



L.A.  
**MUHLEISEN**  
& SON  
FUNERALS MEMORIALS CREMATIONS

[www.muhleisen.com](http://www.muhleisen.com)

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[info@muhleisen.com](mailto:info@muhleisen.com)



**General Price List**

*These prices are effective May 31, 2021  
but are subject to change without notice*



*Our Legacy of Service . . .*

Our family-owned and operated business began in 1885 with our founder, L. A. Muhleisen. Offering of quality services at the best value is the cornerstone on which we were founded. The continuation of that belief has led to our success as the leading funeral service firm in the River Parishes . . . your assurance that we will be here tomorrow to help your family.

*A Word About our Funeral Directors and Professional Staff . . .*

L. A. Muhleisen & Son's reputation for caring, quality service stems from the dedication of our professional staff. Our directors and professional staff are experienced at guiding you carefully and compassionately through each step of the arrangement process, answering every question, offering suggestions, providing help in personalizing the service, giving you the freedom to create the perfect goodbye and helping you meet your every need through the service and afterwards, to assure your complete satisfaction.

*Saying Goodbye . . .*

It's never easy, but saying goodbye is a natural and healthy part of the grieving process. At our funeral home this can take place in a number of ways. From a more traditional ceremony joined by family and friends, to a private, meaningful service with your immediate family. Regardless of how you want to say goodbye, our professional staff is ready to serve.

*Sharing the Story . . .*

A caring parent, a lifelong friend - every life has a story to tell. Our staff will help you share that story in a unique and appropriate way. We believe in celebrating the life of the individual by recognizing how they touched the lives of others. This is the story that we all have to share.

*You Have Choices . . .*

L. A. Muhleisen & Son offers a complete selection of funeral services and merchandise, not dependant on size, budget or beliefs. If there is an element or item you wish to include in the funeral service that is not listed in this General Price List, please don't hesitate to discuss it with a funeral director. We will do our very best to ensure any wish can happen, as we are committed to providing exactly what you and your family desires. Additionally, choosing a

*Value Added Packages . . .*

Offer you the benefit of simplicity of choice and substantial savings. We have included all service expenses involved in the funeral, except those provided by others.

**Most commonly:**

- ◇ Certified Copies of Death Certificate - Louisiana Vital Records charges \$9 for the first copy and \$7 for each additional copy,
- ◇ Clergy Honorarium - Most clergy humbly accept an honorarium, some ask that no gift be made at all, while others ask that a contribution be made to the church. Accordingly, your decision to give a contribution is a personal one. Your funeral director can guide you in the process,

- ◇ Newspaper - The fee to run a death notice in the *Times-Picayune - The New Orleans Advocate* is based on the number of days that the notice appears. There is no additional charge to include a photograph or symbol. *L'Observateur* and *The St. Charles Herald Guide* also charge to run an obituary. We can assist with preparing and placing the obituary in these or any other newspaper of your choice,
- ◇ Cemetery - Cemetery charges for the interment, (opening and closing the grave, vault, tomb or crypt) and inscription vary according to each cemetery and type of interment,
- ◇ Florals - Prices vary according to the type of flower, arrangement and the quantity selected. Flowers have played an important role in funeral customs because of their fragrant beauty and comforting qualities and they remain as one of the most beautiful ways to express our condolences when words fail us. There are many fine florists in our area that meet these needs, and
- ◇ Police Escort - Some jurisdictions provide an escort at no charge as a public service and others consider this to be a paid detail and impose a fee. The Jefferson Parish Sheriff's Office and the New Orleans Police Department both charge for this service. We can assist with contacting the police department(s) with jurisdiction and request an escort on your behalf.

*When Arranging a Funeral . . .*

If you have any financial concerns at all, please discuss them with our staff who will explain what elements of the funeral process might have the greatest effect on the end cost. Be assured of our pledge to you, that whatever decision you make regarding any funeral, we will provide the same exceptional level of service and care that has made L. A. Muhleisen and Son the preferred funeral service provider of many metro area families.

*Payment Policy . . .*

Payment is expected at the time of the arrangement conference. In keeping with that, we offer several payment options for those we serve. Payment options include: cash, check, credit card, (Visa, MasterCard and Discover), Prepaid Funeral Plan Funds, and/or irrevocable assignment of proceeds of a verified insurance policy. Our staff offers assistance in filing insurance claims. With very few exceptions, insurance companies allow the beneficiary to assign all or a portion of the policy's proceeds to the funeral home to be used towards funeral expenses. In these cases, the insurance company will write two checks, one to the funeral home in an amount authorized and approved by the beneficiary, and the second to the beneficiary for the balance of the proceeds.

