
GENERAL CEMETERY COMPANY

Kensal Green Cemetery · West London Crematorium

Harrow Road · London · W10 4RA

020 8969 0152 · enquiries@kensalgreencemetery.com

Rules and Regulations

Kensal Green Cemetery

Contents

1	Introduction	3
2	General Regulations	3
2.1	Explanation of terms used	
2.2	Opening Times	
2.3	Conduct	
2.4	Vehicles	
2.5	Photography	
2.6	Advertising	
3	Burials	6
3.1	Guiding principles	
3.2	Fees and charges	
3.3	Notice of Burial	
3.4	Burial service times	
3.5	Certificates of disposal	
3.6	Selection of graves	
3.7	Moving memorials	
3.8	Grave excavations	
3.9	Damage from execution of works	
3.10	Depths of graves	
3.11	Officiants	
3.12	Coffins	
3.13	The funeral service	
3.14	Backfilling the grave	
3.15	Service in the Chapel	
4	The Exclusive Right of Burial	10
4.1	Pre-purchase of grave spaces	
4.2	The Transfer of the Exclusive Right of Burial	
5	Information Regarding Memorials	11
5.1	General points for Memorial Masons	
5.2	Erection of memorials	
5.3	Repair and removal of memorials	
6	Types of Graves	13
6.1	General information	
6.2	Lawn sections	
7	Duty of Care	16
	The General Cemetery Company	
	Memorial Masons	
	Owners of memorials	

The General Cemetery Company reserves the right to make alterations or additions to the Rules and Regulations at any time, and its ruling on these shall be final.

1 Introduction

These Rules and Regulations are required for the effective management of Kensal Green Cemetery. Every effort has been made to avoid restricting the rights and choices of the individual. Therefore, these Rules and Regulations have been prepared with a balance between individual rights and the need to regulate for safe and tidy grounds. For example, glass and breakable items not being permitted based on the fact that these items become a hazard when mowers are used.

Please be aware that the cemetery is a working site, and at times, for operational reasons, some items on graves may have to be temporarily moved and subsequently replaced for a burial to take place.

2 General Regulations

2.1 Explanation of terms used:

The following terms shall have the meanings given to them as below:

“The Cemetery Manager” means the person appointed by the General Cemetery Company to be responsible for the management of the cemetery grounds and staff.

“Memorials” mean any headstone, foot stone, ledger, kerb, tablet, vase or similar.

2.2 Opening Times

West Gate- The gates are open every day of the year as follows:

From British Summer Time (from the date the clocks go forward)

Monday – Friday	9:00am – 6:00pm
Saturday	9:00am – 6:00pm
Sunday	10:00am – 6:00pm
Bank Holidays	10:00am – 1:30pm

From Greenwich Mean Time (from the date the clocks go back)

Monday – Friday	9:00am – 5:00pm
Saturday	9:00am – 5:00pm
Sunday	10:00am – 5:00pm
Bank Holidays	10:00am – 1:30pm

Please note that the locking up procedure will commence 15 minutes prior to the stated closing time.

East Gate – The gates are open every day of the year as follows:

From British Summer Time (from the date the clocks go forward)

Monday – Friday	9:00am – 4:30pm
Saturday	9:00am – 6:00pm
Sunday	10:00am – 6:00pm
Bank Holidays	10:00am – 1:30pm

From Greenwich Mean Time (from the date the clocks go back)

Monday – Friday	9:00am – 4:30pm
Saturday	9:00am – 5:00pm
Sunday	10:00am – 5:00pm
Bank Holidays	10:00am – 1:30pm

Please note that the locking up procedure will commence 15 minutes prior to the stated closing time.

The General Cemetery Company reserve the right to close the Cemetery without notice if it is considered necessary.

Office – The office will be open as follows:

Monday – Friday 9:00am – 4:30pm

An answerphone service is provided when the office is closed or not staffed.

West London Crematorium – The Atrium is open every day of the year as follows:

From British Summer Time (from the date the clocks go forward)

Monday – Friday 9:00am – 4:30pm
Saturday 9:00am – 6:00pm
Sunday 10:00am – 6:00pm
Bank Holidays 10:00am – 1:30pm

From Greenwich Mean Time (from the date the clocks go back)

Monday – Friday 9:00am – 4:30pm
Saturday 9:00am – 5:00pm
Sunday 10:00am – 5:00pm
Bank Holidays 10:00am – 1:30pm

2.3 Conduct

All visitors must conduct themselves in a quiet and orderly manner at all times. The General Cemetery Company's representatives have the right to exclude or remove any member of the public at their discretion.

