



24 HOUR SERVICE

PRIVATE CHAPEL OF REST

GOLDEN CHARTER FUNERAL PLANS

Brecon: 01497 847410 (24 hrs)

Hereford: 01432 667620 (24 hrs)

info@ccjames.co.uk | www.ccjames.co.uk





Welcome to CC James - Independent Funeral Directors Established 1972

ABOUT US

We are a team of conscientious and caring funeral professionals with decades of experience. Our heritage of serving the community of Hay-on-Wye and the surrounding area stretches back over generations. We promise to help you in every way we can in your bereavement journey and provide a discrete and bespoke personal service, 24 hours a day, 365 days a year. If you have questions regarding our funeral services or need our support, please call us today.

SERVICES

- Traditional, Modern & Eco Funerals
- Burials & Cremations
- 24 Hour Personal Service
- Home Arrangements on Request
- Guidance, Help & Support
- Religious & Non-Religious Services for All Denominations
- Catering & Venue Hire
- Repatriation
- Private Chapel of Rest

ADDITIONAL SERVICES

- Alternative Vehicles & Transportation
- Floral Tributes
- Memorial Masonry
- Bespoke Options
- Obituary Notices
- Choirs, Musicians & Singers
- Video & Audio Tributes
- Memorial Jewellery & Keepsakes
- Ashes Caskets & Scatter Tubes

OUR VALUES

Serving our local families for generations, we know that each funeral is unique. We have built our approach on six key values:

COMPASSION - We are caring and empathetic with all our clients, their families and friends

INTEGRITY - We are transparent and act with respect, honesty and openness, with everyone we work with and in everything we do

PERSONAL - We see you as an individual, our dedicated team will provide what you want, the way you want

INCLUSIVE - We are part of our community, respectful, engaging and welcoming to all

ATTENTION TO DETAIL - We are dedicated and professional throughout, and set ourselves the highest standards of care across every aspect of our service

PROACTIVE - We have a can-do attitude and are prepared to go the extra mile for you and your family, to ensure you have just what you want for your loved one

OUR PROMISE

We capture what our values mean for us in one simple promise to you, our customers:

“We promise to give you a personalised service, with support, care and reassurance when you need it most”

OUR TEAM

Our friendly and professional team is highly trained and always available to assist you with any aspect of the funeral of your loved one.

WHEN SOMEONE PASSES AWAY

When someone passes away, there are several steps that need to be taken care of.

If your loved one dies at home: Getting the Medical Certificate

If your loved one passes away at home, the first step will be to call their doctor. If the doctor decides there is no need to contact the coroner, they will supply the local Registrar with a Medical Certificate of Cause of Death. Thereafter, you will need to contact us as your chosen the funeral director to arrange bringing the deceased into our care.

What if the doctor does not agree to sign the death certificate?

If the doctor does not agree to sign the death certificate or there is an inquest, they will refer to the coroner and a post-mortem may need to take place which will take a bit longer. If this is the case, contact us and we will talk you through the next steps.

If your loved one dies elsewhere:

In Hospital: the hospital team will liaise with the doctor on your behalf, and your doctor will advise you on the next steps, and when to give us a call.

Care Home or Hospice: the care staff will usually liaise with the doctor or practice nurse in the first instance. The process remains the same as above.

On holiday or outside of the UK: If this occurs, contact us as soon as possible and we can arrange for repatriation to bring your loved one back home.

Who can register the death?

Death is usually registered by the next of kin or a relative of the deceased. Alternatively, this can be done by the person who was with the deceased at the time of their death or the person who is arranging the funeral.

What to prepare: What documents do I need for death registration?

Contact the registrar who will make an appointment to register the death. They will need certain key information including:

- Full name, gender, date and country of birth
- Occupation: current or previous
- Address and postcode
- Parental names and occupations
- Marital status with partner(s) name, date of birth and occupation

What documents to expect:

Once the registration has taken place, the death certificate will be sent out to you by post. You will also be given a “Green Form” to hand over to us at your earliest convenience. We will take care of everything else from then on. If a post-mortem has been carried out, the coroner will issue a Form 6 Certificate directly to us, as your chosen funeral director.

