



Pet Cremation With Confidence™

Our promises and ways of working



Our Promises, we will always...



We care for all companions as if they were part of our own families.



We offer a careful and confidential service delivered with integrity and impartiality.



We help grieving families make informed decisions as to what's best for their pet's final farewell.



We listen to and respect your wishes when it's time to say goodbye.



We carry out every service with complete dignity and respect.



Say goodbye with peace of mind

Pet Cremation With Confidence provides assurance that your beloved pet is treated with care and dignity and that ashes returned are exclusively those of your pet. To provide you and your family with the ultimate peace of mind, we adhere to Pet Cremation With Confidence standards for individual cremation. This means we follow a stringent individual cremation process to:

- Treat your beloved pet with dignity and compassion.
- Provide a system of verification and quality checks.
- Ensure that the ashes returned to you are exclusively those of your beloved pet.
- Offer you and your family the opportunity to celebrate the life of your treasured pet before or after the cremation.

Our eight control checks



How we work, we...

- Are accountable to our clients and to each other.
- Work in accordance to **Our Promises** and ethics adhering to our **Pet Cremation with Confidence** standards and our operational **Standards of Practice for Cremation**.
- Believe in our people, by providing training, to deliver services in accordance with our promises and standards.
- Enable our people to exercise their judgement to go that extra mile for our clients.
- Have strong ties to the local and wider communities we serve, building mutual relationships to provide supporting services.
- Act in a manner that reflects credit on the profession and promotes the importance of pet bereavement.
- Comply with all laws and hold all relevant approvals, licences or regulatory exemptions required.
- Will maintain our crematorium and any designated area for the burial of pets or interment of ashes.
- Are transparent in our pricing, always explaining our charges and providing itemised invoices if requested.
- Will keep accurate cremation and financial records.
- Are open to feedback and will continually improve.
- We will ensure our team members are trained in pet bereavement and compassionate care.
- We understand our environmental impact and continually look to reduce our carbon footprint.

