

# CHAPTER HOUSE

03 9855 0155

01 ASSISTANCE  
*You may require*

02 KEY INFORMATION  
*We need to know*

03 TYPE OF SERVICE  
*Options Available*

04 TYPE OF VENUE  
*Location Options*

05 PRICING  
*Packages Available*

06 CONTACT US  
*We're here to talk*

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## At Chapter House, we provide traditional funerals, direct cremations and memorial services, as well as pre-planning services. We also specialise in services for infants, giving this delicate service the grace, effort and respect it deserves.

If you need to speak with one of our Funeral Directors right away, please contact us on [03 9855 0155](tel:0398550155).



*Troy Upfield*  
Founding Principal.  
Funeral Director.

When you call us, you will be answered by one of our experienced, caring and compassionate Arrangers; Troy Upfield, Steve Summers, or Liddy Upfield.

We guarantee that whoever answers your first call will be with you until the end of the service - and beyond. They will be your Arranger for as long as you need.

*When it comes to planning a funeral, cremation or memorial service, there can be a lot to consider. We help you every step of the way and go over every detail, giving you as much time as you need to make decisions and consult with other family members.*

## Questions we might ask

We understand that this is an incredibly difficult time, in order to support you in the best way, we will need to ask you a few questions over the phone.

First, we will always check if you need help right away.

Hospitals, for example, prefer arrangements to be organised quickly. If your loved one is with the coroner, we will contact the coroner and transfer them into our care. We have 24/7 facilities, so if your loved one has passed in a nursing home, we can bring them to Chapter House whether it's 3pm or 3am.

We will also need to ask you a few details about your late loved one. This includes:

- their name and date of birth
- the date of passing
- their location
- your name and your relationship with the deceased

## What kinds of services are there?

We are Melbourne's premier provider of bespoke funeral and memorial services. There are no "packages" to choose from as we create what type of service your family want.

We do also offer traditional funerals with a burial or cremation. We also offer direct cremation without service or attendance.

## Where can a service be held?

We can arrange for your funeral to be held in a church, a chapel, a function centre, a private venue of your choosing (such as a home), or a memorial service in a place of your choice (such as a park or beach).

## How much does it cost?

At Chapter House, we understand that 'every life has a story to tell' which means that no two services are the same.

While each of our services is highly tailored, so you can choose the farewell that is right for your family.

We will provide you with an initial itemised quote in writing on the first call. You will also receive updated quotes during the arrangement process. Invoices will be issued prior to service to ensure families review and approve.

## - Cremation - No Service, No Attendance

We can provide a direct cremation for **\$3,750**, with no other added costs.

This includes the transfer of the person into our care, a Chapter House coffin, cremation, all associated paper work including the doctors certificate and death certificate.

We do not transfer to interstate crematoriums.

## - Funeral and Memorial services

The service fee is from **\$5,950 to \$7,950**.

- Guidance, expertise, and family care 24/7 with the same arranger.
- Transfer of deceased from place of death into our care 24/7
- Mortuary Care and dressing
- Service day - staff and transport.
- Making arrangements with all third parties.
- Medical Cause of Death certificate collection and Doctors Authorisation.
- Death Certificate - registration and payment for one.
- Our service fee covers all costs associated with essential funeral processes.
- Cremation is an additional fee of **\$1,025**.

All crematoriums in Victoria are owned by government trusts. Chapter House uses the following crematoriums in Victoria - we do not use privately owned interstate crematoriums.

- Springvale Botanical Cemetery
- Fawkner Memorial Park
- Bunurong Memorial Park
- Ballarat Cemetery
- Lilydale Memorial Park
- Geelong Cemetery

## - Additional costs

Coffins and caskets - At Chapter House, we offer high quality, beautifully designed coffins and caskets, which are all Australian made. Our range starts from **\$580**.

Celebrants - We have personally selected a group of the most empathetic and well-spoken celebrants in Victoria. We can help you to choose which celebrant is best-suited for your family. Our celebrant prices range from **\$600 to \$1,000**.

Disbursements costs - Chapter House can arrange for any of the following, and their costs, to be passed on to you. Alternatively, you can arrange any of these yourself or with other providers.

1. Venue fees - Chapter House is always sourcing new and unique venues and we can provide you with many options.
2. Flowers (casket spray) from **\$240 to \$1,100**. Families are also welcome to arrange their own flowers from their favourite florist.
3. Catering - we have many options that we can provide you, or we can liaise directly with a caterer of your choosing.
4. Video Tribute - 60 to 100 photos with professional edit and music. Our video tributes are professionally produced - you can provide photos on a USB or from online sites such as dropbox or google drive. We can also scan older images for you and provide you with digital copies **\$350**.  
  
You may have a family member or friend that would like to produce a video tribute. If so the final version would need to be sent to us 48 hours prior to service so we can ensure the correct format has been produced.
5. Orders of Service, Bookmarks, Memorial Cards. This can vary depending on your specific request. As a guide four page booklets would be **\$2.50 each**.
6. Newspaper notices - we can submit death, funeral and personal notices on your behalf. A death notice and funeral notice at a standard length costs around **\$550** in total.