

FREQUENTLY ASKED

# QUESTIONS?

For Customers

---

## CREMATION SERVICES



May 2026

## GENERAL QUESTIONS

### Q. What cremation services do Meadowrest Memorial Gardens offer?

---

Answer: Meadowrest Memorial Gardens offers a range of cremation services alongside traditional burial options. Our services include basic cremation packages, family gathering and viewing services, chapel rental, columbarium placement, and mini urn vault options. We also have a mini columbarium (urn garden) option coming soon.

### Q. Why should I choose Meadowrest Memorial Gardens for cremation services?

---

Answer: We have invested in advanced cremation technology and rigorous procedures to provide complete peace of mind. Our cremation process includes a tracking system with non-combustible identification tags, climate-controlled facilities, premium combustible caskets, and flexible options for receiving your loved one's ashes.

### Q. How does Meadowrest ensure the identity and dignity of my loved one during cremation?

---

Answer: We maintain dignity through our tracking system that ensures your loved one's identity is protected throughout the process, climate-controlled facilities and trained staff who handle all aspects with the utmost respect and care.

### Q. What is the difference between cremation and traditional burial?

---

Answer: Cremation uses a dehydration process and a bone crusher to reduce the body to fragments (commonly called "ashes"), while traditional burial preserves the body in a casket placed underground. Cremation offers more flexibility in memorial options, typically costs less, and provides portable remains that can be kept, scattered or placed in various memorial settings.

### Q. Can I still have a traditional funeral service if I choose cremation?

---

Answer: Absolutely. Many families choose to have a traditional funeral service with the body present (using a rental casket) before cremation. Others opt for a memorial service after cremation with the urn present. Our staff can help you plan either option.

### Q. Can you handle oversized remains?

---

Answer: Our basic price is for remains up to 150 pounds. We may charge an additional fee to handle oversized remains of 175 pounds or more.

## PROCESS AND DOCUMENTATION

### Q. Can the Meadowrest Memorial Gardens team help with the required paperwork?

Answer: Our knowledgeable team will guide you on the documents, forms and signatures required for compliance.

### Q. What happens to my loved one's remains after cremation?

Answer: After cremation, your loved one's ashes will be returned to you in our urn or an urn you provide. If you choose to use the Meadowrest Columbarium, we provide the urn and nameplate in the pricing.

### Q. What forms/documents are required for cremation services?

Answer: Five forms are required before proceeding with cremation:

- ▶ Form A - Application for cremation (completed by Next of Kin and a Justice of the Peace)
- ▶ Form C - Medical certification (completed by the attending Medical Practitioner)
- ▶ Form D - Confirmatory Medical Certificate (completed by a Senior Medical Officer/Government Officer)
- ▶ Form E - Certificate after post-mortem exam (if applicable, completed by the Pathologist)
- ▶ Form B - Authority to cremate (completed by the Senior Superintendent of Police)

Form B is to be signed and submitted along with copies of the other forms to the Head Office of Meadowrest Memorial Gardens, as required by the Cremation Act and Regulations of Jamaica, prior to the authorization of the cremation at the Crematorium. Meadowrest will not proceed with cremation without receiving the required form.

Cremation services are provided only after all required legal documents (Form A, Form B, Form C, Form D, and Form E, where applicable) have been completed.

As required by the Registrar General Department, the applicant should also provide the Burial Order, which would be signed by our Cremation Officer after the cremation.

### Q. Are there any hidden costs in Meadowrest's cremation packages?

Answer: No, we believe in transparent pricing. Our packages include all essential services with no hidden costs, allowing you to focus on what matters most - honoring your loved one.

### Q. How long does the cremation process take?

Answer: The actual cremation typically takes 2 hours for bodies weighing up to 150 lbs, plus additional time for cooling and the processing of the ashes. Based on our schedules, we will provide you with a timeline so you know when to expect the return of your loved one's remains. Customers who require immediate cremation or cremation at a specific time will incur an additional fee.

## CREMATION PACKAGES AND OPTIONS

### Q. Can we view our loved one before cremation?

Answer: Yes, at an additional fee, we offer viewing services in our modern viewing facility, providing a peaceful space for families to gather and say goodbye. We provide combustible caskets with the viewing package. Our staff will guide you through each step and consider any special customs or requests.

### Q. What is included in the Basic Cremation Package?

Answer: Our Basic Cremation Package includes:

- ▶ Advanced identification tracking system
- ▶ Temperature-controlled facilities
- ▶ Professional care team
- ▶ Return of remains in a temporary container
- ▶ All essential services with no hidden costs

### Q. Can we hold a service before or after cremation?

Answer: Yes, our elegant chapel is available for rental for services either before or after cremation. The chapel features flexible seating arrangements and display areas for personal memorabilia.