It is not permitted for a person to wilfully:

- Create a disturbance in a cemetery
- Commit a nuisance in a cemetery
- Interfere with any burial taking place in a cemetery
- Interfere with any grave or vault, any memorial or any flowers or plants
- Play any game or sport in a cemetery
- Enter or remain in a cemetery when it is closed to the public, unless authorised by the General Cemetery Company to do so

No skateboards, skates or scooters (with the exception of motability scooters) may be ridden in the cemetery. No religious services or ceremonies are allowed, other than the service at the time of burial and with the prior consent of the Manager. No musical instrument or other sound-producing device will be allowed in the cemetery, except when used as an integral part of a funeral service. No decorations, tributes, wind chimes, artificial flowers, candles, lanterns or any such ornaments may be placed onto the General Cemetery Company's property, including trees, fence lines and buildings.

Children under the age of 16 are not permitted to enter the grounds unless accompanied by a responsible adult.

No animals (with the exception of Guide or Assistance dogs) will be admitted into the cemetery grounds except with the consent of the Manager. Horses may be admitted only if they form part of the funeral procession and with prior consent.

2.4 Vehicles

Visitors to the cemetery must observe and adhere to all traffic control signs, speed limits, road markings and instructions.

The General Cemetery Company advises visitors to ensure their vehicles are locked and any valuables hidden from view.

The General Cemetery Company accepts no responsibility for any damage, theft of, or from ,vehicles parked in the grounds.

2.5 Photography

To ensure the privacy rights of individuals, no person shall take any image of any grave, memorial or funeral gathering within the cemetery without prior written permission. Any such image must not be used for publicity or marketing purposes.

2.6 Advertising

No advertisements shall be displayed in any part of the Cemetery and no person shall distribute business cards, advertisements or literature.

3 Burials

3.1 Guiding Principles

The General Cemetery Company has adopted the guiding principles for burial services that are issued by the Institute of Cemetery and Crematorium Management (ICCM). The General Cemetery Company is a corporate member of the ICCM.

3.2 Fees and charges

All fees and charges must be paid prior to any burial taking place, or any works concerned with the placing of any memorial within the Cemetery.

The General Cemetery Company's fees and charges are reviewed annually and normally increased with effect from 1 April and agreed by Board.

A table of the current fees and charges is available in the General Cemetery Company office during normal office hours, or on the website.

A different burial fee will apply to:

- coffins exceeding 6' 6" in length and / or 26" wide
- the depth of the grave to be prepared

3.3 Notice of Burial (usual completed with your Funeral Director)

Notice of any intended burial must be entered on the relevant 'Notice of Burial' form, which is available from the General Cemetery Company office and website.

The completed 'Notice of Burial' form must be delivered to the office at least three clear working days prior to the burial, together with the appropriate fee and, where applicable, the Owner's consent. The immediate next of kin to the deceased person should be the applicant for burial in a new grave. The office can advise you further if the deceased had no living relatives, or if there are no contactable relatives, or no appointed person or Executor to act on their behalf.

The Registered Grave Owner has the automatic Right of Burial in an existing grave (space permitting).

Where more than one person is to be buried in the same coffin, separate 'Notices of Burial' must be provided for each person to be buried.

Funeral Directors must be aware that the coffin size submitted to the General Cemetery Company must be the exact external dimensions (length, width and depth).

3.4 Burial Service Times

The time of the burial must be booked with the office.

Three working days' notice is usually required for each burial. The time agreed with the applicant is deemed to be when the service and/or burial commences at the cemetery.

In the event of the late arrival of the funeral to the cemetery grounds, the staff may request that the funeral ceremony is re-arranged or curtailed to enable other funerals arranged for the same day to take place without disruption.

All burials are to take place after 9.30am and be completed before 3.30pm.

Anyone arranging a funeral is required to comply with the regulations of the Cemetery. The office must also be advised at the time of the booking if special arrangements or facilities are required, such as the family wishing to replace the soil themselves after the burial.

3.5 Certificates of Disposal

The 'Certificate of Disposal' from the Registrar of Deaths, or 'Coroners Burial Order' must be delivered to the office before the burial.

For the burial or scattering of cremated remains, a 'Certificate of Cremation' must be produced from the Cremation Authority.

3.6 Selection of graves

The family, or representatives of the deceased, are permitted to select a grave for the funeral. An appointment will be made for a mutually convenient day and time for a member of staff to meet and advise the family, or their representatives, of the available spaces.

3.7 Moving memorials

When a grave is to be re-opened for a subsequent burial, the General Cemetery Company will remove the memorial from the grave for a fee and place it at an angle as close to the grave, unless:

- the memorial is too big for the staff to move
- the memorial is too fragile for the staff to move
- a Memorial Mason has been instructed to move the memorial.

If the General Cemetery Company has moved the memorial, it will be replaced as soon as the ground has settled, which is usually one year from the date of the burial.

If a Memorial Mason has been instructed to move the memorial, the Memorial Mason must comply with the cemetery regulations for the removal and replacement.