TELL US ONCE

We recommend using the ‘Tell Us Once’ service available through GOV.UK. This allows you to report a death to most government organisations in one go. If you have any other questions, please call us.

BEFORE THE FUNERAL

It's almost impossible to be fully prepared when the time comes, however, there are a few things you need to consider when planning the funeral.

Burial or Cremation

A key decision is whether to arrange a burial or cremation. If you know what the deceased wanted, let us know. If you are unsure, you may wish to check their will or expression of wishes or talk to friends and other family members. You must also check if the deceased had taken out a funeral plan.

Religious or non-religious service

Another important consideration is whether the deceased was religious or a member of a specific place of worship. You would likely want to arrange the funeral following his/her faith; if so, please do let us know.

Repatriation

If your loved one passes away whilst abroad, they can be repatriated back to their home country if needed. Repatriation can be to and from the UK. We offer guidance and help throughout the entire repatriation process to ensure that your loved one is brought back home to be buried or cremated.

DAY OF THE FUNERAL

This is the day you pay a unique tribute to the life of your loved one. Depending on your choice, the day typically includes Funeral Procession, Funeral Ceremony, Burial or Cremation and a Wake (reception).

Funeral Procession

On the day itself, we will arrive at our agreed meeting point in good time so you can view any floral tributes before leaving for the service. Family and friends who are traveling in our funeral limousines will need to arrive at the agreed location before we start the procession. On arrival at the funeral venue, our professional pallbearers or your loved one's family and friends will escort the coffin with dignity and respect into the service hall led by our funeral director.

Funeral Ceremony

The ceremony will start at the time booked for you, following the pre-arranged order of service. Every funeral ceremony is completely unique to every family. Traditionally, close family will sit in the first few rows, however you can arrange the seating as you would like.

After the service, we will show you to the area where the flowers and floral tributes will be placed.

Burial or Cremation

If you have held the service at a separate place of worship prior to burial or cremation, we will escort you to the next destination for the committal.

Wake (reception)

Many families choose to hold a catered reception following the funeral. Friends and family come together to reminisce and celebrate the life of the deceased. You can organise the reception at your home or at another venue, it is up to you.

AFTER THE FUNERAL

After the funeral service, many families choose to commemorate their loved ones by having a memorial or keepsake to keep their memories alive. If you'd like to do something special after the service do let us know – we're happy to help!

Following a Cremation

If we have arranged a cremation service for you, we can arrange to collect the ashes on your behalf free of charge and hold them in our care until you decide what you would like to do.

Many families choose to commemorate the ashes immediately, others prefer waiting until a special day or an opportunity when the entire family can come together.

Should you wish to keep your loved one's ashes with you, we have a selected range of urns available to keep the ashes safe in your home as well as a range of keepsakes and ashes and fingerprint jewellery.

Following a burial

If your loved one was buried, it can take 12-18 months for the grave to settle. This means organising a fitting memorial headstone can take a bit of time and needs consideration well in advance. Please give us a call and we'd be more than happy to answer any questions you may have. We're here for you.

Bereavement Support

As your funeral director, supporting your bereavement journey is important to us. If you need additional support or a list of helpful contacts, please do reach out at any time.

OUR FUNERALS

Allow us to step in and take care of everything. We pride ourselves on handling and preparing each funeral with the utmost care and respect. To achieve our aim, we provide a range of set funeral packages, as well as bespoke and individually tailored funeral options.

Traditional Funerals

Our team is committed to using our industry know-how and local expertise to arrange a traditional funeral that meets all your requirements. From arranging all details with local churches, connecting you with faith groups and organising the crematoria on your behalf, we can take care of it all.

Modern Funerals

If you're looking for something a little different from a traditional funeral, modern funerals often allow a more creative and personal touch to the service. From helping you select specific music to personalising the entire theme of the funeral, we're fully committed to creating the perfect modern funeral service, just as you would like it.

Eco Funerals

In today's world, there are a variety of creative, colourful and planet-friendly ways to plan a funeral service. That's why we created an eco-friendly option that will honour and fulfil all your wishes, without taking away from the earth.

Natural gowns or shrouds can also be used to reduce the environmental impact. Coffins made of natural materials such as pine, seagrass, willow, bamboo, banana leaf and wool are more natural alternatives to the traditional ones and will degrade naturally minimising the environmental impact.