### Q. Can families meet privately before and during the cremation?

Answer: Yes, family members may gather before the cremation to say prayers and other rituals with their loved one, and in our air-conditioned private room during the cremation at an additional fee.

### Q. What are the additional cremation packages that Meadowrest provides?

Answer: Meadowrest offers other services and packages including Viewing, Family Gathering, Columbarium, and Mini Urn Vaults.

### Q. Can I pre-plan and pre-pay for cremation services?

Answer: Yes, we offer pre-planning options that allow you to make arrangements and financial decisions in advance. Pre-planning can help relieve your loved ones of difficult decisions during their time of grief and can also potentially lock in current pricing.

### Q. Can I upgrade from the Basic Cremation Package if I decide I want additional services?

Answer: Yes, we understand that needs may change during the arrangement process. Our team can help you upgrade from the Basic Package to include additional services such as Family Gathering, Viewing, Chapel Rental, Columbarium placement, Mini Urn Vault, or specialized urns at any point. Additional services must be paid for in advance at our Head Office.

## CREMATION PACKAGES AND OPTIONS

Q. How do your cremation packages compare to traditional burial options?

---

Answer: Cremation typically costs less than traditional burial services while still providing a dignified farewell. Our cremation packages eliminate expenses such as burial plots and caskets, while still offering meaningful memorial options and permanent placement choices.

Q. Can I witness the cremation process?

---

Answer: For a fee paid in advance at our Head Office, we offer the viewing of cremation services from our Viewing Room for families who wish to be present at the beginning of the cremation process. This can be an important part of the grieving process for some families, particularly those from certain cultural or religious backgrounds.

Q. What happens if my loved one has medical implants or pacemakers?

---

Answer: Certain medical devices, such as pacemakers, must be removed by the Funeral Director prior to cremation. Bodies that are presented with medical devices like pacemakers with batteries will not be accepted.

Q. Can I transfer remains to a different container later?

---

Answer: Yes, you can transfer cremated remains to a different container at any time. If you take your loved one's ashes in our temporary container, you may later transfer them to a permanent or personalized container of their choosing.

Note: The Meadowrest Columbarium uses a customized urn for your loved one's ashes.

Q. Does Meadowrest accept cremations from all families, funeral homes/directors?

---

Answer: Meadowrest will accept cremations from ALL funeral homes, provided all required forms are completed and signed by the relevant professionals. All payments must be made at least 3 days in advance of the service.

Q. Does Meadowrest provide transportation for pick-up of bodies or delivery of ashes?

---

Answer: Yes, Meadowrest provides transportation services as per our availability schedule.

## FINAL RESTING OPTIONS

### Q. What options do you offer for the final placement of cremated remains?

---

Answer: We offer several options:

- ▶ Columbarium placement in our elegant facility
- ▶ Mini urn vaults for an in-ground placement of Urns
- ▶ Urn garden placement (coming soon)
- ▶ Return of remains to the family in a temporary container or an urn provided by the family.

### Q. What is a columbarium?

---

Answer: Our columbarium is an elegant structure with niches nestled within our chapel grounds that provide a serene resting place for cremated remains. Each niche houses our customized urn, while offering families a permanent, accessible place to honour and remember their loved ones. Our columbarium package includes the cost of the urn and nameplate.

### Q. What are Mini Urn Vaults?

---

Answer: Mini Urn Vaults provide designated burial plots throughout our grounds for cremated remains, with permanent memorial marker options. They receive the same dignified care as traditional burials, and you can pre-plan the location.

### Q. What is the upcoming Urn Garden?

---

Answer: Our soon-to-be-available Urn Garden will feature Mini Columbarium buildings designed to store your loved one's ashes in urns, offering a peaceful place to visit, reflect, and honor their memory.

### Q. Can I personalize the cremation service?

---

Answer: Yes, we offer customizable cremation packages that include an urn, family gathering, private viewing opportunities, chapel rental before and after cremation, columbarium placement and, soon to come, memorial garden placement options.

## CONTACT US

### Q. How do I contact Meadowrest Memorial Gardens for cremation services?

---

Answer: You can contact our Customer Service Representatives at 876-960-2960-2. Alternatively, you can speak with your preferred Funeral Home for additional details.

### Q. How do I schedule an appointment?

---

Answer: You can schedule an appointment by calling our Customer Service Representatives at the numbers provided above or by contacting us through our website at <https://meadowrest.ucmeja.com/>.

### Q. How can I pay for cremation services?

---

Answer: Fees for cremation services must be paid at least 3 days in advance of the service by the following means:

- Direct online bank transfer
- Direct deposit into Meadowrest's account with confirmation sent to the Head Office
- Via debit/credit card at the Head Office via point of sale
- Manager's Cheque

### Q. Can payments be made at the Meadowrest Memorial Gardens Cemetery location?

---

Answer: Payments are NOT accepted at the Gardens for any service and are only accepted via the options provided above.