

DONALD 
McLAREN^{LTD}
-EST 1912-

Family Funeral Directors & Monumental Sculptors





AIRDRIE OFFICE

12-18 Hallcraig St, ML6 6AH

Tel: (01236) 762000 (24 hrs)

COATBRIDGE OFFICE

45 Sunnyside Rd, ML5 3DG

Tel: (01236) 424132 (24 hrs)

See page 23 for more details

In November 1912 my grandfather, Donald McLaren, conducted his first funeral. Over a century has passed since then and whilst a lot has changed in our community, the company he founded remains a trusted family owned business dedicated to the same traditional values of providing the highest standard of personal, professional funeral service at an affordable and fair price.

This brochure is intended to answer some preliminary questions you may have and provide information on some of the practical aspects of arranging a funeral, however our fully qualified staff are available 24 hours a day to personally guide you through the whole process.

Donald McLaren, Chairman

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ARRANGING A FUNERAL

Arranging the funeral of a loved one can be an overwhelming and emotional task. Our fully qualified, professional staff are here to support you every step of the way

PRE-PAID FUNERAL PLANS

It's not easy to think about planning for your own funeral but taking a little time now can give you great peace of mind, ensuring that you can have the funeral you want without placing a burden on your loved ones

HEADSTONES & MEMORIALS

When choosing a memorial headstone or lair marker there are a number of things to be taken into account from regulatory issues to maintaining the memorial itself. Our experienced staff will help you choose a fitting tribute for your loved one



Our Founder, Mr Donald McLaren

OUR HISTORY

Donald McLaren founded the company in November 1912 just before World War I when he purchased “The Royal Stables” from Munro Funeral Directors located at 5 Main Street, Coatbridge.

His two sons, Donald Alexander in 1927, and Angus in 1928 joined their father in the business. Through their dedication to customer service the company prospered and in 1945 Donald McLaren purchased Thomas W. Grier Funeral Undertaking and Hiring Business at 53 Stirling Street and Chapel Street in Airdrie. Included in the sale was a fleet of vehicles and a store of motor accessories. The premises were used solely for making funeral arrangements.

In May 1956 Donald McLaren purchased William D. Patersons Ltd Funeral Directors in Callon Street, just off Broomknoll Street in Airdrie. When Donald McLaren bought this Carriage Hire business he closed the Stirling Street premises. At this time services offered to clients included complete funeral arrangements, hire of funeral cars, wedding cars and taxis.

In 1958 Donald McLaren retired aged 91 and he died three years later. In 1961, the present Chairman, Donald Ian McLaren, known as Ian, joined his father and uncle in the family business. This further enhanced the dedication to customer service and as a result, in 1963 Donald McLaren Ltd of Airdrie moved to new purpose built premises at Hallcraig Street where they remain to this day. This was the first custom built funeral home in Scotland.

In January 1972 Donald Alexander McLaren retired at the age of 70, followed by his brother Angus two years later. Ian bought his uncle’s shares in the business and became the company’s sole owner in 1975.

In Coatbridge the premises were proving inadequate for the expanding business and the company moved to a new purpose built funeral home at 45 Sunnyside Road in August 1978.

The company continued to prosper and various extensions were added to the premises.

These included a state of the art mortuary, beautifully appointed funeral arrangement offices, rest rooms, a service room with seating for 150 people including an organ and a PA system for personal music. Donald McLaren Ltd now offers our clients two of the most modern custom-built funeral homes in the United Kingdom.

Ian McLaren semi-retired in 1998 but he remains actively involved in the business in his role as Company Chairman and, where possible, he personally arranges our Pre-Arranged Funeral Plans. On retirement he handed over the running of the business to Managing Director, Charles Flannigan and his daughter Carol Kerr. Ian's youngest daughter, Julie McLaren, joined the company in 2011.

In 2012, Donald McLaren Ltd opened two beautiful indoor memorial showrooms allowing our clients to choose from a vast selection of top quality granite and marble monuments.

The company has grown from its humble origins in 1912 and today we are one of the largest Independent Family Funeral

Directors and Monumental Sculptors in the United Kingdom. Our facilities and services include two modern custom-built funeral homes offering all related professional services and large fleet of modern Mercedes Benz hearses and limousines, including our exclusive Mercedes Benz S-Class limousines. We take great pride in the fact that we create employment for 34 professional, qualified staff who all live locally and understand the needs of the communities we serve.

Donald McLaren Ltd will always uphold the traditions of over four generations of the McLaren family and we promise to offer a first class, sympathetic, professional and personal funeral service at a realistic and affordable price. These traditions are still upheld today and the growth of the company is proof that the quality of our service has never wavered since 1912 when this proud company was founded.



5 Main Street, Coatbridge

OUR DIRECTORS



MISS JULIE MCLAREN
Director

Julie is Mr McLaren's youngest daughter and is the fourth generation of the McLaren family to work for the company.

Julie has a postgraduate diploma in Human Resource Management and has many years experience working in this field. Julie joined the family business in 2011 and is responsible for managing our 34 staff. Julie also assists in pre-arranged funeral plans and helps her sister Carol in regulation and finance.

