Crystal
FUNERAL PLANNING

The Funeral Planning Company Your Family Can Trust



Your Funeral Your Way

For help and support call for FREE

01204 951066

www.crystalfuneralplanning.co.uk

Crystal Funeral Planning is a trading style of Crystal Cremations Ltd. Authorised and Regulated by the Financial Conduct Authority (FRN 961835) for the purposes of entering into and carrying out Funeral Plan Contracts

Funeral Wishes

(only on a Celebration of life and Traditional Plan)

Cremation/Burial	
Cemetery/crematorium	
Music/Hymns	
In:	1.
During:	2.
Out:	3.
Readings/poems:	1.
	2.
	3.
	4.
Flowers (Family only colours etc)	
Charity donations to:	1.
	2.

Additional Information

Who We Are

Why Choose Us

A kind, respectful and supportive service.

Our helpful friendly team are here for you every step of the way and will work with your individual needs.

Our team have over 30 years in Estate Planning and Funeral Planning

We are a small independent FCA regulated company. This allows us to provide a more caring personal service. We have exactly the same FCA authorisation as other Funeral Plan providers but without the overheads. We pass these savings onto our customers. Simple and transparent

- Lowest Priced Funeral Plan in the country
- Nationwide network of Funeral Directors
- Plan your funeral your way

The Crystal Family

The Crystal Funeral Planning team has more than 30 years' experience of working closely with clients who have suffered bereavement. Martin and Andy who head up the team have vast experience in the Funeral and Will writing services. Based in the North West of England Crystal Funeral Planning provides a rare opportunity that puts the client in charge of their loved one's funeral, after all it's...

Your Funeral Your Way

Over the years we have seen some of the pitfalls people can experience when planning their future. We have the expertise and experience to help our customers navigate these pitfalls with a hassle-free and helpful approach. Our motto is it's "your funeral your way".

We care about our customers; we have a set of values (see below) that underpin everything we do. We are aware of the distress and upset that losing someone can bring. Martin, one of the company directors, is a counsellor and has helped many people who have suffered with bereavement issues. We promote mental health & wellbeing and with this is mind we are able to signpost our customers for help and support in their time of need.

All our Crystal Funeral Planning team work towards the same goal, and that is to provide our customers with a five-star service from start to finish which is backed by our core values.

Our Values

We are respectful, trustworthy and dignified in our approach.

Our clients are the focus of our team, we provide a trustworthy and dignified service to cater for your loved ones.

Courteous and Caring

Our experienced support team will offer our clients the utmost kindness and courtesy when helping our clients at their time of need.

Considerate

We will be considerate to your needs both emotionally and financially, always taking your personal situation into consideration.

Empathy

Our support team totally understand the emotional distress a bereavement can cause to a family and this is why we often refer our clients for additional support.

Crystal Direct Cremation

What is a Crystal Direct Cremation?

A direct cremation is ideal for those who don't want a fuss and simply require a service that meets their needs, with no hidden costs and no hidden extras, other than things such as when a larger coffin is required. Please feel free to contact our support team if you have any questions or concerns.

When your loved one passes away they will be collected and taken to one of our reputable mortuary services where they will be respectfully cared for.

Your loved one will then be taken in an appropriate funeral vehicle to the crematorium. The cremation then takes place, without mourners.

The ashes can then be returned to their loved ones so they can choose how and when they say goodbye, please note this can take up to six weeks for the ashes to be delivered, but we will do our upmost to have the ashes delivered as soon as practically possible.

Alternatively, the ashes can either be scattered in the garden of remembrance or, collected by Next of Kin 48 hours after the cremation.

What's Included

This price covers everything you need for the direct cremation such as:

- Transport to one of our nominated mortuaries, where your loved one will be prepared and allowed to rest until the cremation
- Cremation Fees
- Oak Veneered Coffin
- Direct cremation, with no mourner's present
- Preparation of deceased for the cremation
- All transportation costs on the day of cremation
- The delivery of ashes. Collection anywhere in the UK
- Support for relatives of deceased, with signposting to bereavement support & counselling
- Doctors fees

What's Not Included

Our commitment to our clients is to be open and honest so it is only fair we tell you what is not included:

- Visiting the deceased
- Attended funeral service
- Procession, hearse, flowers etc
- Minister or Celebrant

'Don't worry, if these are important to you we have developed two additional plans that provide a service and can be tailored to your needs. Take a look at our Celebration of Life Plan and our Traditional Funeral Plan.

Crystal Funeral Planning offer payment options to help spread the cost of your funeral, please call our friendly support team on **01204 951066** for further information.

Please note: If you choose to pay for your plan over a number of months, and if you were to pass away during the 24-month moratorium period from anything other than an accident we would refund in full to your estate all payments made including any additional lump sum. If you die from an accident before making all payments, we will honour your plan in full and carry out the funeral as specified in your chosen scheme.

Crystal Celebration of Life

What is the Crystal Celebration of Life Service?

The cost of funerals can be a minefield with various additional costs, often added at the time of need when those suffering from bereavement are at their most vulnerable. Our Celebration of Life plan offers you peace of mind. No additional costs. What you pay for is what you get. That is our Crystal Promise.

The Celebration of Life plan is exactly what it says... it is the service that is key in this plan. It allows the benefit of adding more to the service if you so wish. It also gives the opportunity for family and friends to pay their respects and say goodbye.

You will be able to do such things as live stream the service so those who are unable to attend can still pay their respects. You can add music to make the service that little bit more special.