L. A. Muhleisen and Son

*Preplanning is the right thing to do and we are the best way to do it.®*

**Classic Traditional Funeral Service (MT1)**

when casket selected from our casket price list ..... \$5,395

- ◇ Basic services of funeral director and staff
  - Staff to respond to initial request for service
  - Arrangement conference
  - Arrangement of funeral
  - Preparation and filing of necessary authorizations and procuring permits
  - Recording vital statistics
  - Preparation and placement of newspaper notice
  - Coordination with those providing other portions of funeral, e.g. cemetery, crematory, clergy and others as required.
- ◇ Embalming
- ◇ Dressing, cosmetology and casketing remains
- ◇ Visitation at the funeral home
  - Use of visitation room
  - Visitation setup
  - Placement of encased remains
  - Display of floral arrangements
  - Supervision and attendance during visitation
- ◇ Funeral service at the funeral home
  - Supervision, staff and use of facilities for the funeral ceremony
- ◇ Local transfer of remains to funeral home
- ◇ Hearse
- ◇ Flower transportation
- ◇ Committal service
  - Equipment, supervision and staff for committal service
- ◇ Coffee service

- Memorial / Stationery Package, add ..... \$85 - \$225  
Includes: Register Book, 100 Memorial/Prayer Cards, Acknowledgment  
Cards and Framed Memory Portrait.
- Evening Funeral Service (between hours of 4:00 p.m. and 8:00 p.m.), add ..... \$200
- Additional Visitation Period the Evening before at the Funeral Home, add ..... \$450
- Video Tribute, add ..... \$195 (A savings of \$55)

## VALUE ADDED PACKAGE

### **Classic Traditional Funeral Service with Visitation at L. A. Muhleisen and Son and Services at Church (MT2)**

when casket selected from our casket price list ..... \$5,395

- ◇ Basic services of funeral director and staff
    - Staff to respond to initial request for service
    - Arrangement conference
    - Arrangement of funeral
    - Preparation and filing of necessary authorizations and procuring permits
    - Recording vital statistics
    - Preparation and placement of newspaper notice
    - Coordination with those providing other portions of funeral, e.g. cemetery, crematory, clergy and others as required.
  - ◇ Embalming
  - ◇ Dressing, cosmetology and casketing remains
  - ◇ Visitation at the funeral home
    - Use of visitation room
    - Visitation setup
    - Placement of encased remains
    - Display of floral arrangements
  - ◇ Funeral service at church or other facility
    - Equipment and additional staff necessary for off premise funeral
  - ◇ Local transfer of remains to funeral home
  - ◇ Local transfer of remains to church
  - ◇ Hearse
  - ◇ Flower transportation
  - ◇ Committal service
    - Equipment, supervision and staff for committal service
  - ◇ Coffee Service
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- Memorial / Stationery Package, add ..... \$85 - \$225  
Includes, Register Book, 100 Memorial/Prayer Cards, Acknowledgment  
Cards and Framed Memory Portrait
  - Evening Funeral Service at Church (between hours of 4:00 p.m. and 8:00 p.m.), add \$200
  - Additional Visitation Period the Evening before at Funeral Home, add ..... \$450
  - Additional Visitation Period the Evening before at Church, add ..... \$395,  
(includes additional transfer of encased remains)

**Classic Traditional Funeral Service with Visitation and Services  
at Church or Other Facility (MT3)**

when casket selected from our casket price list ..... \$5,395

- ◆ Basic services of funeral director and staff
  - Staff to respond to initial request for service
  - Arrangement conference
  - Arrangement of funeral
  - Preparation and filing of necessary authorizations and procuring permits
  - Recording vital statistics
  - Preparation and placement of newspaper notice
  - Coordination with those providing other portions of funeral, e.g. cemetery, crematory, clergy and others as required.
- ◆ Embalming
- ◆ Dressing, cosmetology and casketing remains
- ◆ Visitation at church or other facility
  - Local transportation of encased remains
  - Visitation setup
  - Placement of encased remains
  - Display of floral arrangements
  - Equipment and additional staff necessary for off premise visitation period
- ◆ Funeral service at church or other facility
  - Equipment and additional staff necessary for off premise funeral
- ◆ Local transfer of remains to funeral home
- ◆ Local transfer of remains to church
- ◆ Hearse
- ◆ Flower transportation
- ◆ Committal service
  - Equipment, supervision and staff for committal service
  
