



New River Gorge

FUNERAL SERVICE

*350 West Maple Avenue
Fayetteville, West Virginia 25840
Phone: 304-574-2080 Fax: 304-936-6445
NRGFuneralService.com
R. Brent Cook, Licensee-In-Charge*

Quality, Professional Care from a Locally Owned and Operated Funeral Home

Our entire staff is dedicated to providing the finest funeral, cremation, and memorial services to this community. We pledge the entire resources of this organization to assist those we are privileged to serve and do not take this responsibility lightly. You are welcome to call us at any day or hour for further information.

Our Service Guarantee

We are committed to service beyond expectation. We guarantee that if you are not satisfied with any aspect of our service, we will make every effort to correct the situation. If we cannot correct it to your satisfaction, you will not be charged for that service item.

Serving Fayette, Raleigh and Surrounding Counties in West Virginia

Signature Care for EVERY Family

At New River Gorge Funeral Service, we go beyond traditional funeral home offerings to ensure comfort, support, and ease for every family we serve. All families selecting our funeral home received the following benefits:

Local ownership – Our funeral home is owned and operated by R. Brent Cook and staffed by longtime Fayette County residents including Steve and Trena Payne, Jeanie Ayers, and Roger Geiger. All decisions regarding the operation of our funeral home are made right here in Fayette County.

A Promise to help your family design a service that will be personalized, meaningful, and will not result in regrets later. – We understand that funerals and memorial services must be tailored to the needs and wants of each family.

Immediate Response – Our 24/7 availability ensures your loved one and the needs of your family are handled promptly and respectfully.

Personalized Planning – Expedited arrangement conferences which can be done in person at the funeral home or in the comfort of your own home, online, or by Zoom. Our goal is to help every family arrange a meaningful tribute.

Comprehensive Grief Support – Access to grief resources and support, including our Circle of Friends program.

Personal Expressions Collection – We offer personalized jewelry, glass and floral remembrances, some of which may be engraved or may include fingerprint impressions of your loved one.

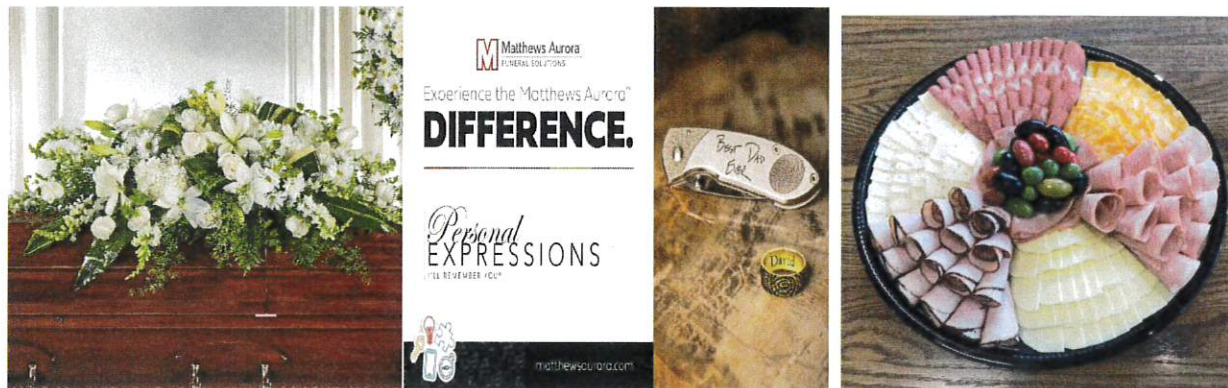
Newly Renovated Facilities – New River Gorge Funeral Service offers a comfortable, home-like facility designed to create a soothing atmosphere for arrangements, visitations, and services.

Premiere Tribute

Our Premium Service Option

This package provides premium services and merchandise, as well as an allowance for a casket including cap panel, outer burial container, premiere stationery, and Personal Expressions allowance. The Premiere Tribute also represents the best value of all our full-service burial package offerings.

