



Letter of Wishes

Dear Pet Owner,

Please complete the attached Letter of Wishes which will act as confirmation of your wish to have your pet looked after by Springfield Pet Cremation. Please feel free to contact us if you have any questions or would like any help or further information about our service.

Once you have completed and signed the attached letter please print or email it to Springfield Pet Crematorium. If emailing a copy to us please sign, scan and send it to: support@springfieldpetcremation.com

Please remember to keep a copy for your own records.

We will then forward a copy of the signed letter to your veterinary practice on your behalf. We will also provide your vet with an explanation as to our working practices. We do this because our standards of care are very different to the impersonal disposal orientated companies normally offered through veterinary practices.

FAO PRACTICE MANAGER

Please find a copy of a Letter of Wishes from your client attached. Your client has decided to choose Springfield Pet Cremation's individual cremation service for their pet. We have provided our contact details below and have also given you some information about our service. Please place a copy of this letter with your client's file and add the following information to their computer records (if applicable). Your client has requested an individual cremation with Springfield Pet Cremation. Please call us on 01564 651759 to book a same/next day collection. Once contacted, we will collect the pet the same / next day. You will be asked to counter sign a Commercial Document (transfer note) confirming collection and will be given a copy for your records which must be kept for at least 2 years. Once their pet arrives with us, we will contact the client and make the final arrangements direct with them. They may request that we return their pet's ashes to your practice or they may collect their pet's ashes direct from us. Our normal timescale means the ashes will be ready for collection / return approximately 48 hours after their pet has been collected.

Information on Springfield Pet Cremation.

Springfield Pet Cremation is a small specialist individual pet crematorium based in Knowle, West Midlands. We operate differently to most other pet crematoria as pets are collected on demand with dignity and respect and laid into pet beds instead of body bags. Alternatively, clients can bring their pet direct to the crematorium and have either an attended or immediate cremation service depending on individual circumstances enabling them to return home with their pet's ashes later the same day.

We have found that pet owners are now choosing to use our personal, caring & professional service from all over the UK.

We are approved by DEFRA and fully comply with the Animal By Products Directive. All our transfer notes include confirmation of our approvals; however, you can also contact us on 01564 651759 if you would like a copy of our documentation in advance.

For more information about us including a step-by-step user guide to our working Practices please visit www.springfieldpetcremation.co.uk or contact Martin on 01564 651759.

At Springfield Pet Crematorium we only carry out
Certified individual cremations

Pet's Name(s):
NB list all names here if you would like to ensure all of your pets are cared for by Springfield Pet Crematorium

Please circle one Male Female

Type of Pet: Cat Dog Rabbit
Please circle one

Other (please specify)

Owner's Names(s):

Owner's Address:

.....

.....

.....

.....

Telephone:

.....

Email:

Veterinary Practice:

Telephone No. of vet:

To Whom It May Concern:

In the event of the death or euthanasia of the above-named pet(s) I instruct you to contact Springfield Pet Crematorium on my behalf to arrange for their collection and certified individual cremation. I have already made / will make the remainder of the arrangements including payment directly with Springfield Pet Crematorium.

Signed:

Dated:

When the time comes contact Springfield Pet Crematorium on
01564 651759