Natural burials

For a completely green funeral, a natural burial is one of our most environmentally friendly options. Natural burial sites and meadows often have strict criteria which may not offer all the facilities of traditional cemeteries.

To find out more about natural burials – please speak with one of our team.

Testimonials

"I would like to thank the entire team at CC James Funerals for giving my mum a great send off. Our funeral director was so helpful and respectful. The whole day went like clockwork. I would also like to publicly thank our celebrant for a great service. Everyone attending said how wonderful the Eulogy was & how it was delivered. This is the first time I had to organise a funeral you helped me out all the way. Many thanks."

Trevor Jones

"I found CC James by word of mouth and what can I say! The whole team were fantastic from start to finish, the care they showed for my mum was brilliant. They even took care of the flowers, we had hiccups with the day before Mum's funeral. Nothing was too much trouble and we would definitely 100% recommend this company to take care of your loved ones. Also a big thank you to the celebrant for the amazing service."

Karen Ingham

"Beautiful service for our brother, thank you so much to everyone. Nothing was too much trouble, we could contact our funeral directors out of hours if need be about anything we were unsure of. Everything ran smoothly & professionally. We would also like to thank the celebrant too for the beautiful readings. A lovely caring funeral directors. Thank you so much."

Jessica Newton

"Our Funeral Director was the ultimate professional from start to finish, from organising a candlelight vigil for our friend as so many wanted to pay their respects, to ensuring the day ran like clockwork despite the hundreds of mourners. Our family have used CC James Funerals several times over the years and Ella is the most approachable, kind, empathetic, nothing too much trouble kind of person you want to talk to on your darkest days."

Ellie Eastham

Funeral Plans



A funeral plan is an easy way to arrange the funeral you want in advance.

A plan allows you to specify your wishes and pay for the funeral director's services included in your plan. As our customers often tell us, that can bring peace of mind to you and your family. A plan from Golden Charter also includes an allowance towards third party costs. These are essential, non-funeral director services such as the cremation or burial fees, plus the minister or officiant's fee to perform the service.

At CC James Funeral Directors, we work in partnership with Golden Charter to provide you with a safe and reliable way to plan ahead.

As one of the UK's largest funeral plan providers*, Golden Charter has helped 900,000 people make funeral provisions** so we're completely confident in offering their plans to you.

Everyone has different needs when it comes to funeral planning, so we make sure the plans we offer are as flexible as possible.

When you get in touch, we'll be happy to discuss your funeral requirements and tailor a plan to suit you. Rest assured a plan from Golden Charter is available to all UK residents who are over 18, regardless of age or state of health.

Would you like to know more information about how a Golden Charter funeral plan could work for you?

We can provide you with all of the information you need to make an informed decision for you and your family, so get in touch today!

*Based on selling 14% of funeral plans in the UK in 2021

**Correct at April 2022.

CC James Funeral Directors is an appointed representative of Golden Charter Limited trading as Golden Charter Funeral Plans which is authorised and regulated by the Financial Conduct Authority (FRN:965279). Registered in England No. 02511598 Registered Office: One Fleet Place, London EC4M 7WS.



Useful Numbers

Child Bereavement

0800 0288840

Citizens Advice

0808 223 1133

Cruse Bereavement Care

0808 8081677

National Bereavement Service

0800 0246121

Natural Death Centre

01962 712690

Samaritans Free National Number

116 123

Sue Ryder

0808 1644572

The Compassionate Friends

0345 1232304

Winstons

08088 020021

FAQ's

In our opinion there is no such thing as a normal funeral. Each and every funeral is individual to the family concerned. It is up to that family to pay their last respects and say their last farewell in the manner that is most suitable for them. The following information is there to help answer questions that we are most often asked about the funeral and services associated with it :-

(Q). What are Doctors Forms ?

(A). When a funeral is a cremation, two doctors must attend & certify death. The first doctor must be the doctor who attended the deceased during his/her last illness. The duty of the second doctor is one of confirmation. This doctor must not be related to the first doctor either through family or practice. For this service, each doctor makes a separate charge, which we usually pay on behalf of the deceased's family.

(Q). How Many People Can Be Seated In The Limousine ?

