

DONALD 
McLAREN^{LTD}
-EST 1912-

Pre-paid Funeral Plan





AIRDRIE OFFICE

10 Adam Avenue, ML6 6DN

Tel: (01236) 762000 (24 hrs)

COATBRIDGE OFFICE

45 Sunnyside Rd, ML5 3DG

Tel: (01236) 424132 (24 hrs)

See page 10 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 about our pre-paid funeral plan. If you wish to discuss a funeral plan for yourself or a family member, contact us by email or telephone to arrange an appointment with our fully qualified staff who will guide you through the whole process.


Donald McLaren, Chairman

Pre-arrange your funeral with Donald McLaren Ltd

If you've ever had to arrange a funeral for someone, you'll know just how much there is to decide and how difficult it can be.

There are many reasons why people choose to take out a pre-arranged funeral plan. Often it is because of concerns about leaving family with the worry of arranging a funeral at an already stressful time or the worry of leaving a financial strain on loved ones. By taking some time now, you can provide both financial and practical help for your loved ones in the future. It can be comforting and reassuring to have your funeral arrangements in place.

We are privileged to have supported local families and our communities for over 110 years. We strive to provide a sympathetic, professional, and personal funeral service at a realistic and affordable price. We pride ourselves on giving your family the highest level of care and support, which is why so many families have stayed loyal across five generations. Before finalising your funeral plan, you will receive full information about the services covered and full details about how the plan works.

We will discuss all the practicalities of the funeral arrangements with you, ensuring everything is customised to your individual requirements and budget.



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. Many families still recall when our office was located “up the close at the fountain”.

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, Airdrie.

In May 1956 Donald McLaren purchased William D. Patersons Ltd Funeral Directors in Callon Street (just off Broomknoll Street in Airdrie). He later 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 business. This further enhanced customer service and as a result, in 1963 Donald McLaren Ltd of Airdrie moved to new purposed built premises at Hallcraig Street. 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, Coatbridge in August 1978.

Ian McLaren retired in 2019 but he remains actively involved in the business in his role as Company Chairman. On retirement he handed over the running of the business to Managing Director, Charles Flannigan and his daughters Carol Kerr and Julie McLaren.

In 2012, Donald McLaren Ltd opened a beautiful indoor memorial showroom allowing clients to choose from a vast selection of top-quality granite memorials.

In September 2016 Donald McLaren Ltd moved to a new custom-built funeral home in Adam Avenue, Airdrie (the site of the old Adam Avenue GP Practice).

Donald McLaren Ltd are proud to offer our clients unrivalled facilities and services in two modern custom-built funeral homes, with all related professional services including a large fleet of modern Mercedes Benz Hearses and four new E-Class Mercedes Benz Limousines.

The company has grown from its humble origins in 1912 and we still remain a family business with five generations now at the helm.

Donald McLaren Ltd will always uphold the traditions of five generations of the McLaren family and we promise our clients a sympathetic, professional, and personal funeral service.



5 Main Street, Coatbridge

Arranging a Funeral Plan

Below are some questions to think about and discuss with your loved ones in order to allow us to arrange your bespoke funeral plan:

1. Do you wish to be buried or cremated?
2. Which 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 is to happen to the cremated remains?
6. Location of funeral service? e.g. our service room; an alternative venue; or crematorium only
7. Do you wish to rest at home or stay in one of our beautifully appointed private rest rooms?
8. Do you wish for loved ones to pay their respects with an open coffin for viewing?
9. How do you wish to be dressed? (e.g. own clothes or our traditional robe)
10. Will loved ones limousines be required?
11. Would you like to personalise your funeral? e.g. songs, readings, donations, etc.

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.

Please note, the Financial Conduct Authority regulates pre-paid funeral plans and not funeral wishes.

Cost of a Funeral Plan

Our personalised funeral plan covers our funeral director's costs. As long as we carry out the funeral and your requirements don't change, your loved ones won't be asked to pay more for our funeral director's costs, when the time comes. You can also include a contribution towards third party costs such as the fees for cremation or burial, and payment to an officiant.

There are a few exclusions, including:

1. **Saturday or Public Holiday:-** In the event of the funeral taking place on a Saturday or Public Holiday, additional staff overtime charges will apply;
2. **Death more than 15 miles away:-** Should the death of the Plan Beneficiary take place more than 15 miles from our premises, additional costs for the removal will apply (unless covered by holiday insurance);

Please refer to the questions and answers overleaf and the Terms and Conditions for more information.

What Happens to my Money?

