

Terms and Conditions

General terms applicable to all memorials

1. The General Cemetery Company (GCC) will maintain the garden. Paths, trees, shrubs and other features may change.
2. The GCC reserves the right to change the layout of the gardens, but no disturbance of cremated remains will take place.
3. The GCC cannot accept liability for any damage caused to memorials, or if any items go missing.
4. Only items purchased through the GCC can be placed in the garden (e.g. plaques). Benches and / or seating must not be left anywhere in the garden.
5. New leases will expire on the last day of the month in which they commenced.
6. No cremated remains are to be scattered or interred in any area of the garden, without the permission of the GCC.
7. No memorials can be purchased in reserve.
8. Artificial flowers must not be placed anywhere in the garden. Fresh flowers (free from cellophane) are permitted, but no other items should be placed or attached to the memorial items.
9. All leases are non-refundable and non-transferable.
10. If a lease expires, the memorial is removed, and any above ground cremated remains are scattered in the Scattering Garden (unless an alternative instruction is received).
11. It is the leaseholder's responsibility to ensure the GCC is informed of any changes to contact details (name, address, telephone number and email). The GCC cannot accept any liability if contact cannot be made with the leaseholder.

Book of Remembrance

1. Payment is required before the entry can be made.
2. If, once the entry has been made, a mistake is identified and needs to be corrected, fees are chargeable (without exception).

Columbarium Niche

1. The leaseholder will receive a proof of the inscription for the plaque.
2. Once the proof has been agreed, payment for the plaque and lease is required in full and is not refundable.
3. Once the proof has been signed by the leaseholder, the GCC cannot accept any liability for any errors or omissions on the plaque.
4. Once the plaque is received by the GCC arrangements will be made with the leaseholder for the fixing of the plaque and interment of the cremated remains.
5. A 'Notice of Cremated Remains Interment in the Garden of Remembrance' form is required to enable the cremated remains to be placed within the niche.
6. Fresh flowers can be placed behind the railings at the niches. No other items can be left.
7. A lease is not permitted without cremated remains being placed.

GENERAL CEMETERY COMPANY

Kensal Green Cemetery and West London Crematorium

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 enquiries@kensalgreencemetery.com  www.kensalgreencemetery.com

8. The GCC will write to the leaseholder when the lease is due for renewal. If the leaseholder:
 - a. wishes to renew the lease for a further period, a fee is payable.
 - b. does not wish to renew the lease, the leaseholder can collect the cremated remains and / or the plaque. A fee is payable for the plaque to be removed if the leaseholder wishes to keep it.
 - c. does not wish to renew the lease and does not wish to collect the cremated remains and / or the plaque, both are removed. The plaque is destroyed, and the cremated remains are scattered in the Scattering Garden.
 - d. does not contact the GCC by the stated time in the renewal letter, the plaque is removed and destroyed, and the cremated remains are scattered in the Scattering Garden.
 - e. should die, a transfer of ownership is required to enable the lease of the columbarium niche to be transferred into somebody else's name. A fee is payable for a transfer.

Garden Wall Niche

1. The leaseholder will receive a proof of the inscription for the plaque.
2. Once the proof has been agreed, payment for the plaque and lease is required in full and is not refundable.
3. Once the proof has been signed by the leaseholder, the GCC cannot accept any liability for any errors or omissions on the plaque.
4. Once the plaque is received by the GCC, arrangements will be made with the leaseholder for the fixing of the plaque and interment of the cremated remains.
5. A 'Notice of Cremated Remains Interment in the Garden of Remembrance' form is required to enable the cremated remains to be placed within the niche.
6. Cremated remains will need to be transferred into a specific wooden urn, and the cremated remains must be delivered to the GCC in advance of the date of interment. A fee is payable for the urn.
7. The garden wall niche can only accept one set of cremated remains.
8. A lease is not permitted without cremated remains being placed.
9. The GCC will write to the leaseholder when the lease is due for renewal. If the leaseholder:
 - a. wishes to renew the lease for a further period, a fee is payable.
 - b. does not wish to renew the lease, the leaseholder can collect the cremated remains and / or the plaque. A fee is payable for the plaque to be removed if the leaseholder wishes to keep it.
 - c. does not wish to renew the lease and does not wish to collect the cremated remains and / or the plaque, both are removed. The plaque is destroyed, and the cremated remains are scattered in the Scattering Garden.
 - d. does not contact the GCC by the stated time in the renewal letter, the plaque is removed and destroyed, and the cremated remains are scattered in the Scattering Garden.
 - e. should die, a transfer of ownership is required to enable the lease of the garden wall niche to be transferred into somebody else's name. A fee is payable for a transfer.