In certain areas of the cemetery, it may be necessary to move other memorials on the surrounding areas for health and safety reasons, or to access a grave.

The cemetery staff will remove the memorial and replace it in the correct position as soon as possible.

3.8 Grave excavation

All graves must be prepared and closed by the General Cemetery Company's trained staff.

The General Cemetery Company has the right to put soil on graves adjacent or near to those that need to be opened for a burial without notice. Cemetery staff will remove the soil as quickly as possible and leave the grave tidy.

3.9 Damage from execution of works

Any accidental damage caused to memorials by the preparation of, or closing of, a grave will be repaired by the General Cemetery Company at no cost to the family concerned.

The General Cemetery Company can take no responsibility for any loss or damage to any personal items placed on graves, and they are advised that these items are placed at their own risk.

Items placed outside the grave area are not permitted and will be disposed of.

3.10 Depths of graves

No burial can take place in any grave where the minimum legal depth cannot be obtained.

No burial can take place in any grave previously prepared unless there is a minimum of six inches of undisturbed earth above the last burial, and three feet of soil above the coffin.

3.11 Officiants

Relatives or their representatives (e.g. Funeral Director) must make arrangements for a faith leader to officiate at a funeral service.

The General Cemetery Company can take no responsibility for his/her attendance.

3.12 Coffins

Only one body will be allowed in any coffin, except in the case of a parent and child.

More than one child of the same parents may also be en-coffined together. The name(s) of the deceased(s) must be indelibly engraved on a non-corrodible plate, affixed to the coffin.

No metallic coffins or caskets are permitted to be buried.

3.13 Funeral service

We welcome any individual requests for a funeral service, i.e. horse drawn hearses, pipers, military, family to video the service, but please inform the office at the time of booking so that these requirements can be considered and accommodated if possible.

The Funeral Director or family are responsible for providing sufficient bearers to carry the coffin from the hearse to the grave and lower the coffin into the grave.

We will try to accommodate requests relating to cultural or personal preferences wherever possible.

3.14 Backfilling the grave

We will allow mourners to backfill the grave, however, the first layer of soil to go into the grave must be put by the General Cemetery Company's staff to ensure no damage is caused to the coffin / casket.

If the 'Notice of Burial' does not state that a Backfill is required, this request cannot be accommodated if made on the day.

If weather conditions or other factors beyond the control of the General Cemetery Company would endanger anyone present, the backfill cannot be accommodated.

3.15 Service in the Chapel

A service in either the East Chapel or West Chapel may take place upon payment of the appropriate fee and a booking being made.

No service may occupy more than 45 minutes.

All music to be ordered via Obitus at www.obitus.com or 03333 447 440 at least 48 hours prior to the day of the funeral. CD's and media devices will not be accepted.

An organ is available in both the East Chapel and West Chapel but the family or their representatives (e.g. Funeral Director) must arrange for the Organist to attend and liaise directly, regarding the music to be played.

The General Cemetery Company can supply a list of organists who may be available.

4 The Exclusive Right of Burial

The Exclusive Right of Burial in a grave space can only be purchased at the time of the first burial.

The Exclusive Right shall only be for a period of 80 years and from the date of purchase.

4.1 Pre-purchasing of grave spaces

Burial space within Kensal Green Cemetery is limited, therefore the pre-purchase of any type of grave space is not permitted.

4.2 The transfer of the Exclusive Right of Burial

Where the Registered Owner of a grave is deceased, a new owner must be registered before any burial can take place in that grave. The transfer is handled using the Will or Probate of the Registered Owner and a legal process must be followed.

Transfer of ownership of Exclusive Rights of Burial can be dealt with in a number of other ways dependant upon individual circumstances. Please contact the office for further details.

The office will assist you in this and a fee in connection with this service is payable to the General Cemetery Company.

Where the Registered Owner is still alive and wishes to transfer ownership to another family member, an Assignment Form can be completed which is available from the office.

5 Information regarding memorials

The person applying for the Right to Erect a Memorial must be the owner of the Exclusive Right of Burial.

The appropriate Memorial Application Form (available from the website or office) must be completed, and permission granted, before any memorial is erected within the Cemetery grounds. A drawing showing the full dimensions of the intended memorial, proposed material and inscription, and method of installation must be submitted to the office for approval.

Payment of the appropriate fee must be received before permission is granted.

The section and number of the grave space must be cut clearly in one inch letters at the foot of each headstone or memorial erected on the grave.

No trade name is permitted to be engraved or fixed to any memorial, unless with the express permission of the Registered Owner of the grave.

If any memorial is removed from a grave for the purpose of an burial or otherwise, it must not be replaced unless the regulations have been complied with.

Any additional inscription or other works must be approved by the office before the work is carried out.