(A). In each limousine there is room for six people in the rear compartment and room for one in the front.

(Q). How Do We Know What To Do At The Funeral ?

(A). On the day of the funeral we are there to help and guide you, your family and friends. If you are unsure of anything please tell the Funeral Director.

(Q). Can The Family Carry The Coffin ?

(A). Yes, although we would ask that you contact us as soon as possible to ensure that it is safe to do so.

(Q). Can We Visit The Deceased And Pay Our Last Respects ?

(A). Yes, our Funeral Home is available to you by appointment. If you wish to visit our private chapel, please ring and inform us when you would like to come and we will be pleased to arrange for a member of staff to meet you.

(Q). Can We Have The Deceased Brought Home ?

(A). Yes, we can bring the deceased home either on the evening before the service or the morning of the service.

(Q). Can We Choose What Music Is Played At The Crematorium ?

(A). Yes, if you have a special request or would like a particular piece of music playing either as you walk into or out of the Crematorium Chapel, please let the Funeral Director know.

(Q). Can We Request Donations To Charity ?

(A). Yes, if donations to charity are requested in lieu of flowers, we will accept and list donations on your behalf and forward them to the charity of your choice.

(Q). Does The Coffin Move After The Funeral Service At The Crematorium ?

(A). No. After the service has ended, the coffin does not move until all relatives and friends have left the Crematorium Chapel. At some Crematoria there are curtains that close at the head of the coffin, but this is only done at the request of the relatives.

(Q). Are The Handles On The Coffin Removed Before The Cremation Takes Place ?

(A). No. There are strict laws regarding cremation. Nothing may be removed from the coffin before cremation without the permission of the Home Office.

(Q). Is Each Cremation Carried Out Individually ?

(A). Yes. The identity of the coffin name plate is checked by the Crematorium Attendant before it is placed in the Cremation Chamber. This only holds one coffin or casket at a time and again there are rules that must be abided by.

(Q). Do I Get The Cremated Remains Back That Belong To Me ?

(A). Yes. Once the cremation has taken place, the cremated remains are removed and left to cool before being placed in an urn. This urn is clearly identified as to whose remains they are.

(Q). What Can I Do With The Cremated Remains ?

1. You can place them in the Garden of Remembrance but you may not know where they are and you can not place a headstone with them.
2. You may wish to purchase a grave just for the purpose of interring the cremated remains. This allows you to have a headstone and have other members of the family buried there in the future.
3. You may keep them at home in a special urn or memorial.
4. You may scatter them in a special place.
5. The remains may be buried in an existing family grave.

Preferred Suppliers

Catering

Gaynor's Catering

01497 851243

Florist

FloralNess

07535 633084

www.floralness.co.uk

Funeral Functions

Baskerville Hall Hotel

01497 820033

www.baskervillehall.co.uk

The Malthouse

01874 409113

The Old Barn Inn

01497 847861

The Old Black Lion

01497 320841

www.oldblacklion.co.uk

Memorial Jewellery

KelZig Creations

07368 975306

www.kelzig.co.uk

Memorials

JT Davies

07500 938149

www.jtdaviesmemorials.co.uk

RW Evans & Son

01874 625308

www.rwevansmemorials.co.uk

J T DAVIES

Monumental Stonemason

NEW MEMORIALS · GRANITE & NATURAL STONE · RENOVATIONS · CLEANING



Using the highest quality materials on all types of stone, granite, slate or marble, we are dedicated to helping create the perfect tribute to your departed loved one following a burial or cremation. If we can be of any assistance please contact us or come and visit us, where we will make you a cup of tea and offer you any help and advice that you may need, on choosing your loved one's memorial, or for renovating an existing one.



Tel: 07500 938149 | e: j.t.davies@hotmail.co.uk
www.jtdaviesmemorials.co.uk



FloralNess

Beautiful Floral Tributes to Express Your True Feelings



Floralness is run by Vanessa, a passionate florist based at Riverside Caravan Park in Bronllys, in the beautiful Brecon Beacons. Being a small independent florist Floralness is able to provide the personal touch to all her customers.

Floralness can cater to all levels of enquiry, from those that are happy to accept 'florists choice' to create a beautiful arrangement or the

ability to request specific flowers or design, Floralness is dedicated to providing each customer with the finest service and value, using only the best flowers and foliage she can source.