MR D. IAN MCLAREN
Company Chairman

Mr McLaren joined his father, uncle and grandfather in the family business in 1961 and helped build it from its humble beginnings to become one of the largest independent funeral directors in the United Kingdom.

Donald Ian McLaren retired in 1998, but is still very actively involved in the business in his role as Company Chairman and assists with our pre-arranged funeral plans.

MR CHARLES FLANNIGAN
Managing Director

Mr Flannigan holds diplomas in business management, embalming, funeral directing and is a licensed member of the British Institute of Funeral Directors. He is a professionally qualified funeral consultant with 39 years funeral directing experience and has been with Donald McLaren Ltd for the past 22 years.

Mr Flannigan is the North Lanarkshire area representative for the National Association of Funeral Directors.

MRS CAROL KERR
Company Secretary & Director

Carol is Mr McLaren's oldest daughter and, like Julie, is the fourth generation of the McLaren family to work for the company.

Carol has worked with Donald McLaren Ltd for 22 years and is responsible for controlling the financial interests of the business and ensuring compliance with all relevant regulations.

OUR MANAGEMENT TEAM



MR BRIAN PARR
Branch Manager

In 1995, Brian joined Donald McLaren Ltd as a Trainee Funeral Director. He is a fully qualified Funeral Director/Embalmer with over 19 years experience. Brian also holds a CMI Diploma in Management.

Brian was born, raised and resides locally and this, combined with his knowledge, experience and commitment to the funeral profession ensures our clients receive an exceptional standard of personal service.

MR STEVEN CRAIG
Branch Manager

Prior to training as a funeral director, Steven worked as a Civil Servant for 6 years. Steven is a qualified Funeral Director/Embalmer with 18 years experience and has been with Donald McLaren Ltd for 14 years.

He prides himself on his dedication & strives to ensure we provide the highest quality of service. Steven and his family all live locally and enjoy being part of the community.

MR ANDREW LYTTEL
Senior Funeral Director

Andrew was a soldier in the British Army. On leaving H.M Forces, Andrew trained as a Funeral Director. Wishing to further his career he joined Donald McLaren Ltd & after years of study and practical experience, he successfully gained diplomas in Funeral Directing and Embalming.

Andrew resides locally with his family and has been with us for 15 years. He has experience in all local funeral customs.

MR MARK CASSIDY
Senior Funeral Director

Prior to coming into the funeral profession, Mark was employed in Airdrie Savings Bank as a Financial Adviser for 12 years and holds a diploma in Banking.

Mark is now a qualified Funeral Director and has been with us for 13 years. Mark uses his financial background and customer care skills to ensure clients receive a first class service. Mark was born, raised and still resides locally with his family

MR JAMES ADAMS
Quality & Standards Manager

Jim is a qualified Funeral Director/Embalmer with 19 years experience and has been with Donald McLaren Ltd for 12 years.

Jim's vast experience and dedication ensures all of our clients receive a first class service. Jim resides locally with his family and is experienced in all local funeral customs.

WHEN SOMEONE DIES

When a relative or friend dies it comes as a great shock, even if the death is expected. Nothing prepares you for the emotions you will experience after losing someone close to you. It's at this time the professional guidance and advice you receive is crucial.

We consider it a privilege to be your chosen funeral director knowing the quality of our service and level of care will help you through this difficult time. Donald McLaren Ltd employs a dedicated team of qualified professional funeral directors to provide a personal service 24 hours a day, 365 days a year. No matter where or when the death has occurred our qualified professionals will guide you through every step.

On initial contact we will ask:

1. Name, address, telephone number and relationship of the caller to the deceased;
2. Name, address, telephone number of the deceased;
3. Place of death – at home, hospital, nursing home or elsewhere;
4. Has the next of kin been advised when the death certificate will be available for collection;
5. Has a decision been reached as to whether the funeral is to be burial or cremation;
6. What type of funeral service is required i.e. Church Service, Funeral Directors Service Room, the family home or elsewhere.

Our funeral director will then make all the necessary funeral arrangements on your behalf either in the comfort of your own home or at one of our comfortable offices. It is always advisable to contact the funeral director for up-to-date professional advice and guidance.

Death at home

If the death was expected it would be normal to inform the deceased's doctor who would then attend to certify the death. The doctor will usually advise the relatives when to collect the death certificate from the surgery.

When a person dies suddenly at home, it will most likely be paramedics who will attend if you have phoned emergency services. The paramedics will usually contact the police who will call at the home and speak to the next of kin. In some circumstances, the death may require consideration by the Procurator Fiscal. There are many reasons that this may be required and may cause some delay before arrangements can be confirmed. Our funeral directors are fully conversant with Procurator Fiscal procedures and will guide you through this process.

Death at hospital

Unless present when death occurs, the relatives will be notified by the nursing staff as soon as possible. The relatives should then contact Donald McLaren Ltd who will ask some preliminary questions and advise when to call at the funeral office to discuss the funeral arrangements. Alternatively the funeral director can call at the family home.

Death abroad

When a death occurs abroad or a distance away within the UK, our qualified funeral director will provide your family with appropriate advice and undertake the necessary arrangements on your behalf, including repatriation of the deceased.

