



**Thames Valley**  
Cremation Services Inc.

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# General Price List

Effective January 6th, 2026

*Unless otherwise specified, prices do NOT include applicable HST.  
Additional information is available upon request.*

*We Help. We Care.  
We Offer a Simple Cremation  
at a Lower Cost.*

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Person in Charge of Day-to-Day Operations:

Owned & Operated by Roberta MacNeil – Funeral Director Class 1

Transfer Service Operator – Class 1 | Licence # TS1-0014680

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23 Salvia Court  
London, Ontario N5Z 4T3  
519-494-5340

[thamesvalleycremation.ca](http://thamesvalleycremation.ca)  
[care@tvcs.ca](mailto:care@tvcs.ca)



# Who We Are

At Thames Valley Cremation Services Inc., we keep things simple. For families choosing not to have a viewing, visitation, or funeral service, we provide the same cremation services with care and compassion at a lower cost. We also offer direct burial services, giving families a straightforward and dignified option at a fair price. As a licensed Transfer Service Operator – Class 1 under Ontario law, we are authorized to arrange for cremation or burial, provide transportation, and complete the required documentation. We walk alongside families with kindness and care when they are needed most. Thames Valley Cremation Services Inc. is locally owned and operated, with no affiliation to any funeral home or corporation.

## About the BAO Consumer Information Guide

The Bereavement Authority of Ontario (BAO) provides a Consumer Information Guide to help families understand their rights and choices when arranging cremation, burial, or funeral services. The guide explains what to expect, what service providers are required to disclose, and how to make informed decisions with confidence. You can access the guide anytime by scanning the QR code below.



BAO Consumer  
Information Guide

## Additional Resources



Thames Valley  
Cremation Services Inc.  
Website



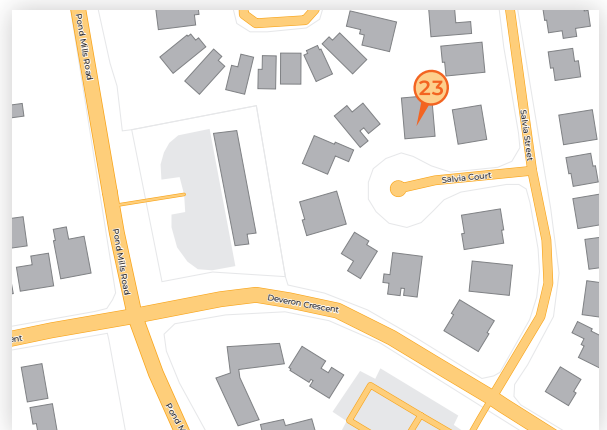
Woodland Cemetery  
Crematorium  
By-Laws

## Where to find us!

Our location is a quiet and private setting where families can feel at ease during a difficult time.

From Commissioners Road, turn right onto Pond Mills Road, left at Banbury Road, then right onto Salvia Street, and right again onto Salvia Court. We are located at **23 Salvia Court**, in a peaceful cul-de-sac with free parking available.

We make ourselves available 24/7 to assist families whenever they need us.







# Direct Cremation

At Thames Valley Cremation Services Inc., a simple cremation means exactly that. We look after every step before, during, and after the cremation process with care, respect, and professionalism. We are a licensed Transfer Service Operator (Class 1), providing direct cremation services and coordinating everything needed for the cremation to take place. A licensed funeral director takes care of everything and guides the family through each stage of the process.

We transfer the deceased into our care, complete all necessary documentation, and coordinate with the crematorium. Your loved one is safely sheltered in our private, secure facility until the cremation takes place. The executor or next of kin signs all the required documents. We also handle all required paperwork, including death registration, burial permit, and coroner's cremation certificate. We transfer your loved one to the crematorium, return the cremated remains to the executor or next of kin, and provide Proof of Death Certificates for estate and legal purposes.

# Direct Cremation Package

## Services

### Professional & Staff Services – Consultation & Co-ordination of Services \$344.00

Professional consultation with a licensed funeral director, including the coordination of every step before, during, and after the cremation process. This includes, but is not limited to, guidance on available options to best meet your personal needs and preferences.