Discounted Price \$14,995 (\$2,015 savings)



In addition to all the service elements of the Memorial Tribute, the Premiere Tribute also includes:

**The Premiere Memorial Package with our finest register book, memorial folders, acknowledgement cards, and Perpetual Online Memorial.*

**Personal Expressions allowance of \$500*

**Selection of custom cap panels (available on most caskets, \$145 deducted if not available on casket selected).*

**Premium refreshments at funeral home visitation (deduct \$325 if visitation held at another facility).*

**Credit of \$5,000 toward casket selection (no deduction allowed if casket selected is less than \$5,000 due to discount).*

**Clark 12ga. Galvanized Steel Vault (deduct \$2,995 if outer burial container not needed).*

**Floral allowance of \$500 at our preferred florist.*

Cash advance items excluded (including but not limited to certified copies of the death certificate, cemetery fees, opening and closing of the grave, newspaper notices, clergy or musician honoraria, and sales tax). Itemized General Price List items: Services of the Funeral Director & Staff, Embalming, Dressing/Casketing, Facilities/Equipment for Visitation, Facilities/Staff Services for Funeral, Transfer of Remains to Funeral Home, Funeral Coach, Service Vehicle, Premier Memorial Package, Life Tribute Video, Perpetual Online Memorial. All package offerings are available only to families who purchase a casket from New River Gorge Funeral Service. Deletions are not permitted except as noted above.

Heritage Memorial Tribute

Our Most Chosen Service Package

This package represents the services most often selected by the families we are honored to serve.

Discounted Price \$5,995 (\$1,400 savings)



**Funeral service in our chapel, a church, or at the graveside (deduct \$200 if graveside service is selected)*

**Visitation at the funeral home or another facility which includes placement of the casket and floral tributes, recorded background music or memorial video tribute presentation, and light refreshments (when held at the funeral home).*

**Heritage Memorial Package with upgraded register book, 100 memorial folders, and 50 acknowledgement cards, Life Tribute Video and Perpetual Online Memorial.*

**Professional care of your loved one to ensure a dignified and peaceful appearance.*

Cash advance items excluded (including but not limited to certified copies of the death certificate, cemetery fees, opening and closing of the grave, newspaper notices, clergy or musician honoraria, and sales tax). Itemized General Price List items: Services of the Funeral Director & Staff, Embalming, Dressing/Casketing, Facilities/Equipment for Visitation, Facilities/Staff Services for Funeral, Transfer of Remains to Funeral Home, Funeral Coach, Service Vehicle, Heritage Memorial Package, Life Tribute Video, Perpetual Online Memorial. All package offerings are available only to families who purchase a casket from New River Gorge Funeral Service. Deletions are not permitted except as noted above.

Basic Graveside Service Followed by Burial

New River Gorge Funeral Service's Basic Funeral Package is a discounted option for those families who prefer a simple service without formal visitation or a funeral procession to the cemetery. It includes some elements of a traditional service but with significant restrictions. Insurance assignments may only be arranged through a third-party vendor (additional fees imposed by the vendor apply). A fee of 3% will be assessed on any credit card transactions, and all estimated charges are due in full at the time the funeral arrangements are made. Funerals are scheduled at the discretion of the funeral home and no formal visitation periods may be scheduled. No formal funeral procession is permitted with this package. This package does not include a memorial video.