REGISTRATION PROCEDURE

In Scotland, a death may be registered in any registrar area office of Births, Marriages and Deaths and is normally registered by a relative, executor, legal representative or any other person possessing the information required by the Registrar. All deaths must be registered before burial or cremation can take place.

The death must be registered within eight days of death but it is desirable to have the death registered as soon as possible. If the death is referred to the Procurator Fiscal, our funeral director will advise on the appropriate registration procedures.

What should you take with you?

1. Medical Certificate of Cause of Death (Death Certificate);
2. The deceased's Birth Certificate and Marriage Certificate, if appropriate;
3. N.H.S. Medical Card (if available);
4. Any Pension Books or documents relating to the receipt of a pension or allowance from government funds;
5. Names of any Insurance Companies.

The registrar will issue:

1. A Certificate of Registration of Death (Form 14);
2. Abbreviated extract of the death entry.
3. Full Extracts for Insurance Companies, Banks, etc. (A charge is made per extract).
4. A Social Security registration or notification of death certificate for use in obtaining or adjusting Social Security benefits. This should be handed in to the local job centre. Please note, when you take this form to the job centre, you should advise them if you intend to make a funeral costs claim from the DWP social fund department.

Following the introduction of new legislation, from 13 May 2015, Healthcare Improvement Scotland will review a random sample of medical certificates of cause of death.

If the death you are registering is selected for review you may not immediately be able to complete the death registration. These reviews are designed to check the quality and accuracy of certificates and to improve how this information is recorded

You can still make initial funeral arrangements while the review is underway. However, the funeral itself cannot take place until the review is completed.

If you need the funeral to go ahead quickly, in special circumstances you may be granted advance registration. Special circumstances include:

- religious/cultural (such as faith requirements to bury a person quickly);
- compassionate (where delays would cause significant and unnecessary distress); and
- practical/administrative (for example, family have travelled from abroad to attend the funeral)

Our funeral director will explain the review process, timescales and the circumstances in which you can apply for advance registration.

Deaths which are reported to the Procurator Fiscal will not be included in those selected for review.

CARE OF THE DECEASED

We take great pride in the quality of our modern mortuary facilities and employ a team of qualified, professional embalmers for this specialised area of service.

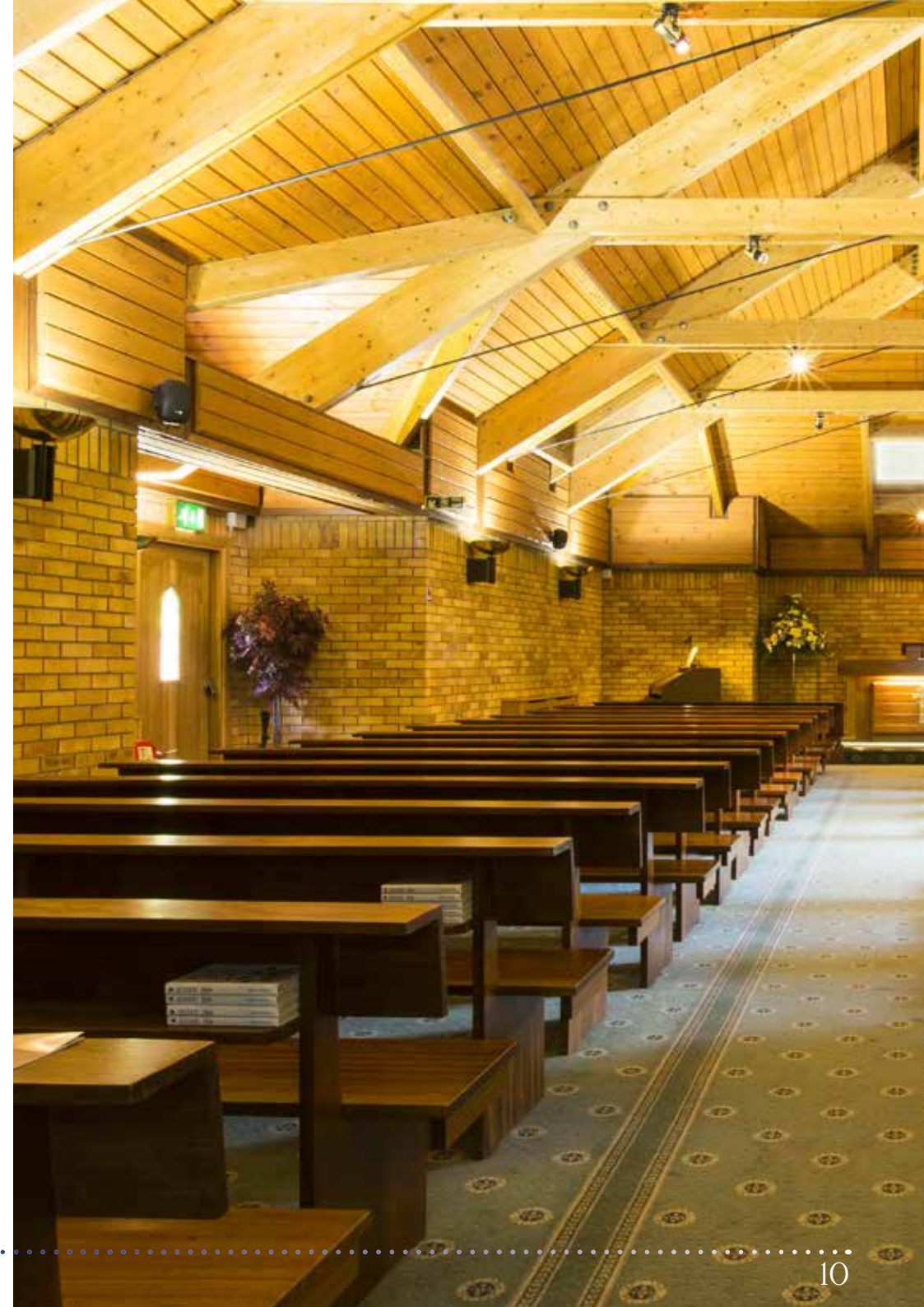
We would strongly advise your loved one is removed to our funeral home for embalming, particularly if viewing is to be arranged. This is in the best interests of the deceased and the family. Your loved one can be taken home or alternatively you can use one of our beautifully appointed rest rooms. We provide quality robes, or if you prefer, you may choose to have your loved one dressed in their own clothes.