### Documentation – Permits, Forms, etc. \$350.00

Completion and filing of all documents necessary to carry out the services and supplies requested, including, but not limited to death registration, burial permit, coroner's cremation certificate and cremation application. We also provide 15 Proof of Death Certificates initially for estate settlement purposes.

### Transfer of Deceased – Up to 50km \$395.00

This service includes the transfer and vehicle, within the City of London and surrounding areas. Including, but not limited to St. Thomas, Woodstock, Ailsa Craig, Aylmer, Delaware, Dorchester, Ilderton, Ingersoll, Komoka, Lucan, Mt. Brydges, Port Stanley, Salford, Stratford, Strathroy, Tavistock, Thamesford, and Tillsonburg.

### Facilities for Shelter \$250.00

Secure and private facilities used to shelter the deceased until the time of cremation. Your loved one is entrusted to our care until all the necessary documents are signed and completed.

### Administration Vehicle \$156.09

Includes, but not limited to registering the death at London City Hall, picking up the cremated remains from the crematorium, and making off-site arrangements.

### Basic Cremation Container – #101 Fluteboard by Jutzi \$195.00

A cremation container / casket is required for the cremation process.

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<b>Sub-Total</b>	<b>\$1,690.09</b>
<b>Harmonized Sales Tax</b>	<b>\$219.71</b>

## Disbursements

<b>Coroner's Cremation Certificate</b> (Non-Taxable)	<b>\$75.00</b>
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<b>City of London Death Registration</b> (Non-Taxable)	<b>\$40.00</b>
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<b>BAO Consumer Protection Fee</b> (Non-Taxable)	<b>\$30.00</b>
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## Services Supplied by Others

<b>Standard Adult Cremation</b>	<b>\$640.20</b>
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Thames Valley Cremation Services Inc. acts as an agent for several crematoriums. Crematorium prices vary. (Woodland Crematorium price shown, including BAO consumer protection fee) This price includes HST.

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<b>Package Total</b>	<b>\$2,695.00</b>
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# Direct Cremation Package *Con't.*

## Additional Included Services

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### Preparation of Deceased

**No Charge**

The preparation of a deceased individual for cremation involves several key steps. Identification and confirmation of the deceased, jewelry and personal effects removal (if applicable), and the placement of the deceased into the cremation container.

### Transfer to the Crematorium

**No Charge**

The transfer of the deceased to the crematorium from our holding room involves a structured and respectful process to ensure proper handling and compliance with regulations. This includes Preparation for the Transport, Handling and Transport, and Arrival at the Crematorium. This process ensures the deceased is transferred respectfully, securely, and in accordance with legal and ethical standards.

### Temporary Container

**No Charge**

The temporary container is typically a simple, durable, and sealed plastic/cardboard box designed to securely hold cremated remains until they are transferred to a permanent urn, scattered, or otherwise memorialized.

### Unlimited Proof of Death Certificates

**No Charge**

This is for individuals requiring more than the initial 15 certificates provided as part of their service package. These Proof of Death Certificates are essential for settling estates, canceling government IDs (e.g., health card, driver's licence), applying for benefits (e.g., Canada Pension Plan death benefit), and handling other legal matters.

### Obituary for Website Only

**No Charge**

An online obituary is a digital tribute to the deceased, published on our website, rather than in a newspaper. It serves to share the deceased's life story, memorial details, and condolences with family and friends.

# Additional Services

## Pacemaker / Implantable Medical Device Removal

**\$75.00**

This procedure is mandatory prior to cremating a deceased who has a pacemaker or other implant and must be carried out by a licensed funeral director. Includes disposal of the device.

If a person was undergoing brachytherapy (radioactive seeds) or radioisotope treatments before death, it is possible that the deceased may not be able to be cremated. Please speak with one of our licensees for more information.

## Additional Mileage

**\$3.00 / km**

The cost for transporting a deceased person on the initial transfer or to an out-of-town cemetery.

## Filling an Urn / Jewelry (not purchased from TVCS)

**\$20 per piece**

The filling of Jewelry, Urns, Keepsakes, and other containers not purchased from TVCS. This service is free if items are purchased from TVCS.

