries you may have. Please telephone in advance where possible on 01438 815555.



AUSTIN'S NATURAL BURIAL PARK

AUSTIN'S Natural Burial Park is located adjacent to the Memorial Gardens at Harwood Park, over-looking the stunning views of the Hertfordshire countryside. The area is left to meadow but planted with mature London Plane Trees.

ALL burial plots are single depth but also allow for the burial of the cremated remains of up to six people. The focus is on returning your loved one to nature. The deceased is not embalmed and must be dressed in natural biodegradable clothing. A selection of natural coffins is available, including bamboo, banana leaf, water hyacinth, wicker and woollen. The grave is marked with a simple wooden name plaque which biodegrades over time. However, every grave is identified by an underground electronic chip in order that the exact location of your loved one can always be identified.

PRIOR to the burial, a funeral service may take place in our chapel at Harwood Park, at another location or at the graveside. A hand wheeled coffin bier is available to transfer the deceased from the Chapel or the hearse to the graveside.

The burial of your loved one at our Natural Burial Park is available exclusively through Austin's Funeral Service.



FUNERAL OFFICIANTS

A funeral service may be officiated by one of the following:

- A Minister of any religion
- A Humanist Officiant
- A Civil Celebrant

OUR Funeral Administrator can assist you in selecting the most appropriate officiant and liaise with them for you.

ON occasion, a family may decide to conduct the proceedings of the service themselves. This is perfectly acceptable.



MUSIC FOR THE FUNERAL SERVICE

MUSIC, for many, is an integral part of the funeral service and many types of music are now played at funerals. Live music may be arranged including Scottish pipers. If required, our Funeral Administrator will help you with your choice.



FUNERAL STATIONERY

We will be pleased to provide funeral announcement cards and service sheets are available in a variety of designs.

ATTENDANCE cards can also be provided. These are completed by mourners attending the funeral service. They are of particular value for funerals attended by a large number of people, as they serve as a record for the family. We can arrange for these to be handed out on arrival and will forward them to you following the service.



FLORAL TRIBUTES

FLORAL tributes are a traditional way of paying one's last respects to those dearly departed. All our offices carry photographs of appropriate wreaths and floral arrangements, which may assist you in making your tribute of choice. There is also the *Austin's Floral Tribute Collection* which is designed and created by local florist, Daizy Flowers, offering a comprehensive selection of popular and bespoke floral tributes. These can be purchased online at:

www.austins.co.uk

ALTERNATIVELY, our Funeral Administrator will be happy to order the flowers through a local florist for you. It is usual for floral tributes to be delivered to Austin's on the morning of the funeral. These will then be displayed in the hearse for the journey to the funeral service.

AFTER a burial service the flowers will usually be placed on the grave, whereas in the case of a cremation they will be displayed in the flower court at the crematorium. For a cremation at Harwood Park the flowers will remain on display for three days, enabling mourners to return to view them, or to take photographs.



VISUAL TRIBUTES

YOU may wish to include a visual tribute during the funeral service. This might be a simple static image of your loved one or slideshow or film of their life. This can be arranged at any funeral service location. The funeral service can also be live streamed. This enables mourners who are unable to attend in person to watch the funeral service as it takes place from anywhere in the world. A recording of the service is also available on request.



MEMORIAL DOVE RELEASE

WHITE doves have, for centuries, symbolised peace and love. A dove release may take place at any funeral service or the burial of ashes. The number of doves released may be significant to you. A single white dove symbolises the soul and spirit of the deceased, a pair of doves the rejoining of two departed souls or each family member may release a dove.

THE doves may be placed at the front of the Church or crematorium chapel during the service. Family members may release the doves themselves or assistance can be provided.



A MEMORIAL DOVE-RELEASE
SYMBOLISING PEACE & LOVE



ON THE DAY

ALL the information and details you have discussed with the Funeral Administrator will be conveyed to the Funeral Conductor. The Funeral Conductor will call you before the funeral to ensure that the proceedings on the day are in accordance with your wishes. They will be in attendance throughout the service and you may address any queries to them.



