

Customer Service Charter

To provide unparalleled, compassionate and inclusive memorial services that transcend generations.

Our purpose

We celebrate life by creating remarkable places to reflect, connect and remember. We are here to support you with genuine care and affordable choices, every step of the way.

Our promise to you

We are committed to providing compassionate, respectful and inclusive service across all our memorial parks.

We promise to:

- Treat you and your loved ones with empathy, dignity and respect.
- Share clear, honest information about our services and prices.
- Listen with care and tailor our support to your needs.
- Respect your privacy and uphold your rights.
- Welcome your feedback and continually strive to improve.

What guides us

We live our values every day:



Genuine Care

We show empathy and support.



Respect Diversity

We honour different needs and traditions.



One Team

We work together to help you.



Deliver Excellence

We aim for the highest standards, always.

Helping you make informed choices

We'll always explain what's included in any service or package, so you know exactly what to expect. If English isn't your first language or you have specific communication needs, we'll do our best to support you. We're also transparent about any relationships we have with other service providers, so you can make informed decisions with confidence.



Your voice matters

Scan the code or visit: bit.ly/4jPyfpU. We welcome your questions, compliments, concerns and suggestions. Your feedback helps us serve you better.