## Guaranteed Travel Assurance Plan (GTAP)

**\$525.00**

The Guaranteed Travel Assurance Plan (GTAP) offered through Guaranteed Funeral Deposits of Canada (GFD) and its partner Funeral Plans-Canada is a service designed to cover the costs and logistics of returning a deceased person's remains to their home location if they pass away more than 100 km from their legal residence. The GTAP can be purchased standalone or as part of a pre-arranged funeral plan, making it ideal for frequent travelers, those with secondary residences (e.g., cottages), or anyone concerned about the logistics of passing away far from home.

The Guaranteed Travel Assurance Plan (GTAP) may be purchased separately and does not require a pre-arrangement.

## Peacehold Inc.

**\$595.00**

Their primary service involves assisting executors and families with the accurate and timely preparation of documents and notifications following the passing of a loved one. This includes handling government forms, pensions, insurance claims, memberships, and loyalty programs, evaluating over 300 items to maximize benefits and simplify the estate administration process.

## Extra Staff

**\$100.00 each**

This fee applies only if we need a third or fourth person to help transfer the deceased.

## Scattering of Cremated Remains

**\$150.00**

We will scatter cremated remains in accordance with Ontario and municipal laws and by-laws.

Visit [london.ca/living-london/parks-facilities/parks/scattering-funeral-ashes](https://london.ca/living-london/parks-facilities/parks/scattering-funeral-ashes) for more information on the City of London's applicable By-Law.

## Additional Services *Con't.*

### Refundable Deposit for Cremated Remains

**\$350.00**

When human remains are to be cremated, payment of a refundable deposit may be required. If the cremated remains are not claimed within one year of the cremation, the deposit may be used to inter the cremated remains in common ground in a cemetery of the funeral home's choosing. If the cremated remains are claimed before they are interred, the deposit will be refunded.

### Shipping of Cremated Remains

**\$75.00**

**+Shipping Rate**

Coordinate, package, and deliver cremated remains to Canada Post or courier.

Shipping rate through Canada Post or courier is charged at cost.

## Supplies

### Urn Bag

**\$25.00**

Velvet Blue bag with drawstrings – included at no charge with the purchase of any regular-size urn from Thames Valley Cremation Services Inc.

### Body Bag (if required)

**\$50.00**

A body bag is a non-porous, heavy-duty bag used to contain and transport a deceased person's body.

## Disbursements

### Newspaper Notices

**At Cost**

These are charges for death notices placed in newspapers.

### Out of Town Death Registration

**\$35.00**

Fee set and charged by the local municipality to register a death that took place in another municipality.





# Urn Selection

You are not required to purchase an urn, keepsake urn, or urn vault.

At Thames Valley Cremation Services Inc., we provide options for those who wish to have one.

Choosing an urn is a personal decision, and if you are looking for something specific, please contact us for more information. Urns may also be purchased separately without arranging any other services.