CREMATED REMAINS

THE final resting-place for the cremated remains/ashes of your loved one may be decided before or after the funeral service.

YOU may wish to consider scattering or burying them in the gardens at Harwood Park, where an extensive selection of memorials is available. Details of these will be sent to you following the service. The ashes can be retained at Harwood Park whilst you make your decision.

SHOULD you select a local cemetery or Churchyard for their interment we will collect the ashes from the crematorium and arrange for the burial to take place. This may be a simple gathering or a further service may be held.

YOU may feel you would like to have the ashes at home with you for a while or scatter or bury them in a more personal or private location. In which case, you may arrange to collect them from any of our funeral offices or the crematorium.

WE offer an attractive range of urns and caskets for cremated remains and a display of these can be seen by visiting our offices or Harwood Park.



CHARITABLE DONATIONS

MANY families feel that they would prefer friends and relatives to make a donation to a charity rather than sending floral tributes.

YOU may select any charity for such a purpose and we would create an online Tribute and Donation page for you. This is very simple to set up and would be accessed by you through the Austin's website. Our Funeral Administrator would be able to assist you with the content and wording of your page. THE website link can be forwarded to friends and family members across the globe enabling them to leave a message and place a safe and secure donation in memory of your loved one.

IF a donor is a UK tax payer, donations made with the addition of Gift Aid can greatly increase the financial benefit to the charity.

WE would advise you of the total sum collected for the charity and the names of the contributing donors.



THE AUSTIN'S CHARITABLE FUND

THIS is a charitable fund, which has been established by the Austin family, in order to support and benefit the local community. Each year a local charity is selected, by the Austin Family, as the beneficiary of the fund.

THE Company donates a proportion of its annual profits to the fund and any money raised during the year through events.



HOSPITALITY FOLLOWING THE FUNERAL

YOU may wish to hold a small reception or a larger gathering following the funeral service. We can assist you in arranging refreshments in your home, or in finding a suitable local venue.



FUNERAL CHARGES & FEES

A detailed price list is available on request from all our offices and can be found on our website.

THE funeral price list, estimate and invoice are divided into four parts:

1. Primary Charges
2. Other Choices
3. Additional Charges
4. Disbursements

Primary Charges include the essential charges of a funeral *ie*: the service charge, the coffin, the hearse and limousines. These, with the exception of a limousine, are the minimum components of a funeral.

Other Choices are additional services chosen by you. These may include the provision of a special gown, the use of our chapels of rest for visiting, placing the coffin into Church prior to the funeral service, the provision of a horse-drawn hearse, and the release of white memorial doves.

Additional Charges are those made for services in addition to the primary charges. These might include the removal of the deceased outside business hours, additional mileage charges, the removal and storage of an existing memorial stone,

preparation of the burial plot and the interment of cremated remains.

Disbursements are services supplied by an individual or company independent of Austin's. These include fees charged by doctors, ministers, cemeteries and crematoria. These costs are paid in advance, by Austin's, on your behalf.

AT the time of arranging the funeral you will receive a written estimate of the funeral costs.

Having agreed that the funeral will be carried out by Austin's, a deposit is required equal to the cost of the payments made in advance on your behalf (disbursements). Where assistance is being sought from the Social Fund, the difference between the anticipated entitlement and the total cost of the funeral is required as the deposit. This is payable at least two working days prior to the day of the funeral.

You are welcome to settle the full account in advance should you so wish. Otherwise, an invoice for the balance of the account will be sent to you during the week following the day of the Funeral Service. Full payment of the account is due within 21 days of the Funeral Service.



HARWOOD PARK MEMORIALS

HARWOOD Park Crematorium & Memorial Gardens are set within grounds of twenty acres and surrounded by peaceful countryside. The attractive gardens, including a children's garden, are open daily and offer a wide variety of memorials. Memorials, can be a living memorial such as trees or plants, stone memorials, plaques, our Book of Remembrance or

or benches and seats.