Garden Wall Plaque

1. The leaseholder will receive a proof of the inscription for the plaque.
2. Once the proof has been agreed, payment for the plaque and lease is required in full and is not refundable.
3. Once the proof has been signed by the leaseholder, the GCC cannot accept any liability for any errors or omissions on the plaque.
4. Once the plaque is received by the GCC, arrangements will be made with the leaseholder for the plaque to be placed in the chosen location.
5. The GCC will write to the leaseholder when the lease is due for renewal. If the leaseholder:
 - a. wishes to renew the lease for a further period, a fee is payable.
 - b. does not wish to renew the lease, the leaseholder can collect the plaque. A fee is payable for the plaque to be removed if the leaseholder wishes to keep it.
 - c. does not wish to renew the lease and does not wish to collect the plaque, it is removed and destroyed.
 - d. does not contact the GCC by the stated time in the renewal letter, the plaque is removed and destroyed.
 - e. should die, a transfer of ownership is required to enable the lease of the garden wall plaque to be transferred into somebody else's name. A fee may be payable for a transfer.

Leaf on Babies and Children's Memorial Tree

1. The leaseholder will receive a proof of the inscription for the leaf.
2. Once the proof has been agreed, payment for the leaf and lease is required in full and is not refundable.
3. Once the proof has been signed by the leaseholder, the GCC cannot accept any liability for any errors or omissions on the leaf.
4. Once the leaf is received by the GCC, it is fixed to the tree in a location chosen by the GCC within 4 weeks from the date of payment. An email confirming the leaf is attached will be sent to the leaseholder.
5. A 'Notice of Cremated Remains Interment in the Garden of Remembrance' form is required to enable cremated remains to be scattered in the babies' section (if applicable).
6. If cremated remains are to be scattered in the Scattering Garden, they are scattered loose on the lawn. The lawn is cut every Wednesday, but the cut grass is not collected.
7. The GCC will write to the leaseholder when the lease is due for renewal. If the leaseholder:
 - a. wishes to renew the lease for a further period, a fee is payable.
 - b. does not wish to renew the lease, the leaseholder can collect the leaf.
 - c. does not wish to renew the lease and does not wish to collect the leaf, it is removed and disposed of.
 - d. does not contact the GCC by the stated time in the renewal letter, the leaf is removed and disposed of.
 - e. should die, a transfer of ownership is required to enable the lease of the leaf to be transferred into somebody else's name. A fee may be payable for a transfer.

Open Book Plaque

1. The leaseholder will receive a proof of the inscription for the plaque.
2. Once the proof has been agreed, payment for the plaque and lease is required in full and is not refundable.
3. Once the proof has been signed by the leaseholder, the GCC cannot accept any liability for any errors or omissions on the plaque.
4. Once the plaque is received by the GCC, it is fixed to the book in a location chosen by the GCC within 4 weeks from the date of payment. An email confirming the plaque is fixed will be sent to the leaseholder.
5. The GCC will write to the leaseholder when the lease is due for renewal. If the leaseholder:
 - a. wishes to renew the lease for a further period, a fee is payable.
 - b. does not wish to renew the lease, the leaseholder can collect the plaque.
 - c. does not wish to renew the lease and does not wish to collect the plaque, it is removed and disposed of.
 - d. does not contact the GCC by the stated time in the renewal letter, the plaque is removed and disposed of.
 - e. should die, a transfer of ownership is required to enable the lease of the plaque to be transferred into somebody else's name. A fee may be payable for a transfer.