BURIAL

If the family have an existing lair, the funeral director will require the original lair certificate. If the lair certificate is lost or mislaid, we will simply require the name of the cemetery, the name(s) of those interred and their date of death if known.

To purchase a new lair we will need the name of the cemetery and the name and address of the person who the lair certificate is to be made out to. In North Lanarkshire, new lairs can only be purchased at the time of need and cannot be pre-purchased. The funeral director will advise on all regulations pertaining to burial or scattering of cremated remains in their cemeteries and advise on the costs.

The Cemetery for new lairs in Coatbridge is now on Coltswood Road, Coatbridge. St. Joseph's Cemetery in Airdrie is expected to close soon for purchasing a new lair. Thereafter, new lairs will be in New Monkland Cemetery in Glenmavis.





CREMATION

The family should first decide which crematorium they wish to use. Thereafter our funeral director will advise on all rules, regulations, costs and services pertaining to your chosen crematorium.

Cremated Remains

This is a personal choice for each family and thought must be given prior to the cremation taking place. Choices include the following:

1. Interred or scattered in the Garden of Remembrance at the crematorium.
2. Scattered at a favourite place of the deceased.
3. Interred in a cemetery or private piece of ground.
4. Keep the cremated remains at home.
5. Retained by the funeral director until a decision is made.

We will advise the services provided by each crematorium i.e. books of remembrance, plaques, rose bushes, etc. If the cremated remains are to be transported abroad (or even within the UK) it is advisable to allow us to arrange this on your behalf.



We offer a large selection of cremation urns and matching keepsake urns to share with family. Many of our urns can be personalised with text and custom designs.

OUR FLEET

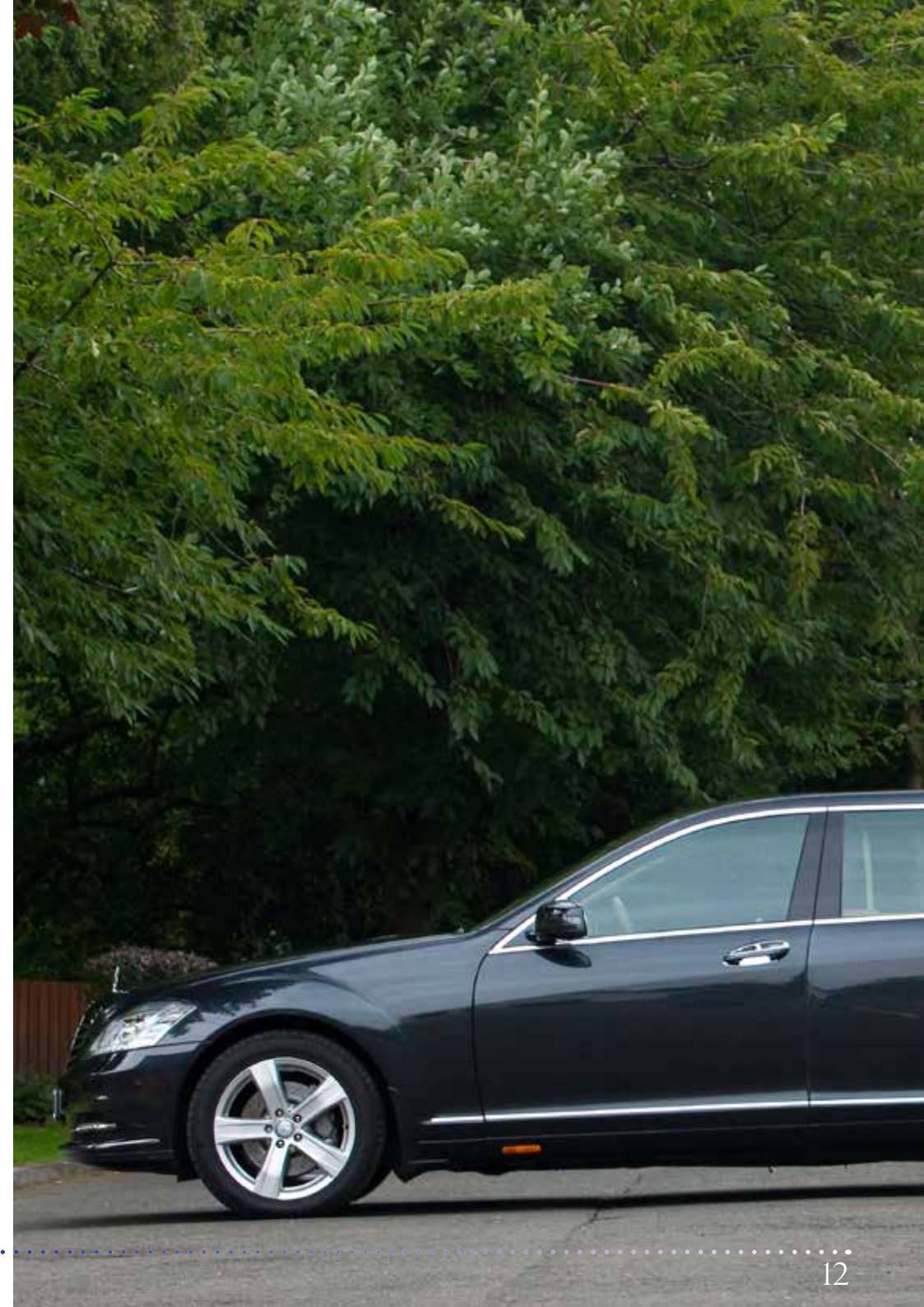
Donald McLaren Ltd takes great pride in its exquisite fleet of modern Mercedes Benz Hearses and Limousines. We are the first, and only funeral directors, in the United Kingdom to offer 3 new S-Class Mercedes Benz limousines, combining elegant and refined exterior styling with first class levels of luxury and prestige.