Discounted Price \$5,395 (\$1,705 savings)



**Funeral service at the graveside.*

**Legacy Memorial Package with register book, 100 memorial folders, and 50 acknowledgement cards and Perpetual Online Memorial.*

**Professional care of your loved one to ensure a dignified and peaceful appearance.*

Cash advance items excluded (including but not limited to certified copies of the death certificate, cemetery fees, opening and closing of the grave, newspaper notices, clergy or musician honoraria, and sales tax). Itemized General Price List items: Services of the Funeral Director & Staff, Embalming, Dressing/Casketing, Facilities/Equipment for Visitation, Facilities/Staff Services for Graveside Funeral, Transfer of Remains to Funeral Home, Funeral Coach, Service Vehicle, Legacy Memorial Package, Perpetual Online Memorial. All package offerings are available only to families who purchase a casket from New River Gorge Funeral Service. Deletions are not permitted except as noted above.

Traditional Cremation

This package contains all the elements of a traditional funeral service followed by cremation, including the use of a ceremonial casket. This option can save families the expense of cemetery property, opening and closing charges, and monument/marker fees.

Discounted Price \$7,195 (\$2,355 savings)



**Funeral service in our chapel or church.*

**Visitation at the funeral home or another facility which includes placement of the casket and floral tributes, recorded background music or memorial video tribute presentation, and light refreshments (when held at the funeral home).*

**Heritage Memorial Package with upgraded register book, 100 memorial folders, 50 acknowledgement cards, Life Tribute Video and Perpetual Online Memorial.*

**Professional care of your loved one to ensure a dignified and peaceful appearance.*

**Use of ceremonial casket (or \$1,295 credit toward another casket).*

**Urn Allowance from Premiere Selections.*

Cash advance items excluded (including but not limited to certified copies of the death certificate, cemetery fees, opening and closing of the grave, newspaper notices, clergy or musician honoraria, and sales tax). Itemized General Price List items: Services of the Funeral Director & Staff, Embalming, Dressing/Casketing, Facilities/Equipment for Visitation, Facilities/Staff Services for Funeral, Transfer of Remains to Funeral Home and Crematory, Service Vehicle, Heritage Memorial Package, Life Tribute Video, Perpetual Online Memorial, and Cremation. All package offerings are available only to families who purchase a casket from New River Gorge Funeral Service. Deletions are not permitted except as noted above.

Standard Cremation Care with Memorial Service

The Standard Care with Memorial Service has been designed to serve our families who desire a memorial service without the body present either at our funeral home or another facility. In addition to all the elements of our Basic Care Package, the following services are also included:

Discounted Price \$4,995 (\$2,915 savings)



**Memorial service and visitation in our chapel, a church, or other facility, including placement of the casket and floral tributes, recorded background music or memorial video tribute presentation, and light refreshments (when held at the funeral home).*

**Heritage Memorial Package with upgraded register book, 100 memorial folders, and 50 acknowledgement cards, Life Tribute Video, and Online Perpetual Memorial.*

**Urn Allowance from Heritage Urn Selections.*

Cash advance items excluded (including but not limited to certified copies of the death certificate, cemetery fees, opening and closing of the grave, newspaper notices, clergy or musician honoraria, and sales tax). Itemized General Price List items: Services of the Funeral Director & Staff, Facilities/Equipment for Visitation, Other Preparation without Embalming, Dressing/Casketing, Private Identification Viewing Facilities/Staff Services for Memorial Service, Transfer of Remains to Funeral Home and Crematory, Service Vehicle, Heritage Memorial Package, Life Tribute Video, Perpetual Online Memorial and Cremation. All package offerings are available only to families who purchase a casket/alternative container from New River Gorge Funeral Service. Deletions are not permitted except as noted above.

Basic Cremation Care

New River Gorge Funeral Service's exacting standards of care and Signature Service are extended to all who call on our firm. This package represents respectful, compassionate care for every family we serve at an affordable price.

