

# BOOK OF REMEMBRANCE

The Book of Remembrance provides a perpetual record and memorial. Day by day the Book lies open in the Hall of Remembrance, a page a day for each day of the year. Entries may be viewed on the anniversary date you have requested on the order form. This is the only permanent memorial available.

There are volumes for each quarter of the year. Each leaf of the Books is made of the finest hand made parchment. Even when full, the books will still be kept permanently in the Hall of Remembrance. Entries may consist of two, five or eight lines. Entries consisting of five or eight lines can also include a coat of arms, regimental badge, floral emblem or a memento of your choice at a small additional cost, the crematorium will be happy to advise you.

Replicas containing a copy of the entry, to actual size inscribed in the Book of Remembrance, can be supplied. The replicas will serve the two-fold purpose of providing a means whereby distant relatives, or those who are unable to visit the Crematorium may see a copy of the entry in the Book; or the need of those relatives who wish to keep some permanent reminder of the wording. The replicas are in two types:

- Type A Memorial card, with inscription and space where a photograph could be placed.
- Type C Miniature Book, Stiff Covered, containing photographs of the Chapels and Gardens; and the inscription.

Replicas either with or without badges, floral emblems etc can be supplied. Please refer to our current price list for details of charges.

## ELECTRONIC BOOK OF REMEMBRANCE

To those who choose to arrange an entry in the Book of Remembrance we offer the facility to also view the inscription on a screen. This is an image of the original inscription which has been made in the Book.

This image can be viewed using a personal card which will show a copy of your personal inscription including any emblems in the original Book of Remembrance entry.

Unlike the Book of Remembrance, which is seen only on the anniversary date, the personal access card can be used to show the inscription on a screen at any time. As the crematorium is open at weekends, Bank Holidays, and summer evenings, it will provide better access for people wishing to see the memorial at a time convenient to them and as frequently as they choose to visit.

As well as the original inscription, it is possible to arrange for up to four new pages which can be seen on the screen using the same access card.

These additional pages could include a photograph, perhaps of the person commemorated or of a favourite place, a family group or a pet. The photograph could be of anything that recalls memories associated with the person. A page of favourite verse or prose could be shown on a page. Uniquely, we are also offering the possibility of a biography page giving details of a person's life. The biographies will eventually provide valuable information to future generations.

Everyone who places an entry in the Book of Remembrance will be provided with a personal access card. These will be sent to you as soon as the inscription has been made in the Book. You will no longer have to wait for the entry date to see the inscription for the first time.



BEREAVEMENT  
SERVICES

## PHOTOGRAPHS & DIGITAL PHOTOGRAPHY

Photographs are accepted for reproduction as a computer image. The Council accepts the photograph assuming that the applicant has the right to use that photograph and that permission has been received from any living persons who also appear within that photograph. Text showing a name and date can be added to the photograph screen at no additional cost.

Our Studios will assess photographs for quality. If they are found not to reproduce to a suitable quality a refund would be given but limited to the value of the sum paid. Where photographs are required to be enhanced a separate charge will be quoted by the Studio and payment required prior to the work commencing.

While every care will be taken to safely return the photograph, the Council will only be liable for the monetary cost of photographic materials in the event of loss however caused by council agents.

## ACCESS CARDS

One access card is provided with each new application for an entry in the Book of Remembrance, additional cards may also be purchased. Access cards may also be purchased for existing entries.

## CALLIGRAPHY INSCRIBED POEM OR OTHER TEXT (SUCH AS PROSE OR BIOGRAPHY)

The format of the inscribed poem or other text is similar to the calligraphy inscription in the Book of Remembrance. The style of the calligraphy will be at the discretion of the Studio artist. A maximum of 21 lines can be accommodated.

## POEM OR BIOGRAPHICAL DETAILS IN PLAIN TYPE

In addition to poems or biographical details other text can be submitted which will be typed in plain type only. This is priced for each screen page of plain type. A maximum of 21 lines can be accommodated.

## OTHER INFORMATION

The Council reserves the right to decline to accept any inscription or part inscription, text or photograph without giving a reason.

Staff can advise you of the suitability of inscriptions and photographs.

## FURTHER ASSISTANCE

If you require more information, please contact the staff at the crematorium and cemeteries office who will be pleased to assist you and can demonstrate the full benefits of the facility.

## ELECTRONIC BOOK OF REMEMBRANCE

The Electronic Book of Remembrance can now be viewed on the Internet. <https://croydon.bookofremembrance.uk>  
Just enter the name of the person who you are looking for and if there is an entry it will appear.



All entries since 1959 are included. Please note that not everyone cremated at Croydon is included, as not all families choose to arrange a memorial entry.

An entry in the Book of Remembrance can be arranged at any time for anyone who has died, and if you would like to find out more please contact the crematorium office.