The fleet is maintained to the highest standards with each vehicle having its own full time professional chauffeur and private registration plate.

Our funeral directors will explain the various cortege and funeral procession traditions and other options available and will ensure the funeral cortege is tailored exactly to you requirements.

Traditionally the hearse will convey your loved one to their final resting place, followed by the limousine(s) carrying close family/relatives. You should take time to consider the number of limousines required for the funeral. Each limousine is able to carry up to seven passengers. Our funeral director will explain local clergy/officiant preferences for travelling in the limousine.

*“beautifully appointed interior
elegant and refined exterior”*





FUNERAL COSTS

We confirm all arrangements in writing and provide a full itemised estimate of the costs involved prior to the funeral taking place. Our funeral director will ensure that the funeral is tailored specifically to your family's needs and therefore the total cost of the funeral will depend on which services are required. The funeral account is divided into two parts: fees due to us for the services we personally provide and fees due to third parties, called disbursements, which we pay on your behalf.

Professional Services and Attendance

The funeral directors charges will include professional services and attendance. These charges contribute to paying the overhead costs of the business, overseeing the complexities of the funeral arrangements, arranging the necessary documentation, the funeral directors personal attendance until the funeral has been carried out. The provision of 24-hour personal service by qualified professional staff, provision of quality premises and vehicles to ensure the highest standards of service are provided.

Disbursements

Disbursements are essentially fees that we pay to third parties on your behalf. These disbursements fall into two categories:

Necessary Disbursements

These include cemetery fees for the purchase and opening of a lair, fees payable to the crematorium and doctor's fees.

Optional Disbursements

These include floral tributes, catering, obituary notices, church fees etc. The funeral director will advise on our company policy pertaining to optional disbursements.

NAFD simple funeral service

The National Association of Funeral Directors (NAFD) code of practice provides for the following services as part of a simple funeral:

1. Our services;
2. Attendance to necessary arrangements;
3. Provision of the necessary staff;
4. Provision of a simple coffin suitable for cremation or burial;
5. Transfer of the deceased from the place of death during normal working hours (within ten running miles);
6. Care of the deceased for up to fourteen days prior to the funeral;
7. Provision of a hearse direct to the nearest crematorium or cemetery (within ten miles);
8. If burial is specified (where this is available locally), this may involve an additional charge;

In particular, the simple funeral does not include the following services:-

1. Embalming;
2. Viewing either at home or in one of our beautifully appointed rest rooms;
3. Use of our service room for an evening service or Rosary;
4. Use of our service room for a funeral service;
5. Conveyance of deceased to a home address;
6. Conveyance of deceased to a church;
7. Provision of a limousine;
8. Choice of superior quality coffins;
9. Any fees or disbursements payable on your behalf;

PAYING FOR THE FUNERAL

It is important that the person responsible for paying the funeral account enquires into the availability of funds from the deceased's estate to ensure the total costs of the funeral ordered can be paid in full. The individual who instructs us in the arrangement of the funeral or signs our terms and conditions is responsible for the payment of the funeral account.