Discounted Price \$3,595 (\$2,825 savings)



**Professional care of your loved one to include bathing, disinfecting, dressing, and casketing without embalming, always ensuring dignified care.*

**Private Identification Viewing: offers families an opportunity to confirm their loved one's identity in a peaceful, controlled setting prior to cremation or burial.*

**An alternative container which is suitable for viewing and has a pillow and is lined.*

**Urn Allowance from Legacy Selections.*

**Cremation process which uses the highest standards of care or transportation of your loved one to the cemetery.*

**Perpetual Online Memorial.*

Cash advance items excluded (including but not limited to certified copies of the death certificate, cemetery fees, opening and closing of the grave, newspaper notices, clergy or musician honoraria, and sales tax). Itemized General Price List items: Services of the Funeral Director & Staff, Other Preparation without Embalming, Dressing/Casketing, Private Identification Viewing, Transfer of Remains to Funeral Home, Transfer to Crematory, Cremation, Perpetual Online Memorial. All package offerings are available only to families who purchase a casket/alternative container from New River Gorge Funeral Service. Deletions are not permitted except as noted above. Private identification viewing limited to one hour, ten people, and unless embalming is selected (at an additional cost) must take place within two days of death and is subject to availability due to condition of the remains.

Green Burial Package Offerings

New River Gorge Funeral Service's Green Burial Packages are designed for our families who desire funeral options which encourage environmental sustainability. Our green packages allow a funeral to take place without the use of toxic and non-biodegradable materials or chemicals.

Green Burial Traditional Funeral Service

Discounted Price \$6,295 (\$1,300 savings)



**Funeral service in our chapel, a church, or at the graveside (deduct \$70 if graveside service is selected)*

**Visitation at the funeral home or another facility which includes placement of the casket and floral tributes, recorded background music or memorial video tribute presentation, and light refreshments (when held at the funeral home).*

**Heritage Memorial Package with upgraded register book, 100 memorial folders, 50 acknowledgement cards, Life Tribute Video, and Perpetual Online Memorial.*

**Professional care of your loved one with eco-friendly materials to ensure a dignified and peaceful appearance.*

While Natural Eco-Embalming may be effective for short-term preservation, some remains may necessitate viewing and funeral services take place within a shorter time frame than with traditional preparation methods. Your funeral director will provide further information should this be a concern. New River Gorge Funeral Service is committed to allowing and facilitating sanitation, preservation, limited restoration, viewing, visitation and funerals services without traditional embalming when desired by those we serve.

Cash advance items excluded (including but not limited to certified copies of the death certificate, cemetery fees, opening and closing of the grave, newspaper notices, clergy or musician honoraria, and sales tax). Itemized General Price List items: Services of the Funeral Director & Staff, Embalming, Dressing/Casketing, Facilities/Equipment for Visitation, Facilities/Staff Services for Funeral, Transfer of Remains to Funeral Home, Funeral Coach, Service Vehicle, Heritage Memorial Package, Life Tribute Video and Perpetual Online Memorial. All package offerings are available only to families who purchase a casket from New River Gorge Funeral Service. Deletions are not permitted except as noted above.

Green Burial Graveside Service with Private Family Viewing

Discounted Price \$5,395 (\$1,180 savings)



**Funeral service at the graveside.*

**Professional care of your loved one to include bathing, disinfecting, dressing, and casketing without embalming, always ensuring dignified care.*

**Private Identification Viewing: offers families an opportunity to confirm their loved one's identity in a peaceful, controlled setting prior to cremation or burial.*

**Heritage Memorial Package with upgraded register book, 100 memorial folders, 50 acknowledgement cards, Life Tribute Video, and Perpetual Online Memorial.*

If refrigeration is not available, the condition of some remains may necessitate viewing and funeral services take place within a shorter time frame than with traditional preparation methods. Your funeral director will provide further information should this be a concern. New River Gorge Funeral Service is committed to allowing and facilitating sanitation, preservation, limited restoration, viewing, visitation and funerals services without traditional embalming when desired by those we serve.