- Memorial / Stationery Package, add ..... \$85 - \$225  
 Includes, Register Book, 100 Memorial/Prayer Cards, Acknowledgment  
 Cards and Framed Memory Portrait
- Evening Funeral Service at Church (between hours of 4:00 p.m. and 8:00 p.m.), add \$200
- Additional Visitation Period the Evening before at Funeral Home, add ..... \$450
- Additional Visitation Period the Evening before at Church, add ..... \$395,  
 (includes additional transfer of encased remains)

**Limited Traditional Funeral Service with Visitation at Funeral Home and  
Graveside Service (MLB1)**

when casket selected from our casket price list ..... \$4,995

- ◇ Basic services of funeral director and staff
  - Staff to respond to initial request for service
  - Arrangement conference
  - Arrangement of funeral
  - Preparation and filing of necessary authorizations and procuring permits
  - Recording vital statistics
  - Preparation and placement of newspaper notice
  - Coordination with those providing other portions of funeral, e.g. cemetery, crematory, clergy and others as required.
- ◇ Embalming
- ◇ Dressing, cosmetology and casketing remains
- ◇ Visitation at the funeral home
  - Use of visitation room
  - Visitation setup
  - Placement of encased remains
  - Display of floral arrangements
  - Supervision and attendance during visitation
- ◇ Local transfer of remains to funeral home
- ◇ Hearse
- ◇ Flower transportation
- ◇ Graveside service
  - Equipment, supervision and staff for graveside service
- ◇ Coffee service

- Memorial / Stationery Package, add ..... \$85 - \$225  
Includes, Register Book, 100 Memorial/Prayer Cards, Acknowledgment  
Cards and Framed Memory Portrait
- Additional Visitation Period the Evening before at Funeral Home, add ..... \$450

**Classic Traditional Funeral Service Followed by Cremation (MTC1)**

when casket selected from our casket price list ..... \$5,395

- ◇ Basic services of funeral director and staff
  - Staff to respond to initial request for service
  - Arrangement conference
  - Arrangement of funeral
  - Preparation and filing of necessary authorizations and procuring permits
  - Recording vital statistics
  - Preparation and placement of newspaper notice
  - Coordination with those providing other portions of funeral, e.g. cemetery, crematory, clergy and others as required.
- ◇ Embalming
- ◇ Dressing, cosmetology and casketing remains
- ◇ Visitation at the funeral home
  - Use of visitation room
  - Visitation setup
  - Placement of encased remains
  - Display of floral arrangements
  - Supervision and attendance during visitation
- ◇ Funeral service at the funeral home or other facility
  - Supervision, staff and use of facilities for the funeral ceremony or transportation of encased remains, supervision, additional staff and equipment necessary for funeral at other facility.
- ◇ Local transfer of remains to funeral home
- ◇ Flower transportation
- ◇ Coffee service
- ◇ Crematory Fee
  - Crematory up-charge for Oversize Container, add ..... \$150
  - Witness Start of Cremation with Ceremony, add ..... \$250
  - Memorial / Stationery Package, add ..... \$85 - \$225  
Includes, Register Book, 100 Memorial/Prayer Cards, Acknowledgment  
Cards and Framed Memory Portrait
  - Graveside service, add ..... \$250
  - Evening Funeral Service (between hours of 4:00 p.m. and 8:00 p.m.), add ..... \$200
  - Additional Visitation Period the Evening before, add ..... \$450
  - Video Tribute, add ..... \$195 (A savings of \$55)

Note: This package does not include the coroner's charge for permission to cremate.



**Classic Traditional Funeral Service Followed by Forwarding of Remains to Another Funeral Home (MFR1)**

when casket selected from our casket price list ..... \$5,195

- ◇ Basic services of funeral director and staff
  - Staff to respond to initial request for service
  - Arrangement conference
  - Arrangement of funeral
  - Preparation and filing of necessary authorizations and procuring permits
  - Recording vital statistics
  - Preparation and placement of newspaper notice
  - Coordination with those providing other portions of funeral, e.g. cemetery, crematory, clergy and others as required.
- ◇ Embalming
- ◇ Dressing, cosmetology and casketing remains
- ◇ Visitation at the funeral home
  - Use of visitation room
  - Visitation setup
  - Placement of encased remains
  - Display of floral arrangements
  - Supervision and attendance during visitation
- ◇ Funeral service at the funeral home or other facility
  - Supervision, staff and use of facilities for the funeral ceremony or transportation of encased remains, supervision, additional staff and equipment necessary for funeral at other facility.
- ◇ Local transfer of remains to funeral home
- ◇ Hearse
- ◇ Flower transportation
- ◇ Shipping air tray
- ◇ Coffee service