*We are here to help.*

# Wooden Urns

## Rosewood

Carved Wood – Brown



**US899-30034**

**\$250.00**

9½" W x 6¼" L x 5¼" H  
Vol: 220 ci

## Avalon

Bamboo – Natural Satin



**US199-20011**

**\$295.00**

8½½" W x 6¾½" L x 5" H  
Vol: 200 ci

## Northoak

Wood – Cherry



**US110-00088**

**\$295.00**

5½" W x 7½" L x 8¾" H  
Vol: 200 ci

## Oaktree

Wood – Natural



**US110-00050**

**\$295.00**

5½" W x 7½" L x 8¾" H  
Vol: 200 ci

## Oaktree

Wood – Cherry



**US110-00051**

**\$295.00**

5½" W x 7½" L x 8¾" H  
Vol: 200 ci

## Rose Oak

Wood – Natural Satin



**US110-00053**

**\$295.00**

5½" W x 7½" L x 8¾" H  
Vol: 200 ci

# Wooden Urns

## Rose Oak

Wood – Cherry Satin



victoriaville & co

US110-00054

**\$295.00**

5½" W x 7½" L x 8¾" H  
Vol: 200 ci

## Oaklan

Solid Oak – Old English Satin



victoriaville & co

US110-00090

**\$295.00**

8¼" W x 5½" L x 9⅞" H  
Vol: 195 ci

## Cross Oak

Solid Oak – Old English Satin



victoriaville & co

US110-20006

**\$295.00**

8¼" W x 5½" L x 9⅞" H  
Vol: 195 ci

## Artisan

Solid Poplar – Earthtone



victoriaville & co

US150-00276

**\$295.00**

10½" W x 7½" L x 6" H  
Vol: 200 ci

## Antique Hardwood

Solid Oak – Medium Shaded Satin



victoriaville & co

US199-20005

**\$295.00**

8" W x 10¾" L x 8⅞" H  
Vol: 220 ci

## Sherwood (Cross & Lily)

Solid Poplar – Hazelnut Satin



victoriaville & co

US150-00002

**\$350.00**

7¾" W x 7¾" L x 8⅞" H  
Vol: 210 ci



# Wooden Urns

## Sherwood

Solid Poplar – Hazelnut Satin



victoriaville & co

**US150-00001**

**\$350.00**

7¾" W x 7¾" L x 8¾" H  
Vol: 210 ci

## Brentwood

Hardwood – Verona Satin



victoriaville & co

**US120-00013**

**\$350.00**

11½" W x 7½" L x 6¼" H  
Vol: 200 ci

## Artisan

Solid Poplar – Titian Polish



victoriaville & co

**US150-00518**

**\$395.00**

10½" W x 7½" L x 6" H  
Vol: 200 ci

## Welland Walnut

Walnut, Light Maple



victoriaville & co

**US135-50000**

**\$350.00**

6½" W x 7½" L x 8¾" H  
Vol: 210 ci

## Welland Maple

Light Maple, Walnut



victoriaville & co

**US120-50000**

**\$350.00**

6½" W x 7½" L x 8¾" H  
Vol: 210 ci

# Metal Urns

## Cielo Blue

Metal



**US210-00030**

6½" Dia. x 10½" H  
Vol: 200 ci

**\$295.00**

## Cielo Black

Metal



**US210-00029**

6½" Dia. x 10½" H  
Vol: 200 ci

**\$295.00**

## Cielo Burgundy

Metal



**US210-00031**

6½" Dia. x 10½" H  
Vol: 200 ci

**\$295.00**

## Exquisite Burgundy

Metal – Rose Pearl



**US210-00034**

6½" Dia. x 10½" H  
Vol: 200 ci

**\$395.00**

## Genoa

Metal – Bronze Polish



**US210-00015**

6¼" Dia. x 10½" H  
Vol: 200 ci

**\$350.00**

## Classic Pewter

Metal – Pewter



**US210-30041**

6¼" Dia. x 10¼" H  
Vol: 200 ci

**\$350.00**

# Metal Urns

## Classic Purple

Metal – Purple



**US210-30042**

**\$350.00**

6¼" Dia. x 10¼" H  
Vol: 200 ci

## Lighthouse

Metal – Copper, Black



**US210-30045**

**\$350.00**

6¼" Dia. x 10¼" H  
Vol: 200 ci

## Elegant Black

Metal – Black, Gold



**US210-30067**

**\$350.00**

6¼" Dia. x 10¼" H  
Vol: 200 ci

## Pewter Black

Metal – Black, Pewter



**US210-30071**

**\$350.00**

6¼" Dia. x 10¼" H  
Vol: 200 ci

## Eternal (Pink Pearl Rose)

Metal – Pink, Silver



**US210-30054**

**\$350.00**

6⅞" Dia. x 10⅜" H  