Cash advance items excluded (including but not limited to certified copies of the death certificate, cemetery fees, opening and closing of the grave, newspaper notices, clergy or musician honoraria, and sales tax). Itemized General Price List items: Services of the Funeral Director & Staff, Preparation without Embalming, Dressing/Casketing, Private Identification Viewing, Equipment/Staff Services for Graveside Funeral, Transfer of Remains to Funeral Home, Funeral Coach, Service Vehicle, Heritage Memorial Package, Life Tribute Video, Perpetual Online Memorial. All package offerings are available only to families who purchase a casket from New River Gorge Funeral Service. Deletions are not permitted except as noted above.

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GENERAL PRICE LIST

These prices are effective as of August 1, 2026, but are subject to change without notice.

The goods and services shown below are those we can provide to our customers. You may choose only the items you desire. However, any funeral arrangements you select will include a charge for our basic services and overhead. If legal or other requirements mean you must buy any items you did not specifically ask for, we will explain the reason in writing on the statement we provide describing the funeral goods and services you selected.

BASIC SERVICES OF THE FUNERAL DIRECTOR AND STAFF & OVERHEAD----- \$2,550

This fee will be added to the total cost of the funeral arrangements you select. (This fee is already included in our charges for direct cremations, immediate burials, and forwarding or receiving of remains.) This fee includes (but is not limited to): personnel available 24 hours a day, 365 days a year to respond to initial call for service; arrangement conference; coordinating service details with cemetery, crematory, clergy, churches and/or other parties involved in final disposition of the deceased; preparation of necessary forms for governmental agencies; overhead including equipment and inventory costs, personnel, liability insurance and governmental compliance costs.

EMBALMING-----\$895

Embalming is not required by law. Embalming may be necessary, however, if you select certain funeral arrangements, such as a funeral with viewing. If you do not want embalming, you usually have the right to choose an arrangement that does not require you to pay for it, such as direct cremation or immediate burial.

NATURAL ECO-EMBALMING-----\$1,095

Embalming is not required by law. Embalming may be necessary, however, if you select certain funeral arrangements, such as a funeral with viewing. If you do not want embalming, you usually have the right to choose an arrangement that does not require you to pay for it, such as direct cremation or immediate burial.

Eco-Embalming involves the use of non-toxic, plant-derived essential oils in place of standard chemical formulas to provide brief preservation for viewing or a funeral service. The chemicals and procedures used are certified by the Green Burial Council.

OTHER PREPARATION OF THE BODY

Dressing, casketing, and cosmetics----- \$350

Other preparation of the body without embalming (setting features, washing and disinfecting)-----\$395

Special care for autopsied remains-----\$225

Special care for organ/bone/tissue donors-----\$325
 Shelter of remains beyond five days (per day)-----\$125

USE OF FACILITIES AND STAFF (at the funeral home or another facility within 35 mile radius)

Use of facilities/equipment and staff for visitation-----\$575
 Use of facilities/equipment and staff for funeral ceremony-----\$595
 Use of facilities/equipment and staff for memorial service-----\$550
 Use of staff services and equipment for graveside service-----\$525
 Use of staff services and equipment for private identification viewing-----\$325

TRANSPORTATION

Transfer of remains to funeral home-----\$795
 Funeral vehicle (e.g., hearse)-----\$595
 Service/flower vehicle-----\$225

Please note charges for all transportation are within a 35-mile radius of Fayetteville, WV. Additional mileage will be charged at the rate of \$3.25 per mile one way. Tolls and lodging for personnel, if applicable, will be additional.

FORWARDING REMAINS TO ANOTHER FUNERAL HOME-----\$5,130

This charge includes basic services of funeral director and staff, transfer of remains to funeral home, embalming, air tray, and transportation to airport (within 35 miles of Fayetteville, WV). This charge does not include visitations or ceremonies or any merchandise other than the air tray and applies only to shipment within the continental United States.

RECEIVING REMAINS FROM ANOTHER FUNERAL HOME-----\$3,740

This charge includes basic services of funeral director and staff, transportation from airport or other place of shipment (within 35 mile radius of Fayetteville, WV), and transportation of remains to cemetery or crematory. This charge does not include visitation or ceremonies, tent and grave set up, or any merchandise.