- Memorial / Stationery Package, add ..... \$85 - \$225  
Includes, Register Book, 100 Memorial/Prayer Cards, Acknowledgment Cards and Framed Memory Portrait
- Evening Funeral Service (between hours of 4:00 p.m. and 8:00 p.m.), add ..... \$200
- Additional Visitation Period the Evening before, add ..... \$450
- Video Tribute, add ..... \$195 (A savings of \$55)
- International Forwarding of Remains, add ..... \$200
- Travel to LA Secretary of State Office, if necessary, add ..... \$150  
Notary fees and cost of Apostille are not included

Note: If shipping air tray is not needed a credit of \$150 will apply

**Forwarding of Remains to Another Funeral Home  
when Casket Selected From Casket Price List (MFR6)**

\$3,995

- ◇ Basic services of funeral director and staff
  - Staff to respond to initial request for service
  - Arrangement conference
  - Arrangement of funeral
  - Preparation and filing of necessary authorizations and procuring permits
  - Recording vital statistics
  - Preparation and placement of newspaper notice
  - Coordination with those providing other portions of funeral, e.g. receiving funeral home and others as required.
- ◇ Embalming
- ◇ Dressing, cosmetology and casketing remains
- ◇ Local transfer of remains to funeral home
- ◇ Hearse
- ◇ Shipping air tray

- Memorial / Stationery Package, add ..... \$85 - \$225  
Includes, Register Book, 100 Memorial/Prayer Cards, Acknowledgment  
Cards and Framed Memory Portrait
- Video Tribute, add ..... \$195 (A savings of \$55)
- International Forwarding of Remains, add ..... \$200
- Travel to LA Secretary of State Office, if necessary, add ..... \$150  
Notary fees and cost of Apostille are not included

Note: If shipping air tray is not needed a credit of \$150 will apply

**Receiving Casketed Remains from Another Funeral Home  
with Classic Traditional Funeral Service (MR1)**

\$3,995

- ◇ Basic services of funeral director and staff
  - Staff to respond to initial request for service
  - Arrangement conference
  - Arrangement of funeral
  - Preparation and filing of necessary authorizations and procuring permits
  - Preparation and placement of newspaper notice
  - Coordination with those providing other portions of funeral, e.g. shipping funeral home, cemetery, crematory, clergy and others as required.
- ◇ Visitation at the funeral home
  - Use of visitation room
  - Visitation setup
  - Placement of encased remains
  - Display of floral arrangements
  - Supervision and attendance during visitation
- ◇ Funeral service at the funeral home or other facility
  - Supervision, staff and use of facilities for the funeral ceremony or transportation of encased remains, supervision, additional staff and equipment necessary for funeral at other facility.
- ◇ Local transfer of remains to funeral home
- ◇ Hearse
- ◇ Flower transportation
- ◇ Committal service
  - Equipment, supervision and staff for committal service
- ◇ Coffee service

- Memorial / Stationery Package, add ..... \$85 - \$225  
Includes, Register Book, 100 Memorial/Prayer Cards, Acknowledgment  
Cards and Framed Memory Portrait
- Evening Funeral Service (between hours of 4:00 p.m. and 8:00 p.m.), add ..... \$200
- Additional Visitation Period the Evening before, add ..... \$450
- Video Tribute, add ..... \$195 (A savings of \$55)

**Limited Burial Plan with Embalming and Graveside Service (MLB2)**

when casket selected from our casket price list ..... \$4,395

- ◇ Basic services of funeral director and staff
  - Staff to respond to initial request for service
  - Arrangement conference
  - Arrangement of funeral
  - Preparation and filing of necessary authorizations and procuring permits
  - Recording vital statistics
  - Preparation and placement of newspaper notice
  - Coordination with those providing other portions of funeral, e.g. cemetery, and others as required.
- ◇ Embalming
- ◇ Dressing, cosmetology and casketing remains
- ◇ Local transfer of remains to funeral home
- ◇ Hearse
- ◇ Graveside Service

○ Memorial / Stationery Package, add ..... \$85 - \$225  
Includes, Register Book, 100 Memorial/Prayer Cards, Acknowledgment  
Cards and Framed Memory Portrait

Note: This package does not include the use of facilities or services of staff for visitation or ceremony, public or private, prior to burial.