Rose Bush / Rose Tree

1. The leaseholder will receive a proof of the inscription for the plaque.
2. Once the proof has been agreed, payment for the plaque and lease is required in full and is not refundable.
3. Once the proof has been signed by the leaseholder, the GCC cannot accept any liability for any errors or omissions on the plaque.
4. Once the plaque is received by the GCC, arrangements will be made with the leaseholder for the placing of the plaque and if applicable, the interment of cremated remains.
5. A 'Notice of Cremated Remains Interment in the Garden of Remembrance' form is required to enable the cremated remains to be placed at the rose.
6. Up to 4 sets of cremated remains are permitted at a rose tree, and up to 2 sets of cremated remains are permitted at a rose bush. Cremated remains are placed in the ground loose. A fee is payable for the interment of cremated remains.
7. The rose is leased in dedication of your loved one, therefore you do not own the rose or plot.
8. You must not hang or attach any items from the rose tree / bush.
9. You must not plant bulbs or plants in the rose beds or rose plots.
10. Rose trees are pruned back so that new growth, buds and flowers are encouraged at (approximately) head height. Rose trees will also be pruned to keep the canopy compact and to prevent branches from growing across pathways. Rose bushes are pruned to keep them to a manageable size (close to their original size) to promote new growth, buds and flowers. Pruning will usually take place in November.

11. It is not a requirement that cremated remains are interred at a rose bush or rose tree.
12. The GCC will write to the leaseholder when the lease is due for renewal. If the leaseholder:
 - a. wishes to renew the lease for a further period, a fee is payable.
 - b. does not wish to renew the lease, the leaseholder can collect the plaque(s). If the plaque is not collected it is removed and destroyed.
 - c. does not wish to renew the lease the rose may be re-leased to another family or removed.
 - d. does not contact the GCC by the stated time in the renewal letter, the plaque is removed and destroyed and the rose may be re-leased to another family or removed.
 - e. should die, a transfer of ownership is required to enable the lease of the memorial to be transferred into somebody else's name. A fee is payable for a transfer.

Sanctum

1. The leaseholder will receive a proof of the inscription for the plaque.
2. Once the proof has been agreed, payment in full is required. All fees are not refundable.
3. Once the proof has been signed by the leaseholder, the GCC cannot accept any liability for any errors or omissions on the plaque.
4. Once the plaque is received by the GCC, arrangements will be made with the leaseholder for the fixing of the plaque and interment of cremated remains.
5. A 'Notice of Cremated Remains Interment in the Garden of Remembrance' form is required to enable the cremated remains to be placed within the sanctum.
6. The sanctums remain the property of the GCC.
7. A lease is not permitted without cremated remains being placed.
8. The GCC will write to the leaseholder when the lease is due for renewal. If the leaseholder:
 - a. wishes to renew the lease for a further period, a fee is payable.
 - b. does not wish to renew the lease, the leaseholder can collect the cremated remains and the plaque.
 - c. does not wish to renew the lease and does not wish to collect the cremated remains or the plaque, both are removed. The plaque is destroyed, and the cremated remains are scattered in the Scattering Garden.
 - d. does not contact the GCC by the stated time in the renewal letter, the plaque is removed and destroyed, and the cremated remains are scattered in the Scattering Garden.
 - e. should die, a transfer of ownership is required to enable the lease of the sanctum to be transferred into somebody else's name. A fee is payable for a transfer.

Scattering Garden Plaque

1. The leaseholder will receive a proof of the inscription for the plaque.
2. Once the proof has been agreed, payment for the plaque and lease is required in full and is not refundable.
3. Once the proof has been signed by the leaseholder, the GCC cannot accept any liability for any errors or omissions on the plaque.
4. Once the plaque is received by the GCC, arrangements will be made with the lease holder for the fixing of the plaque and if applicable, the scattering of the cremated remains.
5. A 'Notice of Cremated Remains Interment in the Garden of Remembrance' form is required to enable cremated remains to be scattered (if applicable).
6. If cremated remains are to be placed in the Scattering Garden, they are scattered loose on the lawn. The lawn is cut every Wednesday, but the cut grass is not collected.
7. The GCC will write to the leaseholder when the lease is due for renewal. If the leaseholder:
 - a. wishes to renew the lease for a further period, a fee is payable.
 - b. does not wish to renew the lease, the leaseholder can collect the plaque. A fee is payable for the plaque to be removed.
 - c. does not wish to renew the lease and does not wish to collect the plaque, it is removed and destroyed.
 - d. does not contact the GCC by the stated time in the renewal letter, the plaque is removed and destroyed.
 - e. should die, a transfer of ownership is required to enable the lease of the plaque to be transferred into somebody else's name. A fee is payable for a transfer.