DIRECT CREMATION.....\$ 18,790 – 2,795

If you want to arrange a direct cremation, you can use an alternative container. Alternative containers encase the body and can be made of materials like fiberboard or composition materials (with or without an outside covering). The containers we provide are alternative cardboard containers and other cremation containers, including containers made of wood, fiberboard, cardboard or other composition materials.

Our charges for direct cremation (without ceremony) include basic services of funeral director and staff, transfer of remains to the funeral home and crematory, temporary shelter of remains, and crematory fee. Mandatory government fees (Such as the West Virginia Medical Examiner Authorization for Cremation fee) are not included. This charge does not include visitation or ceremonies, tent and grave set up, cemetery charges, or any merchandise other than as described below. Remains weighing over 350 lb. may be subject to additional fees by the crematory.

1. Direct cremation with container provided by purchaser-----\$2,795
(All such containers must meet applicable state or crematory requirements)
2. Direct cremation with minimum alternative container from our facility-----\$2,895
(Cardboard constructed alternative container)
3. Direct cremation with cremation container from our facility (Plus cost of casket)-----\$2,795
(All such containers must meet applicable state or crematory requirements)

The charges for basic services of the funeral director and staff are reduced in these direct cremation offerings. Therefore, a 3% fee will be added to these prices for credit card transactions. Insurance assignments may only be used through a third-party vendor (additional fees imposed by the vendor apply).

IMMEDIATE BURIAL-----\$23,735 – 3,940

Our charges for immediate burial (without any rites or ceremonies at a church, graveside or elsewhere) include basic services of funeral director and staff, transfer of remains to funeral home, temporary shelter of remains, and transportation of remains to cemetery. This charge does not include visitation or ceremonies, tent and grave set up, cemetery charges, or any merchandise other than as described below.

1. Immediate burial with container provided by purchaser-----\$3,940
(All such containers must meet applicable state or cemetery requirements.)
2. Immediate burial with minimum casket from our facility-----\$4,935
3. Immediate burial with casket selected from our facility-----\$3,940
(In addition to cost of casket)

The charges for basic services of the funeral director and staff are reduced in these direct cremation offerings. Therefore, a 3% fee will be added to these prices for credit card transactions. Insurance assignments may only be used through a third-party vendor (additional fees imposed by the vendor apply).

CASKETS-----\$19,795 - 995
(A complete price list will be provided at the funeral home)

CEREMONIAL CASKET-----\$1,295
(A complete price list will be provided at the funeral home. If you choose a funeral service where a ceremonial casket is provided, the casket used for the service may have been used before. If the casket has been used in a previous service, the interior lining will have been replaced.)

OUTER BURIAL CONTAINERS-----\$3,095 - 895
(A complete price list will be provided at the funeral home)

CREMATION OUTER BURIAL CONTAINERS-----\$1,295 - 395
(A complete price list will be provided at the funeral home)

OTHER ITEMS/SERVICES

Acknowledgment Cards, Standard (per 50)-----\$50
Acknowledgment Cards, Custom-----Estimate at time of order
Air Tray-----\$295
Audiovisual technician-----\$175
Bookmarks, Heritage (each)-----\$ 7
Bookmarks, Legacy (each)-----\$ 5
Bookmarks, Premiere (each)-----\$ 10
Canopy for Graveside (local service area only)-----\$250
Casket Cap Panels-----\$145
Cemetery Set Up (one tent, 12 chairs, grass, lowering device-local service area only)-----\$295
Certified Copies of Death Certificates (per copy)-----\$12
Combination Unit (for shipping uncasketed remains)-----\$395
Cremation Jewelry and Keepsakes-----\$750 - 50