## VALUE ADDED PACKAGE

### **Cremation Followed by a Memorial Service at L. A. Muhleisen and Son, Church or Other Facility (MMS1)**

When casket selected from our casket price list .....	\$2,835
With alternative container .....	\$2,875
○ Oversize Alternative Container, add .....	\$110
○ Crematory up-charge for Oversize Container, add .....	\$150
◇ Basic services of funeral director and staff	
○ Staff to respond to initial request for service	
○ Arrangement conference	
○ Arrangement of funeral	
○ Preparation and filing of necessary authorizations and procuring permits	
○ Recording vital statistics	
○ Preparation and placement of newspaper notice	
○ Coordination with those providing other portions of funeral, e.g. cemetery, and others as required.	
◇ Local transfer of remains to funeral home	
◇ Alternative Container	
◇ Memorial service	
◇ Coffee service	
◇ Crematory Fee	
○ Memorial / Stationery Package, add .....	\$85 - \$225
Includes, Register Book, 100 Memorial/Prayer Cards, Acknowledgment Cards and Framed Memory Portrait	
○ Evening Memorial Service (between hours of 4:00 p.m. and 8:00 p.m.), add .....	\$200
○ Video Tribute, add .....	\$195 (A savings of \$55)
○ Shelter of remains with refrigeration, add .....	\$60/day
○ Graveside Service, add .....	\$250
○ Positive Identification Viewing .....	\$125
○ Oversize Alternative Container, add .....	\$105
○ Crematory up-charge for Oversize Container, add .....	\$150

Note: This package does not include shelter of remains with refrigeration or coroner's fee for permission to cremate.

**Disinterment/Reinterment (DR1)**

..... \$1,495

- ◆ Preparation and filing of necessary authorizations and procuring permits
- ◆ Coordination with cemeteries
- ◆ Local transfer of human remains

○ Graveside Service, add \$250



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### *General Price List*

*These prices are effective May 31, 2021  
but are subject to change without notice*

The goods and services shown below are those we can provide to our customers. You may choose only those items you desire. However, any funeral arrangements you select will include a charge for our basic services and overhead. If legal or other requirements mean you must buy any items you did not specifically ask for, we will explain the reason in writing on the statement we provide describing the funeral goods and services you selected.

#### **PROFESSIONAL SERVICES**

***Basic Services of Funeral Director and Staff* ..... \$2,450**

Our basic service charge includes, but is not limited to, staff to respond to initial request for service twenty-four hours a day; consultation with family and responsible party; coordination of plans with cemetery, crematory, clergy and other persons as required; preparation and filing of necessary vital statistics, authorizations, permits, consents and assignments; formulation and placement of newspaper notice; and preparation of printed records and materials. Also included in this charge are overhead expenses relative to our facilities and professional licensing.

This fee for our basic services and overhead will be added to the total cost of the funeral arrangements you select. (This fee is already included in our charges for direct cremations, immediate burials, forwarding or receiving remains.) It is also included in all of our Value Added Packages.

**Embalming** ..... \$995

Except in certain special cases, embalming is not required by law. Embalming may be necessary, however, if you select certain funeral arrangements, such as a funeral with viewing. If you do not want embalming you usually have the right to choose an arrangement that does not require you to pay for it such as direct cremation or immediate burial.

**Other Preparation of the Body**

Dressing, cosmetology and casketing remains .....	\$295
Washing and disinfecting remains when no embalming .....	\$295
Post Autopsy Care .....	\$95/hour
Post Organ Donation Care - Restorative Art .....	\$95/hour
Shelting of remains with refrigeration when no embalming after 30 hours .....	\$60/day
Shelting of remains following embalming, after 3 days .....	\$60/day

**FACILITIES AND ADDITIONAL SERVICES**

**Visitation at the Funeral Home**

Our services will include visitation setup, use of visitation room, placement of encased remains, display of floral arrangements, supervision and attendance during the visitation.