Vol: 200 ci

## White Rose

Metal – White, Silver



**US210-30073**

**\$350.00**

6¼" Dia. x 9¾" H  
Vol: 200 ci

# Metal Urns

## Pink Rose

Metal – Pink, Silver



**US840-30127**

6¼" Dia. x 9¾" H  
Vol: 200 ci

**\$350.00**

## Elite Bronze

Metal – Bronze



**US430-35200**

6¾" Dia. x 10¼" H  
Vol: 204 ci

**\$350.00**

## Elite Starlight

Metal – Starlight



**US430-35201**

6¾" Dia. x 10¼" H  
Vol: 204 ci

**\$350.00**

## Tree of Life

Metal – Green



**US440-30451**

6⅞" Dia. x 10⅜" H  
Vol: 200 ci

**\$350.00**

## Pewter Antique

Metal – Antique, Pewter



**US840-00010**

5½" Dia. x 10¾" H  
Vol: 200 ci

**\$350.00**

## Golden Antique

Metal – Golden Pewter



**US840-30030**

5½" Dia. x 10¾" H  
Vol: 200 ci

**\$350.00**

# Metal Urns

## Radiance

Metal – Black, Gold



**US840-30025**

**\$350.00**

6½" Dia. x 10¼" H  
Vol: 200 ci

## Ashen Pewter

Metal – Pewter, Silver



**US210-30069**

**\$350.00**

6⅞" Dia. x 9¾" H  
Vol: 200 ci

## Elegant Pearl White

Metal – White, Silver



**US210-30048**

**\$395.00**

7" Dia. x 10⅝" H  
Vol: 200 ci

## Aria Wheat

Metal – Brown



**US440-00450**

**\$395.00**

6½" Dia. x 10" H  
Vol: 200 ci

## Companion Urn (2 Pieces)

Cultured Marble – Ivory



**UD335-30005**

**\$1,195.00**

9⅝" W x 9⅜" L x 9" H  
Vol: 400 ci

## Companion Urn (2 Pieces)

Cultured Marble – Sandwood



**UD335-30006**

**\$1,195.00**

9⅝" W x 9⅜" L x 9" H  
Vol: 400 ci



# Biodegradable Urns & Tubes

## Journey Earthurns

Paper – Natural



victoriaville & co

**US899-30103**

**\$295.00**

14" W x 12½" L x 3" H  
Vol: 220 ci

## Journey Earthurns

Paper – Aqua



victoriaville & co

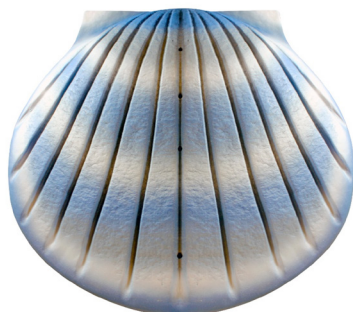
**US899-30102**

**\$295.00**

14" W x 12½" L x 3" H  
Vol: 220 ci

## Shell Deep Water

Paper – Aqua



victoriaville & co

**US899-30106**

**\$595.00**

16" W x 16" L x 6¼" H  
Vol: 400 ci

## Unity Earthurn

Paper



victoriaville & co

**US899-00003**

**\$350.00**

8" W x 6¾" L x 5" H  
Vol: 200 ci

## Roots

Coffee Grinds, Clay



victoriaville & co

**US899-00015**

**\$495.00**

8½" Dia. x 13½" H  
Vol: 240 ci



Tree not included.

# Biodegradable Urns & Tubes

## Silver Lining

Paper – Black



**US830-30032**

5" Dia. x 12<sup>9</sup>/<sub>16</sub>" H  
Vol: 200 ci

**\$150.00**

## Ocean Sunset

Paper



**US830-30040**

5" Dia. x 12<sup>9</sup>/<sub>16</sub>" H  
Vol: 200 ci

**\$150.00**

## Ascending Dove

Paper



**US830-30041**

5" Dia. x 12<sup>9</sup>/<sub>16</sub>" H  
Vol: 200 ci

**\$150.00**

## Rainbow Pond

Paper



**US830-30042**

5" Dia. x 12<sup>9</sup>/<sub>16</sub>" H  
Vol: 200 ci

**\$150.00**

Ask us about  
our selection  
of keepsake urns!



# Container & Casket Options

Caskets are standard adult size unless otherwise specified.

HST applies to all prices unless otherwise indicated.

Metal or steel caskets are not suitable for cremation but may be requested for traditional burial.

Thames Valley Cremation Services Inc. carries T and E Jutzi Consulting cremation containers made in Ontario and Victoriaville & Co. caskets made in Quebec, both Canadian-made. Victoriaville has crafted caskets since 1948. We offer a wide selection, and if you are looking for a specific casket, please let us know.