Memorials can only be placed on graves where the first burial has taken place. No blank memorials can be fixed.

5.1 General points for Memorial Masons

Memorial Masons, and others employed to work for them, must not continue working whilst a funeral is taking place.

The surrounding ground must not be damaged by their work, but if any such damage does occur, the Memorial Mason will be responsible for any repairs necessary.

Fixing of memorials is not allowed on Saturdays, Sundays or Public Holidays. All materials for graves and memorials shall be conveyed into the cemetery in such a manner as to avoid damage to the grounds.

All such materials, refuse or soil, shall be removed from the cemetery immediately upon completion of the works. All work is to be carried out in accordance with the regulations and to meet with the NAMM (National Association of Memorial Masons) Code of Working Practice applicable at the time of the erection.

The General Cemetery Company has the right to demand that the Memorial Mason dismantles a memorial to demonstrate that the correct fixing methods have been used, at the Memorial Masons cost.

5.2 Erection of memorials

Before any work is commenced, the General Cemetery Company must be satisfied that any memorial to be fixed in Kensal Green Cemetery will be provided with proper and adequate foundations of suitable dimensions and construction; and that the memorial will not be likely to sink or move from the position in which it is placed at the time of erection.

The sizes of memorials permitted on any grave are shown in the Memorial Guideline and information leaflet, available from the office, or on the General Cemetery Company website. The whole of the work

in connection with the fixing of memorials must be completed to the satisfaction of the General Cemetery Company. Such work must be completed within one visit to the cemetery and should adhere to the regulations of the National Association of Memorial Masons (NAMM) currently in force.

All materials brought into Kensal Green Cemetery by the person erecting the memorial, but which may not be required, are to be removed from the cemetery by the person carrying out the work.

All memorials placed in Kensal Green Cemetery are done so at the risk of the Registered Grave Owner(s), and the General Cemetery Company is not responsible for any loss or damage.

It is recommended that appropriate insurance cover is obtained by the registered grave owner for the memorial to insure against all risks. Further information can be obtained from your appointed Memorial Mason.

5.3 Repair and removal of memorials

If a memorial is not kept in proper order or is deemed by the General Cemetery Company to be unsafe, the General Cemetery Company may remove or alter it at the owner's cost.

Memorials removed by the General Cemetery Company for a further burial will be replaced on the grave when settlement has finalised, approximately twelve months from the date of the burial.

Any temporary memorial marking the grave should be removed after one year.

5.4 Memorial Benches

Only benches ordered through the General Cemetery Company will be permitted to be placed in the cemetery grounds. The General Cemetery Company reserves the right to remove and dispose of any other benches placed within the cemetery without permission.

6 Types of Graves

6.1 General information

Except in respect of burials within the Garden of Remembrance or on lawn graves, the owner of any grave can place small shrubs, plants or flowers on the grave space, but must keep them in a proper and tidy condition. The General Cemetery Company reserves the right to cut down or remove any shrubs, plants or flowers which they consider to be unsightly or overgrown.

The General Cemetery Company also reserves the right to remove any items from any grave or memorial which may be considered dangerous or unsuitable. The following are some examples of these items, but this list is not exhaustive:

- Wire mesh fencing
- Glass vases, ceramic or plastic items
- Breakable items
- Windmills
- Flags
- Wind chimes
- Candles
- Lanterns
- Solar powered lights
- Scarves / banners
- Christmas decorations

6.2 Lawn sections

No kerb is permitted over or around any grave on the lawn sections.

If no memorial is erected, plants ordinarily growing to no greater height than 18" (460 mm) may be planted in the space which may be provided at the head of the grave.

Where concrete beams are provided to aid the stability of the memorials, planted containers may be placed to the side of each memorial.

A headstone will be permitted subject to the sizes and conditions detailed in the Memorial Guidelines and Information leaflet, which is available from the office or on the website. The foundation of any headstone on the lawn section must be a suitably sized concrete slab to which the memorial base is dowelled using the appropriate NAMM approved ground anchor system.

Where concrete plinths are provided, the memorial base must be affixed to the plinth with the appropriate NAMM approved ground anchor system.

The grave number should be shown on the base of the headstone at the right side, as viewed from the front.

7 Duty of Care

Responsibility for safe conditions in the cemetery rests upon the following:

- **The General Cemetery Company**

The General Cemetery Company has a responsibility to ensure the cemetery is safe for all users and employees. This may include the inspection of memorials to ensure they are safe.

- **Memorial Masons**

Stonemasons have a duty to ensure all work on memorials is carried out in a safe manner and that memorials are safe.

- **Owners of Memorials**

In the case of memorials the primary responsibility for ensuring they are safe rests upon the owner of the grave or memorial. It is their responsibility to ensure the memorial is maintained to a safe standard.