Visitation day of funeral .....	\$450
Additional visitation period the evening before the funeral .....	\$450
After 10:00 p.m. and before 8:00 a.m. ....	\$150/hour

**Visitation at Church or Other Facility**

Our services will include visitation setup, placement of encased remains, display of floral arrangements, equipment and off premises staff necessary for visitation at other facility .....	\$300
Visitation the evening before the day of funeral (transfer of encased remains included) .....	\$650

**Funeral Service at Funeral Home**

Our services include coordinating the funeral service arrangements, supervision, staff, setup and use of facilities for the funeral ceremony. ....	\$395
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**Funeral Service at Church or Other Facility**

Our services include, coordinating the funeral service arrangements, supervision, off premises staff, and equipment necessary for funeral at other facility .....	\$200
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**Evening Funeral or Memorial Service - add**

(between hours of 4:00 p.m. and 8:00 p.m.) add, .....	\$200
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FACILITIES AND ADDITIONAL SERVICES, (Continued)

**Memorial Service at Funeral Home**

Our services include coordinating the memorial service, supervision, staff, and use of facilities for visitation and memorial service ..... \$890

**Memorial Service at Church or Other Facility**

Our services include coordinating the memorial service, supervision, off-premises staff, and equipment necessary for visitation and memorial service at church or other facility (includes transfer of cremated human remains ..... \$890

**Graveside Service**

Our services include coordinating the funeral arrangement at graveside, equipment, supervision and staff for graveside service. .... \$250

**Committal Service**

Our services include coordinating the funeral arrangement at graveside, equipment, supervision and staff for committal service. .... \$250

**Immediate Burial (MLB5)**

- With casket selected from casket price list ..... \$2,995
- With casket provided by purchaser ..... \$2,995
  - Graveside Service, add ..... \$250
  - Shelter of Remains with Refrigeration after 30 hours, add ..... \$60/day

Note: This package does not include graveside service, embalming, other preparation of the body, use of facilities or services of staff for visitation or ceremony, public or private, prior to burial.

**Direct Cremation (MDC1)**

If you want to arrange a direct cremation, you can use an alternative container. Alternative containers encase the body and can be made of material like fiberboard or composition materials (with or without an outside covering). The containers we provide are fiberboard boxes.

- With casket selected from casket price list ..... \$1,955
- With container provided by purchaser ..... \$1,955
- With alternative container ..... \$1,995
  - Oversize Alternative Container, add ..... \$110
  - Crematory up-charge for Oversize Container, add ..... \$150
  - Shelter of Remains with Refrigeration after 30 hours, add ..... \$60/day
  - Positive Identification Viewing ..... \$125

Note: This package does not include the coroner's fee for permission to cremate, embalming, shelter of remains with refrigeration, or the use of facilities or services of staff for visitation or memorial service



SELECTED  
*Independent*  
FUNERAL HOMES®

## CODE OF GOOD PRACTICE

As funeral directors, our calling imposes upon us special responsibilities to those we serve and to the public at large. An important obligation is to provide information so that everyone can make knowledgeable decisions about funeral and cremation services.

In accepting our responsibilities, and as a condition of our affiliation with Selected Independent Funeral Homes, we affirm the following standards of good practice and hereby pledge:

1. To **provide the public with information** about funeral and cremation services, including prices, functions and the responsibilities of funeral directors
2. To make services available in **as wide a range of price categories** as necessary to meet the needs of all segments of our community, and to affirmatively extend to everyone the right to inspect and freely consider them all
3. To **quote conspicuously** in writing the charge for every arrangement offered, and to clearly identify the services, facilities, equipment and merchandise included in such quotations
4. To **adhere to the highest standard of conduct** in all aspects of business
5. To afford an ongoing **opportunity to all persons to discuss or arrange funerals in advance**
6. To **ensure that pre-need contracts fully disclose** those items which are guaranteed and those which are nonguaranteed, in terms that are clear and easy to understand
7. To **manage prepaid funds responsibly**, ensuring that promises are honored and expectations are met, within the letter and spirit of the law
8. To make no representation, written or oral, which may be false or misleading and to **apply a standard of honesty in all dealings**
9. To furnish each family, at the time arrangements are made, with a **written memorandum of charges** and to make no additional charge without their approval
10. To **respect all faiths, creeds and customs**, and to give full effect to the role of the clergy/celebrant
11. To maintain **qualified and competent staff, appropriate facilities and suitable equipment** required for comprehensive funeral and cremation services
12. To assure those we **serve the right of personal choice** in making service arrangements

We pledge to conduct ourselves at all times in a manner deserving of the public trust, and to provide a copy of this Code of Good Practice to the families we serve.

Revised July 1, 2009