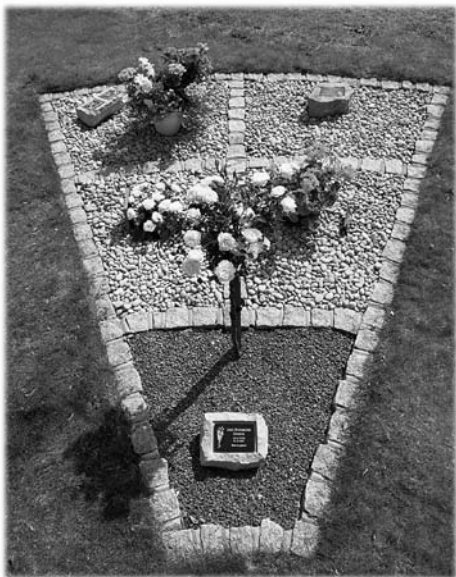
Regardless of whether the funeral took place at Harwood Park, our memorials are available to anyone.

Further information and a brochure of our complete range of memorials is available from any Austin's funeral office and Harwood Park.



HARWOOD VAULT PLAQUE • DEDICATED BENCH
REMEMBRANCE BOOK COMMEMORATIVE TEXT & ILLUSTRATION
PLAQUE SET INTO A RUGGED BOULDER





PLOTS OF VARIOUS SIZES & SHAPES
ARE AVAILABLE AT HARWOOD PARK
ENGRAVED FLORIS WALL PLAQUES
DEDICATED WOODLAND FLOWER VASE

CEMETERY AND CHURCHYARD MEMORIALS

THERE are a few basic rules that must be considered when selecting a Memorial for a Cemetery or a Churchyard.

MEMORIALS for CEMETERIES: Cemeteries are council maintained and usually allow any natural material. However, memorials must comply with the sizes laid down by the cemetery regulations.

MEMORIALS for CHURCHYARDS: Permission for memorials can only be given by the local incumbent if they comply with the rules laid down by the local diocese.

AUSTIN'S have established a working relationship with monumental stonemasons Instone Memorials in Stevenage. We have worked closely with the owners of Instone for many



CREMATION STONES • CHURCHYARD MEMORIALS

years and our customers benefit from their friendly, professional advice and their expertise. The contact details for Instone Memorials are:

INSTONE MEMORIALS

114A High Street, Stevenage, Hertfordshire SG1 3DW
Telephone: 01438 748476 Mail: hello@instonememorials.co.uk



PRE-PAID FUNERAL PLANS

YOU may buy a plan for yourself or for someone else. Our funeral plans are designed specifically to your requirements. There are no set arrangements and details of the plan can be as simple or as elaborate as you wish. They are designed to cover the funeral director's own costs. As long as the funeral and the requirements don't change, neither you nor your family will be asked to pay more for these costs, regardless of when the plan is needed or what happens to costs in the meantime. Our plans include a contribution towards disbursements, which are based on today's costs. These third party costs, however, are not guaranteed.



NAFD MEMBERSHIP

AUSTIN'S Funeral Service is a member of the *National Association of Funeral Directors*. We, therefore, operate in accordance with the Codes of Practice of the NAFD, a copy of which is displayed in all branches.



MEMBERSHIP OF SELECTED INDEPENDENT FUNERAL HOMES

THIS Association was founded in 1917 as National Selected Morticians (NSM) when a group of forward-thinking funeral professionals met to discuss a shared vision of mutual cooperation and the future of funeral service. Membership is by invitation only and is extended to worthy funeral homes after careful evaluation of their character, professional ability and reputation.

STOTFOLD CEMETERY CHAPEL

THIS historic building is set in a stunning rural location on Mill Lane on the edge of the north Hertfordshire village of Stotfold. The chapel is beautifully set in mature cemetery grounds at the foot of a small hill, with a spectacular tree lined avenue leading to a beacon at the top.

THE late Victorian chapel was constructed in 1895 to provide the local community with an attractive building in which to hold burial services for their loved ones.