What's Included

- Transport to one of our nominated mortuaries, where your loved one will be prepared and allowed to rest until the cremation
- Cremation Fees
- Coffin
- Preparation of deceased for the cremation
- All transportation costs on the day of cremation
- Support for relatives of deceased, with signposting to bereavement support & counselling
- Funeral Directors professional services
- Attended funeral service
- Minister or Celebrant
- Doctors Fees

What's Not Included

Our commitment to our clients is to be open and honest, so it is only fair we tell you what is not included:

- Visiting the deceased
- The delivery of ashes. Collection anywhere in the UK
- Procession, hearse, flowers etc

Crystal Funeral Planning offer payment options to help spread the cost of your funeral, please call our friendly support team on **01204 951066** for further information.

Please note: If you choose to pay for your plan over a number of months, and if you were to pass away during the 24-month moratorium period from anything other than an accident we would refund in full to your estate all payments made including any additional lump sum. If you die from an accident before making all payments, we will honour your plan in full and carry out the funeral as specified in your chosen scheme.

Crystal Traditional Funeral

What is a Crystal Traditional Funeral?

The cost of funerals can be a minefield with various additional costs, often added at the time of need when those suffering from bereavement are at their most vulnerable. Our Crystal Traditional Funeral Plan includes an attended service, along with a hearse and bearers with a funeral director present.

Our Crystal Traditional Funeral allows you to add extra services if you wish to do so, such as live streaming the service, or the addition of limousines.

What's Included

- Funeral Director's professional services
- Guaranteed all disbursements (doctors fees, ministers fees and cremation fees)
- Cremation at your choice of any mainland UK crematoria
- Funeral service with your choice of service time
- Collection of the deceased from hospital, hospice or mortuary
- Standard Coffin
- Provision of a hearse and 4 pall bearers
- Fixed price as published
- Support for relatives of deceased, with signposting to bereavement support & counselling
- Doctors Fees

What's Not Included

Our commitment to our clients is to be open and honest so it is only fair we tell you what is not included:

- Viewing of the deceased
- Flowers for the service

Crystal Funeral Planning offer payment options to help spread the cost of your funeral, please call our friendly support team on **01204 951066** for further information.

Please note: If you choose to pay for your plan over a number of months, and if you were to pass away during the 24-month moratorium period from anything other than an accident we would refund in full to your estate all payments made including any additional lump sum. If you die from an accident before making all payments, we will honour your plan in full and carry out the funeral as specified in your chosen scheme.

Information and Support

We at Crystal Funeral Planning know that dealing with bereavement can be a difficult task. If someone has died and you would like some help, please feel free to contact a member of our support team.

Questions

To help you along your journey below are some of the most frequently asked questions our clients ask, but, please feel free to call our support team with any other questions you may have.

Is my money safe and will it pay for the option selected when the need arises?

Some of the UK's leading funeral providers use Trusts to secure customers funds to cover the cost of their chosen funeral plan. Crystal Funeral Plans consider the security of our customers funds a priority. Your money will be placed into the secure and independently managed Crystal Funeral Planning Trust. Every year we undergo a full independent audit by JW Hinks auditors https://www.jwhinks.co.uk/ and our actuary David Downie at WBR Actuarial Ltd, https://wbrgroup.co.uk/ produces a solvency assessment report for our customers viewing and reassurance. The FCA state that we are required to maintain a trust solvency level of 110%. This is monitored and supervised by the FCA. We maintain this solvency level by investing your money in order that it keeps in line with inflation. We have an experienced team of financial managers at LGT Vestra https://www.lgtwm.com/uk-en who ensure our investments maintain growth whilst minimising risk and protecting our clients funds.

The Crystal Trust (as per latest SAR) is 124%. So rest assured your money is and always will be safe with Crystal Funeral Planning.

When your funeral plan is needed the Trust simply requires an invoice, proof of death and authorisation from two trustees in order that funds are released.

We will provide you or your nominated representative with the information needed so they will know exactly what to do when the time comes.

Can I add additional services?

Yes, additional services can be added and are detailed on the plan comparison table.

Please note some additional services can only be added at the time of need, such as collection of the deceased from a place other than hospital or mortuary.

Can anyone attend the cremation?

In short, if it's our Direct Cremation Plan then, no. This plan is designed for customers who don't want the fuss or expense of a more traditional funeral. If you or members of your family would like a service, then take a look at our Celebration of Life Plan or our popular Traditional Funeral Plan.

Can I choose where and when the cremation takes place?

You can choose your crematorium if you select either the Traditional Funeral Plan or the Celebration of Life plan. If you choose our Direct Cremation Plan then we select the crematorium that best suits the location of the deceased, combined with how you would like the Ashes delivered.

We do not have a lot of money, will they be given the same level of care if I choose Crystal Funeral Planning?

We at Crystal take great pride in our values and commitment to our clients. The cost of the cremation does not affect the care and consideration given to your loved one and the ones left behind.

Are there any hidden costs?

Our Crystal Price Promise guarantees there are no hidden costs, our packages are priced in an open and transparent way. Once you have paid your plan in full. You can relax in the comfort of knowing that your funeral is paid for, taking the burden away from having to find the money in the future or passing the financial burden onto your family.

Crystal

FUNERAL PLANNING



NAFPP

Bolton Hospice Patron Scheme

FSCS Protected

Crystal Funeral Planning is the trading name of Crystal Cremations Ltd.
The company is registered in England and Wales. Company No: 13043111
Registered Office: Crystal House, 116A Darwen Road, Bolton BL7 9BQ.
Copyright © 2025 Crystal Cremations Ltd

Terms and Conditions available on request and via our website