Our final account will be sent to you or your Solicitor approximately 7 days after the funeral has taken place. We ask that you arrange settlement within 30 days of the funeral. Accounts being paid by Solicitors may not benefit from any discounted rates as it can take considerable time to wind up the deceased estate. Our funeral director will advise you fully prior to the funeral taking place.

Department for Work and Pensions (DWP) Assistance

The rules and regulations regarding the eligibility criteria in respect of claims from The Social Fund for assistance with funeral costs can regularly change year on year.

Our funeral director will provide appropriate advice at the time of arrangements regarding whether a claim can be made to the Department for Work and Pensions (DWP) for help with funeral costs.

Further information can be obtained by contacting your local Jobcentre Plus office or visiting the Department for Work and Pensions website.

“On behalf of mum and the family I would like to thank you very much for the kindness, courtesy and professionalism shown to us at a very difficult time. It was a real comfort to mum and for that we are very grateful”

KS

“I would like to thank you for your help in arranging my dad's funeral. Your calm and reassuring manner and the fact that you looked after dad so personally really helped the family at this difficult time. Knowing that dad was in such good hands was a great comfort to us”

VB

“Thank you all very much for taking good care of our daughter. All your staff are second to none and treated her with dignity throughout. The service we received was excellent and we would just like to say thank you again”

NR

PERFECT CHOICE FUNERAL PLAN

We understand that it can be difficult to think about your own funeral, however setting aside a little time now can provide peace of mind for you and your family. There are many reasons why people choose to take out a pre-arranged funeral plan and more people nowadays are planning for their funeral in advance. Often it is because of concerns about leaving family with the worry of arranging a funeral at an already stressful time. Alternatively, taking out a funeral plan will ensure the financial arrangements have been taken care of and is a prudent financial investment.

Donald McLaren Ltd are members of the National Association of Funeral Directors (NAFD) who have a strict code of practice which ensures absolute security for your money and gives you complete peace of mind. Our pre-paid funeral plan is provided by the NAFD - the Perfect Choice Plan.

For over a hundred years the NAFD has been dedicated to maintaining the highest of standards throughout the funeral profession to ensure bereaved families receive the advice and support they need and deserve. The NAFD represents a broad spectrum of funeral directing businesses, which conduct around 85% of all UK funerals. You will also be protected by the strict Code of Practice set out by the Funeral Planning Authority (FPA) of which the NAFD are members.



Perfect Choice
Funeral Plans

The first step...

Think about the way you would like to be remembered. You may wish to take a little time to discuss it with your family and friends; chatting things over with your loved ones often makes everything easier and also ensures they know your wishes. Our qualified funeral directors will guide you through every step; they are aware of all the local customs pertaining to hospitals, doctors and other funeral related regulations. All prepaid funerals with Donald McLaren Ltd are tailored exactly to your requirements to ensure you only pay for the services you will eventually require.

Your main decision is whether the funeral is to be burial or cremation. With this information the funeral director can advise on the most appropriate type of funeral and will personalise the funeral to your exact requirements.

Below are some questions to think about and discuss with your family this will allow us to arrange a bespoke funeral plan:

1. Is the funeral to be burial or cremation?
2. What cemetery or crematorium?
3. Is there an existing lair or is it a new lair?
4. If an existing lair, who has the title deeds?
5. What has to happen to the cremated remains?
6. Place of funeral service i.e. our service room, church service, crematorium only etc?
7. Are your remains to be taken home or stay in one of our private rest rooms?
8. Is your coffin to be open for viewing?
9. How many family limousines will be required?
10. How do you wish to be dressed? (i.e. own clothes or our traditional robe)

COST OF A FUNERAL PLAN

Costs for a Perfect Choice Funeral Plan are charged at today's prices and guarantees that once a funeral plan has been purchased, there will be no additional funeral directors costs except in the following circumstances:

- 1. Disbursements:-** These are the costs we pay on your behalf to external providers including crematorium or burial charges, doctor's fees for cremation certificates etc. Cemetery and crematorium fees are rising rapidly and Donald McLaren Ltd has no control over these third party costs. We simply advise you of today's costs and you can pay as much or as little as you like and your next of kin will pay any shortfall at the time of need;
- 2. Optional Disbursements:-** As we cannot guarantee or predict changing customs, prices, availability and the future standards of outside agencies e.g. catering, florists, obituary notices etc. We recommend that all optional disbursements are arranged and paid for at the time of need by the next of kin, however a lump sum can be added to the plan to contribute to these costs if desired.
- 3. Saturday or Public Holiday funeral:-** In the event of the funeral taking place on a Saturday or Public Holiday, additional Cemetery; Crematorium and Funeral Directors charges will apply;
- 4. Death more than 20 miles away:-** Should the death of the Plan Beneficiary take place more than 20 miles from our office, additional costs for the removal will apply (unless covered by holiday insurance);
- 5. Additional Services:-** Your Next of Kin can arrange and pay for additional services not included in your plan at the time of need;

To purchase a Perfect Choice Funeral Plan simply contact any of our offices to discuss your thoughts with one of our experienced funeral directors who will ask some initial questions, make some helpful suggestions and provide details of the costs involved. If preferred, we can arrange a home visit to discuss your requirements.