## GARDENS AND HALL OF REMEMBRANCE INFORMATION

**Open hours** are everyday, including Christmas and Bank Holidays. Times vary in line with the seasons:

9am - 7pm: April – Oct (until clocks change)      9am - 5pm: Oct (after clocks change) - March.

**Floral tribute vases** are available from the flower arrangement room next to the Hall of Remembrance for use when placing flowers in the Hall or Chapels.

We ask that flowers are not left in the gardens or grounds as unfortunately loose flowers are often displaced by wildlife and become unsightly, causing distress to those who have placed them and other visitors.

We ask that vases from the Hall of Remembrance are not taken out onto the grounds as they are easily damaged and can cause accidents.

Please do not apply labels to a vase as the vases are for use by all our visitors. The use of glass containers, both in the Hall and Gardens is prohibited, to avoid the dangers of broken glass.

**Cut flowers, tributes and plants** that are dead or wilting will be removed every Monday and Thursday, in order to maintain the appearance of the Hall, Chapels and Gardens of Remembrance. We ask that flowers are not affixed to any memorial, as this can cause permanent damage to the surface of the memorial. To prevent damage to the Books of Remembrance and to ensure all our clients are able to view the books, we ask that no tributes or flowers of any size be placed on the glass cabinets.

Regrettably we are not able to offer the facility to water or maintain plants you may leave in the Hall of Remembrance, Chapels or Gardens.

**Artificial flowers and memorabilia** items are removed from the Hall and Gardens every Thursday. However, we would prefer if our clients would refrain from leaving these items, as it is both distressing for our staff and the person leaving them when they are removed. Cards may be left in remembrance of birthdays and anniversaries or such occasions. However, we ask your assistance in dating the reverse of your card with the date of the anniversary, to ensure it is not removed until after the date, Christmas Wreaths and tributes are removed in the first week of January.

**The Books of Remembrance** are turned daily to display the day's entries. If you are unable to attend on the date of your entry, a member of our Bereavement Services Team may be available to turn the page for you, to see an entry. Please enquire at the cemetery office.

In addition, all entries are now available to view daily, on the Electronic Book of Remembrance screen (in the Hall of Remembrance), by using a personal swipe card and by access to the web site.

**Questions and information** about our memorial schemes and the services we provide can be answered by our Bereavement Services Team. They can be contacted by calling in to the cemetery office in person or by telephoning 020 8684 3877 between 9am and 4.30pm Monday to Friday, or email [bereavement@croydon.gov.uk](mailto:bereavement@croydon.gov.uk)

**Suggestions and complaints** are welcomed from all our clients, and these are handled by our Bereavement Services Team, who will report on any action that is to be taken, to the Cemeteries Manager.



**Bereavement  
Services**

£

## THE BOOK OF REMEMBRANCE

2-line memorial inscription including access to on screen display	214.00
5-line memorial inscription including access to on screen display	340.00
8-line memorial inscription including access to on screen display	447.00
Badge, crest or floral emblem (Emblems are only available with 5- or 8-line inscriptions)	115.00

### **e-BOOK OF REMEMBRANCE**

Digitizing existing entry	85.00
Biographical/Poem/Prose details	85.00
Digital Photograph	111.00
Inscribing poetry or prose – per line	18.00
Additional Access Card	29.00

### **REPLICA TYPE “A” – MEMORIAL CARD**

Containing copy of 2-line inscription	73.00
Containing copy of 5-line inscription	90.00
Containing copy of 8-line inscription	115.00

### **REPLICA TYPE “C” – MINIATURE BOOK (hard covers)**

Containing copy of 2-line inscription	172.00
Containing copy of 5-line inscription	187.00
Containing copy of 8-line inscription	216.00

Emblems are also available with Replica Copies Badge, crest, or floral emblem	<i>an additional fee of</i>	115.00
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**CROYDON CEMETERIES AND CREMATORIUM**

Mitcham Road, Croydon CR9 3AT

(If using Satellite Navigation: CR0 3AA for Mitcham Road or CR7 6BB for Thornton Road)

Tel: 020 8684 3877

e-mail: [bereavement@croydon.gov.uk](mailto:bereavement@croydon.gov.uk) / [www.croydon.gov.uk](http://www.croydon.gov.uk)

**QUEENS ROAD CEMETERY**

Queens Road, Croydon CR0 2PR

**GREENLAWN MEMORIAL PARK**

Chelsham Road, Warlingham CR6 9EQ

**OFFICE HOURS**

Monday - Friday (Public and Bank Holidays excepted) 9.00am to 4.30pm

Saturday & Sunday (By appointment only) 10:30am to 11:30am

**CEMETERY GROUNDS Opening Hours:**

All Sites: October (from clocks change) - 30 March 9am - 5pm

31 March – October (before clocks change) 9am - 7pm



**Bereavement  
Services**