Cremation Witnessing Fee (in addition to crematory fee, subject to availability)-----	\$200
Crematory Fee-----	\$385
Flag case, Standard-----	\$15
Flag Case, Premier-----	\$195
Home Equipment (Twelve chairs, register stand, door wreath)-----	\$125
Laminated Obituaries (each)-----	\$10
Life Tribute Video-----	\$175
Life Tribute Video (additional copies, each)-----	\$20
Livestreaming of funeral service from funeral home (subject to availability)-----	\$175
Memorial Folders, Heritage (per 50)-----	\$50
Memorial Folders, Legacy (per 50)-----	\$35
Memorial Folders, Premier (per 50)-----	\$75
Memorial Folders, Custom-----	Estimate at time of order
Memorial Folders, Bulletin Size, Heritage (per 50)-----	\$50
Memorial Folders, Bulletin Size, Legacy (per 50)-----	\$85
Memorial Folders, Bulletin Size, Custom (per 50)-----	Estimate at time of order
Memorial Package, Heritage-----	\$265
Memorial Package, Legacy-----	\$215
Memorial Package, Premier-----	\$415
Obituary Notices-----	charges vary according to newspaper and length of notice
Opening/Closing of Grave-----	\$995 and up
Overtime Charges (visitation/funerals : per hour)-----	\$95
Perpetual Online Memorial-----	\$375
Personal Expressions Jewelry and Keepsakes/Glass Remembrance Items-----	\$60 and up
Prayer Cards (per 50)-----	\$45
Processing Fee for shipment of remains outside United States (in addition to other fees)-----	\$595
Processing Fee for processing and packaging of cremated remains for USPS shipment (in addition to postage)----	\$195
Refreshment Package, Premiere-----	\$325
Register Book, Heritage-----	\$75
Register Book, Legacy-----	\$75
Register Book, Premier-----	\$125
Sheltering of Remains (per day, after one week)-----	\$125

Storage of Cremated Remains after ten days (per day)-----	\$ 25
Urns (full size)-----	\$4,295 - 110
Urns (keepsake size)-----	\$750 - 50
Ziegler Case-----	\$995

This funeral provider makes no warranties or representations concerning the products sold herein. The only warranties, expressed or implied, granted for the products sold by this funeral provider are the expressed written warranties, if any, extended by the manufacturers thereof.

This funeral provider hereby expressly disclaims all warranties, expressed or implied, relating to all such products, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose.

Payment Policy

Our goal is to provide your family with the finest services and merchandise at a fair and affordable price. We sincerely strive to provide the type of service you desire without creating financial hardship. Our funeral home operates with many costs related to merchandise, insurance, governmental compliance and other overhead costs and must ensure these obligations are met.

Payment in full is expected at the time arrangements are made and must be paid in full before any public announcements of the final services can be made. For us to provide the best possible price and to comply with federal truth in lending laws we are unable to offer payment plans financed by our firm or bill estates.

For your convenience, we offer several options for handling the financial obligations associated with funeral or cremation services:

1. Payment by cash, check, VISA, MasterCard, or Discover (3% fee for some arrangement packages)
2. Verifiable life insurance assignments through ClaimCheck. Only the total amount of the charges will be assigned to our company. Please be aware that ClaimCheck will charge a fee of 3.5% of the total amount that will be passed on to the person or persons responsible for payment of the fees. This fee applies only to some arrangement packages.
3. Funding through the bank, credit union, or other financial institution of your choice.
4. In many cases, we can accept paid prearrangements made through another funeral home. If the contract is not irrevocable, in some cases a refund may be due to the family (to the extent allowed by federal and state law).
5. Private financing through FuneralPayPlan.com or Care Credit. Please understand that funding through this private third-party vendor requires satisfactory credit and the lender will charge interest on the loans.

We understand that families often face financial difficulties at the time of death. Please discuss such concerns openly and honestly with your funeral director. New River Gorge Funeral Service is committed to providing dignified options to all who desire our assistance.