



AUM
**CLARE ESTATE UMGENI HINDU
CREMATORIUM SOCIETY**
(EST. 1904)

VAT NO. 4900125313

034 – 011 NPO

PBO NO. 93001871

P.O. Box 54 Sirpath Road 4152
142 New Germany Road Reservoir Hills 4091
EMAIL: clareestatecrematorium@gmail.com
NIGHT BOOKING: www.clareestatecrematorium.co.za

031 269 3963
FAX: 031 269 3805
084 423 3146

Service Level Agreement

1. The purpose of the agreement is to ensure a quality of service that meets the requirements of all the parties.
2. There are strict regulations governing the operating of the Crematorium in terms of Legislation and it is always the intention to enforce all the basic rules.
3. All bookings must be done by contacting the Society's Office during official hours from 8 am till 5pm.
4. After hours bookings can be made through the online booking system.
5. All paperwork must be provided in advance of any cremation being done. On no account will this be circumvented.
6. All payments must be done on the day by EFT or in terms of the specific arrangements reached with each Funeral Director.
7. Cash will be not be accepted and cash deposit slips must be tendered in the case of any cash transaction on the same day of the service being provided.
8. All payments must be made in accordance with the latest tariffs as posted on the Administration Building or available in the offices.
9. All payments must be timeous together with the compulsory paperwork before cremation.
10. Any damages incurred whilst the hall is being hired will be for the account of the person hiring the hall.
11. Cancellation of agreement will result in a forfeiture of 50% (R 0.00) of the hire charge.
12. The CEUHCS will not be liable for damages arising out of a power failure or load shedding or any damage cause to the Client equipment arising from any cause whatsoever.
13. The CEUHCS shall ensure that all items brought onto the premises for the duration of the funeral are removed after the funeral. The CEUHCS shall be entitled to charge additional amounts for the storage of these items should they not be removed timeously.
14. Please note that all décor and setting up of hall must be done on the day of the funeral and within the allocated time.
15. All fabric décor to be fire retardant and valid for a period of 12 months from last certification date.
16. No open fire, lamps and electrical wires to be placed near material décor.
17. The closing time of the hall is 17H30, hall should be cleared of all deco ,all items brought onto the premises to be removed off site.
18. Hall must be vacated in allocated time to allow for cleaning and set up for the next funeral.
19. For hygiene purposes and in line with environmental health no eating and drinking is allowed in the halls. Tuck shop with seating has been provided in a pleasant environment.
20. Although the crematorium has provided security for the public, the society will not be liable for any theft or damage to property and vehicles.
21. All vehicles parked on the premises and open car park is at the owners own risk.
22. In line with safety protocols no firearms to be carried on premises.

23. Public not permitted to discharge firearms and drive recklessly as this can cause injury and death to members of the public. Persons found guilty will be reported to the law enforcement agency.
24. Consumption of alcohol and drugs is prohibited on the premises and parking lot.
25. Undertakers to be considerate and park vehicles in designated parking as provided to avoid congestion and accidents.
26. The premises is disable friendly and persons with disability can be dropped off at the front gate where disable ramp has been constructed. Wheelchair facility is available if need be.
27. Parking inside the premises is limited to Board members, drop off for persons with severe disabilities and the aged. Vehicle to thereafter proceed to parking lot to avoid congestion.
28. Undertakers to utilize designated parking provided once the coffin is removed from the hearse. The premises cannot accommodate a large amount of family vehicles and due consideration is appreciated. Vehicle safety for public and service providers is of importance.
29. 24-hour security with armed response has been provided. The entire premises is monitored by CCTV to provide a level of security to the public using the facility.
30. Any short coming can be addressed to the admin office or the manager on duty.
31. Complaints and requests can be addressed to the secretary of the BOM.
32. In line with health & Safety all Corvid 19 protocols will be observed.
33. The Society reserves the right to refuse its services on its premises for anything that is not in accordance with the laws of the country.

Name and Signature of CEUHCS Representative: Mamlall

Name and Signature of the Funeral Director: _____

DATED AT DURBAN THIS 12 DAY OF SEPTEMBER 2023.