Our pre-paid funeral plan is provided by Ecclesiastical Planning Services. The value of the plan (excluding the initial administration fee and any instalment charges) is held in a whole of life assurance policy and ring-fenced for your funeral when the time comes. The money is made immediately available at the time of need to us and the funds cannot be used for anything other than your funeral giving you total peace of mind.

When your funeral plan is complete, we will send the completed Application Form to Ecclesiastical Planning Services Ltd. On receipt of this paperwork, you will receive a certificate, a funeral plan summary and plan details and any funeral wishes you have noted. Your nominated representatives will also receive a letter confirming that a plan has been set up.

Ecclesiastical Planning Services works with funeral directors across the country. It is part of the Benefact Group which is a family of award-winning, specialist financial services businesses that, from its profits, gives to good causes in order to transform lives and communities.

Ecclesiastical Planning Services has been recognised by the National Association of Funeral Directors for treating customers fairly.

Frequently Asked Questions

There are a number of funeral plans to choose from and it can be difficult to know which is best for your needs and budget.

There are a few things to ask before buying a funeral plan

Who is eligible?

UK residents aged 18 or over can take out a plan. If paying by instalments of two years or more, eligibility criteria applies - please refer to the Terms and Conditions for more information. There are no medical or health questions to answer.

What happens if I move to a different part of the country?

If you move, you should be able to transfer your plan to a funeral director near your new home. Please note, when transferring to another funeral director there may be additional costs to be paid as local authorities and other funeral directors prices vary throughout the UK. Please refer to the [Terms and Conditions](#) for details or speak to a member of the team for more information.

Can I pay for my plan by instalments?

Yes, you are able to pay over a range of periods. Please refer to the [Instalment Q&A](#) and the [Terms and Conditions](#) for more information. Eligibility criteria applies and there's an additional cost for paying over two or more years. We can provide you with a personalised quote.

What happens if I die abroad?

The 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 covers this.

Can I change my funeral plan arrangements?

Yes, you can make changes to your plan after you have taken it out and fully paid. Just let us know what you wish to change. There may be an additional cost if you add additional features or services such as an extra limousine, a different robe, or a different committal.

Can I buy a funeral plan for someone else?

Yes, many of our customers choose to do this.

Can the plan include special wishes?

Yes, you can add special wishes and requests such as song choices, readings, and information for a eulogy. There is no charge to add these details. There may be more to pay if you require additional services.

Will there be any more costs at the time?

The plan covers our funeral director's costs listed in the plan details as long as your requirements don't change, and we carry out your funeral. The plan can also include an allowance towards third party costs such as the fees for cremation or interment, and payment to an officiant. These costs are outside of our control. If these costs, as listed in the plan details, are not covered by the plan value at the time of need, there will be a balance to pay. Please refer to the Terms and Conditions for more information.

Can I cancel my plan?

Yes, you can cancel the plan at any time. If you cancel within 30 days of receiving your welcome booklet, the person who paid for the plan will receive a full refund. If you cancel after that, the person who paid for the plan will receive a refund of the original amount, less the administration fee.

For instalment plans, if you cancel in the first 12 months a full refund will be paid. If you cancel after that, the administration fee and any payments to ensure the plan will be deducted from the refund.

I have read that I can take a plan out with another plan provider and at the time of need my loved ones will be able to choose Donald McLaren Ltd, is this true?

The only way to ensure the funeral is carried out by Donald McLaren Ltd is to purchase a funeral plan through us.

What happens to my money if Donald McLaren Ltd cease trading?

As mentioned earlier, our pre-paid funeral plan is provided by Ecclesiastical Planning Services. The value of the plan (excluding the initial administration fee and any instalment charges) is held in a whole of life assurance policy and ring-fenced for your funeral when the time comes. The money is made immediately available at the time of need and the funds cannot be used for anything other than your funeral for total peace of mind.

Please refer to the Funeral Plan Summary and Terms and Conditions for full details.



National Association of Funeral Directors

The National Association of Funeral Directors is the largest representative body for the UK funeral profession, representing more than 4,100 UK funeral homes, as well as international firms and suppliers to the sector – providing advice, advocacy, education and support to help them meet the highest professional standards.

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

AIRDRIE OFFICE

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Office Opening Hours

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

Saturday 8:30am - 12:30 pm

COATBRIDGE OFFICE

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ML5 3DG

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Fax: (01236) 426146

Office Opening Hours

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

Sunday 9:00am - 8:00pm

Visit: www.donaldmclarenltd.co.uk

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Ecclesiastical Planning Services, Benefact House, 2000 Pioneer Avenue, Gloucester
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Tel: 0800 633 5626 Email: info@epsfunerals.com

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*Five Generations of our Family
Caring for Yours*

www.donaldmclarenltd.co.uk