Unfortunately in the last century the building fell into disrepair. Over a period of months, Austin's instructed a number of specialist firms and craftsmen to restore the chapel to its former glory. The brickwork has been cleaned and the wooden ceiling of the chapel fully restored. The solid wooden



THE RURAL SETTING OF THE CHARMING STOTFOLD CEMETERY CHAPEL

floor has been refurbished and the original pews French polished.

THE chapel is available for funeral services for families whose loved one is either to be interred in Stotfold Cemetery or cremated at a local crematorium.

THE chapel will seat approximately fifty mourners and is equipped with a traditional, wheeled coffin bier. The east doors to the chapel open onto the stunning avenue which leads through the centre of this beautifully maintained cemetery.

THE location of the cemetery and chapel can be found on the map at the back of this Little Green Book.

ENQUIRIES for the use of the chapel should be made to Austin's Funeral Service: Telephone 01438 794420 or 01438 316623.



STOTFOLD CHAPEL AS RESTORED BY AUSTIN'S APPOINTED CRAFTSMEN

USEFUL CONTACT NUMBERS

The Department for Work and Pensions Social Fund

Telephone 0345 600 0723

Cruse Bereavement Care

Telephone 01707 278389

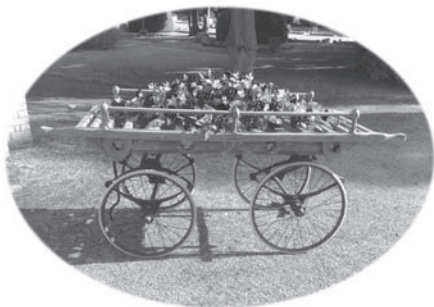
Probate and Inheritance Tax Helpline

Telephone 0300 123 1072

The Bereavement Register

To safeguard against uninvited, marketing telephone calls, following your loss.

Telephone 0800 082 1230 or,
www.thebereavementregister.org.uk



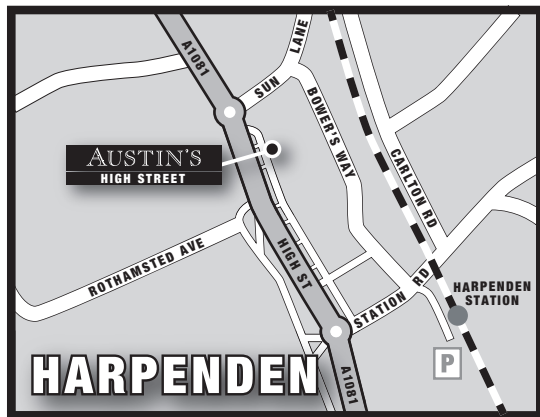
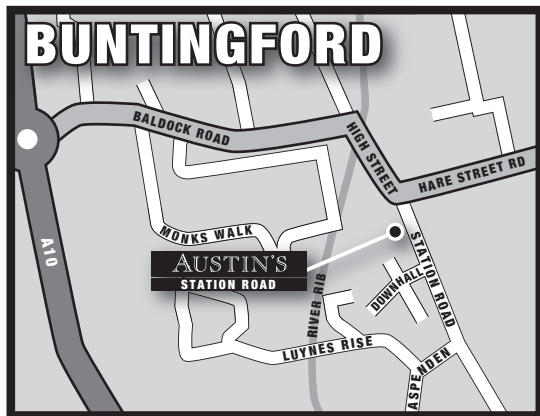
RESTORED COFFIN BIER WITH RED ROSE WREATH
AT STOTFOLD CHAPEL