Floralness can also provide beautiful sympathy arrangements using either fresh or dried flowers.

Please contact Vanessa for further information

Tel: 07535 633084 | ness@floralness.onl | www.floralness.co.uk
Hazelmere @ Riverside Caravan Park, Bronllys, Brecon, Powys LD3 0HL



KelZig Creations

Memorial Jewellery

Following the loss of a family member, grieving families often commission beautiful memorial and bereavement jewellery to represent their loved one.



The concept of Memorial Jewellery has been around for years, but at KelZig Creations, we believe that your beautiful remembrance jewellery should be a unique representation of your beloved and truly unique to you and your family.

Please contact Ruth for further information

Tel: 07368 975306 | www.kelzig.co.uk | Workshop 4, 23 Ffrwdgrech Ind Est. Brecon LD3 8LA

R W Evans & Son

TRADITIONAL MEMORIAL CRAFTSMEN - ESTABLISHED 1897



At R W Evans & Son we are passionate about our products. We show compassion and we understand your needs at this difficult time. We can create the most beautiful memorials in granite, slate, marble and many more.

We are here to help with any shape or design ideas, with endless possibilities to create exactly what you require.

We'll be happy to take your call to offer advice or just to talk. We are at your service.

Tel: 01874 625308 | Unit 8B, Brecon Enterprise Park, Brecon LD3 8BT | www.rwevansmemorials.co.uk

The Malthouse

Public House & Private Events



We are a friendly pub, offering high quality homemade food and a wide choice of carefully selected beverages. We can serve a hot or cold finger buffet, shortly after arrival. Our fully stocked bar is available for small and large gatherings.

Tel: 01874 409113

e. sarah.critchfield@themalthousegwernyfed.wales
Trefecca Road, Talgarth, Brecon LD3 0PL

The Old Black Lion

Hay-On-Wye



17th Century Fine Dining Inn with Rooms with the warmest welcome on both sides of the border. We can cater for funeral receptions in our main restaurant, Lion's Den, or outside Marquee where we can cater for events of all sizes, with an excellent choice of food and drinks. Choose from our A La Carte or buffet menu options.

Please contact us for further information.

Tel: 01497 320841

e. info@oldblacklion.co.uk

www.oldblacklion.co.uk

26 Lion St, Hay-On-Wye HR3 5AD



The Old Barn Inn

Pub & Restaurant



The Van Der Linde family welcomes you to our family run, hands on pub which allows us to give attention to detail. We serve locally sourced, seasonal food in a relaxed country atmosphere.

We can cater for large and small groups and can tailor our menus to meet all of your needs.

Tel: 01497 847861

info@oldbarnthreecoaks.co.uk

Old Barn Inn, Three Cocks, Brecon LD3 0SL

Gaynor's Catering

Traditional Afternoon Teas



My staff and I are professional, reliable and trusting. We specialise in Traditional afternoon teas. Cakes and savouries are home cooked by Gaynor, all meats are locally sourced. Food is prepared in a 5 star Hygiene rated kitchen.

Tel: 01497 851243 | gaynorscatering@btinternet.com
facebook.com/gaynorscatering

Baskerville Hall Hotel

27 en-suite Bedrooms set in 130 acres of Welsh countryside



We have 28 en-suite rooms ranging from our spacious executive style rooms, standard rooms and budget rooms.

All of our rooms are individually decorated and equipped with tea & coffee making facilities.

We also offer dormitory accommodation. We have an indoor heated swimming pool and sauna, which is a great place to relax after a busy day or just relax in the resident's bar before dinner.

The building is set in 130 acres of Welsh countryside overlooking the Wye Valley on the edge of the Brecon Beacons and Black Mountain National Park.

Hay-On-Wye which is world famous for its second-hand book shops and Festival of Literature and Art is just over 1 mile away nestled beside the river Wye.

Please contact David and his team for further information



BASKERVILLE
HALL

Tel: 01497 820033 | info@baskervillehall.co.uk

www.baskervillehall.co.uk

Clyro Court, Hay-on-Wye, Powys HR3 5LE



BASKERVILLE
HALL



Hengardd, Pontithel, Three Cocks, Powys LD3 OSA

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