When your funeral plan is complete we will send the completed Purchase Agreement to Perfect Choice. On receipt of this paperwork you will receive a Certificate of Entitlement, together with confirmation that you are a Perfect Choice Plan Holder. At the time of need we will simply request this Certificate of Entitlement from your next of kin.

Funeral Wishes

Many clients choose to confirm their funeral arrangements to be held on file. Your wishes are discussed, guidance is given and your instructions are then confirmed. This for many people, particularly those with no family members remaining, very often brings great peace of mind, simply by knowing that they will be looked after when the time comes.

It should be noted that this service has no financial benefit to you, as no payment in advance has been made but provides peace of mind knowing your funeral wishes will be relayed to your next of kin and undertaken at the time of need.

FREQUENTLY ASKED QUESTIONS

There are a number of questions we are asked regularly by clients arranging a Perfect Choice Funeral Plan. Here are answers to some of the most common questions.

“Can I pay the Plan up in instalments?”

Yes. You can pay the plan over a period of **12 - 60 months (1-5 years)**. In the event you pass away before the full balance is paid, the money you have paid into the plan will be released and the remaining unpaid balance will be paid by your executor/next of kin at the time.

“Can I make changes to the plan later or cancel it?”

Yes. If you decide you need an extra limousine, a different robe, or even a different committal you can contact us at any time to amend your plan and pay the additional costs for the amendments. If you decide to cancel the plan after 14 days from the date of purchase you will receive a full refund, less the administration fee.

“I have read an advert that I can take a plan out with another provider and at the time of need my family will be able to choose any funeral director, is this true?”

No. Donald McLaren Ltd is a privately owned business and is not part of a larger corporate structure, nor do we employ agencies to act on our behalf. The only way to ensure Donald McLaren Ltd carry out the funeral is to contact us directly.

“Can I buy a Plan for someone else?”

Yes. Many people buy a plan for elderly relatives.

“Can anyone apply?”

Anyone aged over 18 years of age can apply. There is no upper age limit and no medical or health questions to answer

“Will there be any more costs at the time?”

Costs for a Perfect Choice Funeral Plan are charged at today's prices and guarantees that once a funeral plan has been purchased there will be no additional funeral directors costs or disbursements except in the following circumstances. Please see [Cost of a Perfect Choice Plan](#) on page 17 for details.

“If they need to, can my family change the arrangements at the time of the funeral?”

Yes. If your family decide they would like another limousine etc this can be supplied and your family will just pay for the additional services at the time. Please note that additional services taken by the family at the time will be charged at future prices.

“What if I move?”

The NAFD has many members. You should be able to transfer your funeral plan to an accredited funeral director near your new home. Please note when transferring to another funeral director there may be additional costs to be paid (e.g. burials in Glasgow are a lot more expensive than in North Lanarkshire)

“What happens if I die abroad?”

The funeral plan does not cover the cost of a funeral abroad, or the cost of repatriating the deceased. It is therefore important that your travel insurance policy adequately covers this eventuality.

“What happens to my money if something happens to Donald McLaren Ltd?”

A Perfect Choice Funeral Plan gives you exceptional financial security for your money. Every penny of the full value of a Perfect Choice plan (excluding the initial management fee) is invested by NAFD Services Ltd in a Whole of Life Assurance Policy from Ecclesiastical Life Limited and ring fenced to pay for your funeral.

Ecclesiastical Life Limited are authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. All plans are covered by the Financial Services Compensation Scheme.

Perfect Choice Funeral Plans are registered with the Funeral Planning Authority, who exist to help protect consumers’ interests within the UK Funeral Planning sector and delivery of your funeral is regulated by the National Association of Funeral Directors Code of Practice.

This ensures that, no matter what happens, your money is safe.



**BANK OF ENGLAND
PRUDENTIAL REGULATION
AUTHORITY**



We are proud to be affiliated with St Andrew’s Hospice, Lanarkshire’s only specialist hospice providing free of charge palliative care services to patients from across Lanarkshire with cancer and other life-limiting illnesses.

In 2012/13 they had 371 inpatient admissions, 1368 day hospice attendances, provided bereavement counselling for 171 people, and supported 40 children affected by loss in their lives.

Donald McLaren Ltd make a donation to St Andrew’s Hospice for every Pre-paid funeral plan purchased. To date we have donated over £15,000.

St Andrew’s Hospice is a Charity Registered in Scotland SC010159
Henderson Street, Airdrie, Lanarkshire, ML6 6DJ

PURCHASING A MEMORIAL

When choosing a memorial it is important to understand the options available to you as well as the regulations. Donald McLaren Ltd offer a wide variety of memorials and can advise you on all the relevant church yard, cemetery and council regulations. We also provide bespoke headstones, designed exactly to your preference.

Before proceeding with any memorial we will provide you with a no obligation estimate and a scale computer generated print so you can clearly visualise how your memorial will look.

Material

Serious consideration should be given to the quality and the durability of the material from which the memorial is created. Granite is a hard material and can be exposed to the weather for generations without losing it's intrinsic beauty or suffering from any adverse effects.