# Containers & Caskets

## Fluteboard

Wooden Base, Cardboard Covering – *Suitable for Cremation Only*

*\*Jutzi #101 is included in our Direct Cremation Package.*



**Jutzi #101** (Standard)

24" W x 79" L x 14½" H

**\$195.00**

**Jutzi #102** (Oversized)

30" W x 80" L x 15¼" H

**\$325.00**

Every situation is handled with care and respect.

The oversized container is generally used when the deceased weighs approximately 250 lbs or more, and the need is determined through consultation between the funeral director and the family.

## Pine Container

Pressed Wooden Construction, Unlined, with Wood Bar Handles – *Suitable for Cremation or Burial*

*\*Jutzi #104 is included in our Direct Burial Package.*



**Jutzi #104**

24" W x 79" L x 15" H

**\$670.00**

## Glenbar HC LP

Solid Wood Construction – *Suitable for Cremation or Burial*



victoriaville & co



CR580-00012

**\$725.00**

# Containers & Caskets

## Toledo PC

Blue Plain Cloth Finish  
White Silk Interior



DR220-00040

\$1,200.00



## Winston 100PC

Blue Embossed Cloth Covered  
White Silk Interior



DR220-00044

\$1,200.00



## Puma PC

Solid Poplar and Veneer Components  
Rustic Brown Colour Treatment  
Satin Finish  
Lined in Beige Crepe



WR252-00180

\$2,100.00



# Containers & Caskets

## Melrose PC

Solid Poplar and Veneer Components  
Light Titian Colour Treatment  
Satin Finish  
Lined in White Crepe



WR252-41308

\$2,395.00



## Fairholme PC Octagon

Solid Oak and Veneer Components  
Shaded Saffron Colour Treatment  
Hand-Rubbed High Gloss Finish  
Fully Lined in Blush Pink Crepe



WR412-00001

\$2,995.00



## Michaelangelo PC Pieta

Quality Solid Finest Silver Maple  
Traditional Titian Colour Treatment  
Hand-Rubbed High Gloss Finish  
Lined in Beige Velvet,  
with Crepe Foot-Lined



WC220-00001

\$3,995.00







# Direct Burial

If cremation is not what you want, we offer an economical direct burial service — without viewing, visitation, or services. Direct burial services are a growing choice for families who prefer simplicity and practicality.

If you are considering this option, there is no cost or obligation to speak with a licensed funeral director. We will provide you with clear information so you can take your time and make the decision that feels right for you and your family.

Our direct burial package includes the transfer of the deceased from the place of death to our licensed holding room, sheltering in our care until the required documentation is completed, placement into a casket of your choosing, and transportation by service van or SUV directly to the cemetery, where

the casket is placed at the grave. We will dress the deceased if clothing is provided; however, we do not offer the full services of a funeral home, such as embalming, washing, viewing, or visitation. Once the casket has been placed at the grave, the family takes over from there, as we are not permitted to participate in the graveside service.

Families are welcome to create their own graveside service or quiet gathering — all arranged by them. They may invite a clergy member or officiant, play meaningful music from a phone or speaker, bring flowers to place at the grave, or include readings, prayers, or personal tributes. These moments, simple and heartfelt, allow families to say goodbye in a way that feels right for them.

# Direct Burial Package

## Services

### Professional & Staff Services – Consultation & Co-ordination of Services \$344.00

Professional consultation with a licensed funeral director, including the coordination of every step before, during, and after the burial process and co-ordinating with the cemetery. This includes, but is not limited to, guidance on available options to best meet your personal needs and preferences.

### Documentation – Permits, Forms, etc. \$350.00

Completion and filing of all documents necessary to carry out the services and supplies requested, including, but not limited to death registration and burial permit. We also provide 15 Proof of Death Certificates initially for estate settlement purposes.

### Transfer of Deceased – Up to 50km \$395.00

This service includes the transfer and vehicle, within the City of London and surrounding areas. Including, but not limited to St. Thomas, Woodstock, Ailsa Craig, Aylmer, Delaware, Dorchester, Ilderton, Ingersoll, Komoka, Lucan, Mt. Brydges, Port Stanley, Salford, Stratford, Strathroy, Tavistock, Thamesford, and Tillsonburg.

### Shelter of Deceased \$250.00

Secure and private facilities used to shelter the deceased until the time of burial. Your loved one is entrusted to our care until all the necessary documents are signed and completed.