AUSTIN'S, 21 HIGH STREET, STEVENAGE,
HERTFORDSHIRE SG1 3BG



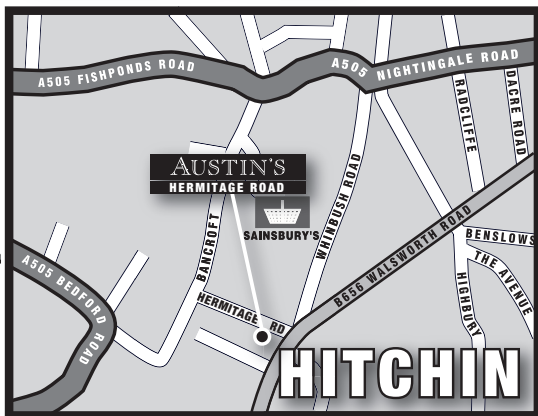
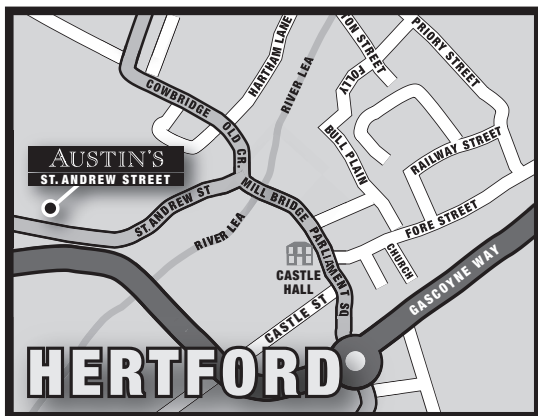
AUSTIN'S CHAPELS OF REST, 9-11 LETCHMORE ROAD,
STEVENAGE, HERTFORDSHIRE SG1 3JH

AUSTIN'S, THE OLD FIRE STATION, STATION ROAD,
BUNTINGFORD, HERTFORDSHIRE SG9 9HT



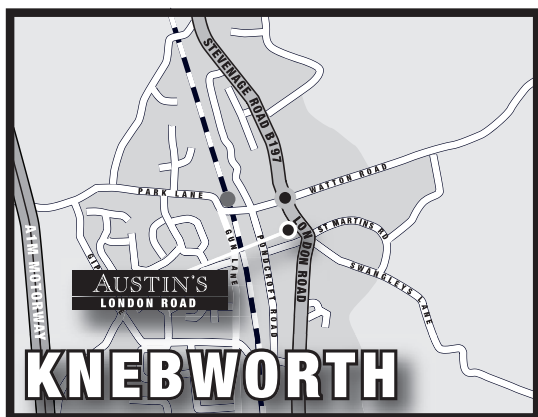
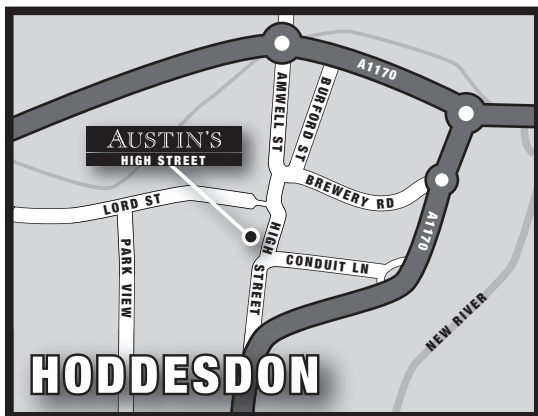
AUSTIN'S, 53-55 HIGH STREET, HARPENDEN
HERTFORDSHIRE AL5 2SL

AUSTIN'S, ST. ANDREW STREET, HERTFORD,
HERTFORDSHIRE SG14 1JA



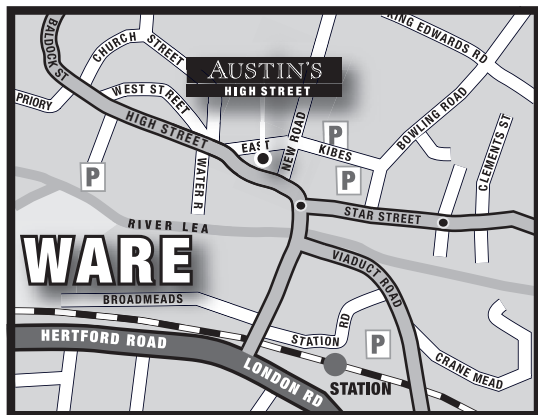
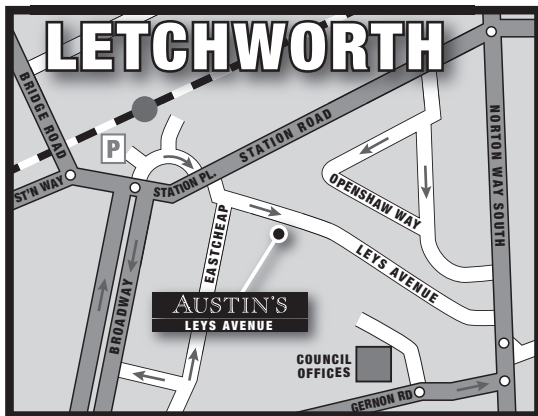
AUSTIN'S, 76-77 HERMITAGE ROAD, HITCHIN,
HERTFORDSHIRE SG5 1DB