Donald McLaren Ltd only use the highest quality granite from specially selected suppliers. It is not uncommon for other sculptors to use inferior quality material at cheaper prices, however such material may not maintain its shine and colour and will fade after a number of years, particularly when exposed to the Scottish weather.

Location

When considering which material to choose, you should consider where your memorial is going to be. If the lair is surrounded by trees or shrubs marble may become stained. Granite is non-porous and low maintenance. Our staff can advise you on the best materials for your memorial.

Inscriptions

It can be hard to find the right words to express how much someone meant to you. Our experienced staff will work with your family to help you choose a fitting tribute.

When wording an inscription it is important to consider future inscriptions and the remaining space available on the memorial. Our memorial design consultant will provide you with a scale print of your stone to help you and your family visualise the memorial.

We offer a wide range of fonts and lettering styles or, if there is a specific font you would like, please give us the name or a picture of the font to match it.

Ornamentation

Our memorials can be customised to fully encapsulate your feelings and special sentiments. There are a number of options for personalising your memorial and the best technique to use depends on the effect you are trying to achieve.

We provide a detailed print out of all ornamentation and inscriptions on a scale drawing of your memorial to help you visualise the final layout and make alterations where appropriate. An official badge or a family crest can be translated into a memorial design and our memorial consultant can advise the best technique for more intricate custom designs.





Ask our staff for a copy of our Memorial brochure or view our website to see our range of headstones, grave markers and vases

We have created an online Memorial Designer application to allow you and your family to design the layout of your memorial headstone from the comfort of your home.

- Select from our range of popular headstone designs
- See your design in a variety of different materials/colours
- Add an inscription and try different font styles
- Browse a selection of ornamentation to personalise your design
- Set the location of any flower containers

You can send your design to our experienced memorial designer to who will contact you to discuss your requirements and provide further advice.



Please visit
www.donaldmclarenltd.co.uk
for more details

**Please note, designs produced using our Memorial Designer application may not be exactly to scale and are only intended to give an impression of your stone. Representations of natural rock are purely illustrative. Memorial Designer requires Adobe Flash Player and may therefore not be compatible with some mobile or tablet devices*



For bespoke memorials, please contact our office to speak with our experienced memorial consultant, Miss Amanda Ross



National Association of Funeral Directors

The National Association of Funeral Directors is a truly independent trade association with the broadest membership within the funeral profession, including more than 3,200 funeral homes nationwide, suppliers to the profession and overseas funeral directing businesses.

618 Warwick Road
Solihull
West Midlands
B91 1AA
Telephone: 0845 230 1343
Website: www.nafd.org.uk



British Institute of Embalmers

The British Institute of Embalmers was founded in 1927 by a group of 15 Funeral Directors who recognised the need for a separate organisation for the professional embalmer.

The Main Purposes of the institute is to promote best practice through training, guidance and certification.

Anubis House,
21c Station Road,
Solihull,
West Midlands
B93 0HL
Telephone: 01564 778 991
Website: www.bioe.co.uk



British Institute of Funeral Directors

The B.I.F.D was formed in 1982 by a group of highly experienced, qualified Funeral Directors to provide an organisation that cared for professionally qualified individuals working within the Funeral Industry.

The Institute's main aim is to promote educational services within the profession.

1 Gleneagles House
Vernon Gate,
South Street
Derby
DE1 1UP
Telephone: 0800 0322733
Website: www.bifd.org.uk



National Association of Memorial Masons

The National Association of Memorial Masons is an organisation dedicated to furthering the memorial masonry industry and safeguarding the interests of the bereaved through the promotion of high standards, wide choice and increased understanding in all matters relating to natural stone memorials.

1 Castle Mews
Rugby
Warwickshire
CV21 2XL
Telephone: 01788 542276
Website: www.namm.org.uk



Selected Independent Funeral Homes

Selected Independent Funeral Homes is a worldwide professional association of independent, locally-owned funeral homes whose common interest is in continuous growth and improvement to best serve families and individuals.

500 Lake Cook Road
Suite 205
Deerfield
IL 60015
Telephone: 1-800-323-4219
Website: www.selectedfuneralhomes.org

CONTACT DETAILS

AIRDRIE OFFICE

12-18 Hallcraig St
Airdrie
North Lanarkshire
ML6 6AH

Tel: (01236) 762000 (24 hrs)
Fax: (01236) 747894

Office Opening Hours

Monday - Friday 8:30am - 5:00 pm
Saturday 8:30am - 12:30 pm

COATBRIDGE OFFICE

(Registered Office)
45 Sunnyside Rd
Coatbridge
North Lanarkshire
ML5 3DG

Tel: (01236) 424132 (24 hrs)
Fax: (01236) 426146

Office Opening Hours

Monday - Saturday 8:30am - 9:00 pm
Sunday 9:00am - 9:00pm

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www.donaldmclarenltd.co.uk
info@donaldmclarenltd.co.uk

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Donald McLaren Ltd is an independent privately owned company registered in Scotland under the Companies Act 2006 having its registered office at 45 Sunnyside Road, Coatbridge, ML5 3DG, Company Number SC189724.

All information in this brochure is accurate at the time of publication but may be subject to change

*Four Generations of our Family
Caring for Yours*

www.donaldmclarenltd.co.uk