### Transfer to the Cemetery \$314.01

This service includes the transfer and SUV / Van within the City of London. Additional mileage may apply to the surrounding areas.

### Basic Burial Container – Jutzi #104 - Pine Container \$670.00

A basic burial container is a casket required for the burial of a body in a cemetery. A burial casket is designed for interment, providing a dignified enclosure for the deceased.

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<b>Sub-Total</b>	<b>\$2,323.01</b>
<b>Harmonized Sales Tax</b>	<b>\$301.99</b>

## Disbursements

<b>City of London Death Registration</b> (Non-Taxable)	<b>\$40.00</b>
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<b>BAO Consumer Protection Fee</b> (Non-Taxable)	<b>\$30.00</b>
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<b>Package Total</b>	<b>\$2,695.00</b>
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# Direct Burial Package *Con't.*

## Additional Included Services

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### Preparation of Deceased

**No Charge**

The preparation of a deceased individual for burial involves several key steps. Identification and confirmation of the deceased, jewelry and personal effects removal (if applicable), and the placement of the deceased into the casket.

### Unlimited Proof of Death Certificates

**No Charge**

This is for individuals requiring more than the initial 15 certificates provided as part of their service package. These Proof of Death Certificates are essential for settling estates, canceling government IDs (e.g., health card, driver's license), applying for benefits (e.g., Canada Pension Plan death benefit), and handling other legal matters.

### Obituary for Website Only

**No Charge**

An online obituary is a digital tribute to the deceased, published on our website, rather than in a newspaper. It serves to share the deceased's life story, memorial details, and condolences with family and friends.

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*Each cemetery is governed by its own by-laws. Fees, regulations, and requirements may vary by location. Cemetery fees including but not limited to the plot, opening and closing fee, monument inscription are separate from the services provided by Thames Valley Cremation Services Inc. These fees are payable directly to the cemetery for services related to the burial or interment of the deceased.*



# Pre-Planning

## **Pre-Planning with Thames Valley Cremation Services Inc.**

It's never too early to begin pre-planning. While no one enjoys thinking about their own passing, taking a few simple steps now makes things easier for your children, family, or executor later. Pre-planning gives peace of mind — knowing everything is arranged, so you and your loved ones can focus on what matters.

## **Where to Begin**

There is no cost to speak with a licensed funeral director. You can connect with us by phone, email, in your home, or at our office — whichever is most comfortable for you. You may choose to set up a not-paid file, where we record your wishes and keep them safe for the future and at the time of need. If you prefer, you can also pre-arrange with payment, and your money is held securely in trust.

To learn more about pre-arranging, we offer a simple one-hour appointment. It's simply a chance to ask questions, explore your options, and decide if that's something that feels right for you.



# Pre-Planning

## Trust and Guarantee

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All money paid under a pre-need contract with Thames Valley Cremation Services Inc. is placed in trust with Guaranteed Funeral Deposits of Canada (GFD) and in accordance with the Funeral, Burial and Cremation Services Act, 2002 and Ontario Regulation 30/11. The money is not placed into our general operating account. It remains in trust, with all income earned, until the licensed supplies or services are provided.

Thames Valley Cremation Services Inc. handles all the paperwork and documentation for your pre-arrangement during your appointment with a licensed funeral director. Together, we complete the pre-need contract and trust forms, and the licensed funeral director submits the information directly to GFD.

You may choose to pay the full amount at once or make monthly payments directly into trust. Payments can be made by automatic bank withdrawal, Visa, or MasterCard, and are forwarded directly to GFD for deposit into trust. Once your payment is processed, GFD will issue a trust certificate(s). Funds are held in the purchaser's name for the benefit of the beneficiary, who may be the same person or a different person.

When the pre-need contract is paid in full in accordance with the payment terms set out in the contract, the prepaid contract becomes guaranteed. The total payments made, along with any interest or growth earned, will be applied to the future cost of the services and supplies. If the total payments plus interest are insufficient to cover the full future price, Thames Valley Cremation Services Inc. will absorb the difference as a loss. If the trust funds exceed the total future price, the surplus will be refunded to the estate or to the person designated by the purchaser. (Conditions apply).