AUSTIN'S, 77 HIGH STREET, HODDESDON
HERTFORDSHIRE EN11 8TL



AUSTIN'S, 138 LONDON ROAD, KNEBWORTH,
HERTFORDSHIRE SG3 6EY

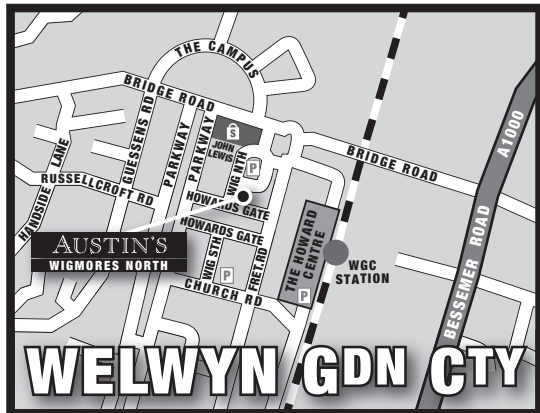
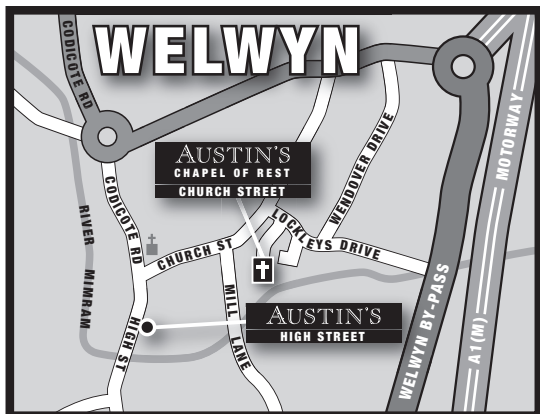
AUSTIN'S, 13 LEYS AVENUE, LETCHWORTH
HERTFORDSHIRE SG6 3EA



AUSTIN'S, 32 HIGH STREET, WARE
HERTFORDSHIRE SG12 9BY

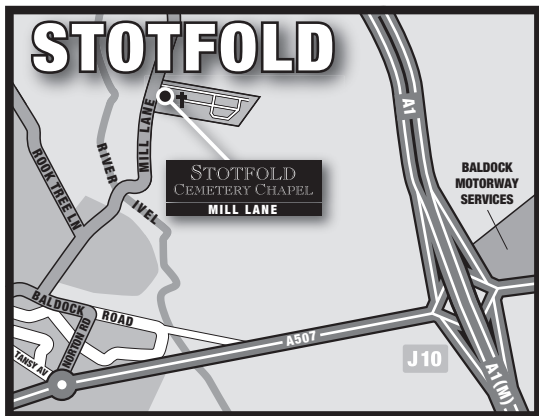
AUSTIN'S, 16 HIGH STREET, WELWYN,
HERTFORDSHIRE AL6 9EQ

AUSTIN'S CHAPEL OF REST - CHURCH STREET
TITMUS YARD, WELWYN, HERTFORDSHIRE AL6 9LW



AUSTIN'S, 33 WIGMORES NORTH, WELWYN GARDEN CITY,
HERTFORDSHIRE AL8 6PG

HARWOOD PARK CREMATORIUM, WATTON ROAD,
STEVENAGE, HERTFORDSHIRE SG2 8XT



STOTFOLD CEMETERY CHAPEL, MILL LANE, STOTFOLD,
HERTFORDSHIRE SG5 4NU