It's important to understand that a pre-need contract does not authorize cremation services or burial services. At the time of death, the legally authorized representative (executor or next of kin) must sign an at-need contract confirming the services, supplies, and disbursements. Once the licensed supplies or services are provided, the trust funds are released from GFD to Thames Valley Cremation Services Inc.

For more information, please call our office at 519-494-5340. A licensed funeral director will provide professional guidance and answer any questions you may have over the phone, by email, or in person. There is no cost or fee to have an appointment with a licensed funeral director to discuss pre-arrangements, and no pressure to buy.



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Deposits of Canada (Fraternal)



# Aftercare Support

Aftercare Support is included with every Direct Cremation and Direct Burial package.

When someone you love passes away, there are many details to take care of, and it can feel overwhelming. Our Aftercare Support provides a calm space to ask questions, receive guidance, and feel supported through the practical steps that follow.

**Families are offered a one-hour appointment with a licensed funeral director.**

**Thames Valley Cremation Services Inc. will:**

- Cancel the deceased's CPP and OAS benefits — to avoid overpayments
- Provide services for CPP Death Benefit and Survivor's Pension applications
- Review the Thames Valley Cremation Services Post Checklist with the family during their appointment

We provide general guidance and helpful resources for common administrative tasks, such as cancelling a health card, driver's licence, or passport. Each family's situation is different — some may choose to manage these tasks on their own, while others may prefer additional professional services, such as Peacehold, which offers Estate Documentation and Identity Theft Protection services following a death.

Families may also wish to consult their accountant or legal representative for advice in more complex estate matters.

# Payment & Terms

## Payment

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Payment is due in full upon signing the contract.

Accepted methods of payment include cash, bank draft, debit, cheque, e-transfer, MasterCard, Visa, Discover, and American Express.



**VISA**

**DISCOVER**



Additional information about payment, financing, and funding options is available upon request.

## Financial Assistance

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Financial assistance for cremation and burial services may be available through government programs for those who qualify.

We are in full cooperation with both the Ontario Disability Support Program (ODSP) and the Discretionary Benefits Program through the City of London.

If the deceased was receiving ODSP, the City of London may be able to assist with this payment through their Discretionary Benefits Department. Please contact 519-661-2489 and ask for Discretionary Benefits regarding funeral assistance.

This must be arranged before the transfer of the deceased.

# Why Choose Us?

## Why Choose Thames Valley Cremation Services Inc?

When I speak at guest speaking events, I am often asked, "What's the difference between funeral providers?"

My answer is always the same: You have to trust your heart.

Choosing the right funeral provider is not just about price or place — it's about finding people who truly care for you, your family, and your wishes. It's about trust, compassion, and knowing that when the time comes, there will be someone to answer the phone, listen, walk alongside you, and guide you through every step — gently, honestly, and without pressure.

When someone passes away, most families don't know where to begin.

That's where we come in. From the very first call, we take your loved one into our care as if they were our own. We handle every detail with dignity — transportation, documentation, coordination, and communication — ensuring that everything is managed with care and respect.

## Immediate Need

We make ourselves available 24 hours a day, seven days a week, because loss doesn't keep office hours. Whether you reach out at noon or in the middle of the night, you'll speak with a licensed funeral director who will walk you through what needs to happen next with calm and compassion.

## Pre-Arranging

For those planning ahead, we offer simple, thoughtful pre-arrangement options.

Pre-planning gives peace of mind — knowing your wishes are documented and your family will be supported when the time comes.

At Thames Valley Cremation Services Inc., we are a caring, local, and independent service. Every detail matters to us, because every family matters. We believe arrangements should be simple and flexible — whether made at our office, from your home, by phone / email / DocuSign. We work for you, not the other way around.

Our licensed funeral directors have served hundreds of families throughout their careers, and that experience has shaped the way we care — with honesty, transparency, and respect. We take time to answer questions clearly, so you can make decisions in your own way and in your own time.

At Thames Valley Cremation Services Inc., this isn't a business — it's a calling. Helping families through one of life's most difficult times is our purpose, and it is an honour we hold close to our hearts.

***We help. We care. Always.***

*Roberta MacNeil*

Roberta MacNeil

Thames Valley Cremation Services Inc.