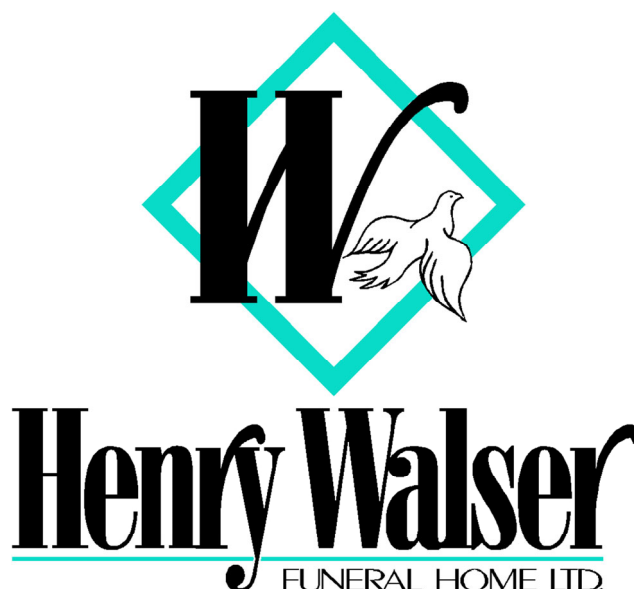




**Henry Walser**  
FUNERAL HOME LTD.

**GENERAL CONSUMER PRICE GUIDE  
FUNERAL SERVICES**





**OWNED AND OPERATED BY  
HENRY WALSER  
MANAGING DIRECTOR**

**507 Frederick Street  
Kitchener, Ontario, N2B 2A5**

**T. 519-749-8467**

**F. 519-749-8174**

**henrywalserfuneralhome@henrywalser.ca**

**www.henrywalser.com**

**KITCHENER'S ONLY INDEPENDENT FAMILY OWNED FUNERAL HOME**

## GENERAL CONSUMER PRICE GUIDE



Henry Walser

Since 1988 I have had a dream of building a home that would provide a warm and comfortable place for family and friends to gather and to celebrate a life lived.

Along the way I have shared this dream with many people. With the support and encouragement of family and friends who generously gave of their time and talents our dream has become a reality.

Henry Walser Funeral Home Ltd. is proud to be an independent, family-owned funeral home. The funeral home is conveniently located close to the expressway at the corner of Frederick and Ann Street in Kitchener. The spacious chapel, visitation rooms and reception room can accommodate any size of gathering. Our building is architecturally planned to be used as a funeral home. It has been designed and decorated to offer a comfortable “home like” atmosphere. These facilities are located on one level and are wheelchair accessible.

### OUR MISSION

The Henry Walser Funeral Home is a team of caring and compassionate professionals who are committed to providing funeral services that help families and friends honour their departed loved one in a manner that helps to facilitate the healing process.

### OUR VALUES

The Henry Walser Funeral Home will generate the highest possible customer satisfaction by improving work flow, staff development and through the power of effective communication.

Thank you for taking the time to review the information included in this general price guide. We understand that considering and discussing funeral plans can be difficult; therefore we have provided a thorough guide of information covering as many options and addressing as many aspects of funeral planning as possible.

Please feel free to drop by or call us with any questions you may have about our facilities or service options. It would be our pleasure to assist.

*Henry Walser*  
*Funeral Director - Owner*

# PRICE LIST OF SERVICES & SUPPLIES

EFFECTIVE FEBRUARY 1, 2024



## EXPLANATION OF SERVICES

### PROFESSIONAL & STAFF SERVICES

<b>Basic Professional Fees</b> Professional arrangement consultation with licensed funeral director, which may include but is not limited to, co-ordination and scheduling of details for administration, final disposition and drafting of newspaper notices.	\$920
<b>Co-ordinating Activities, Rites, Ceremonies</b> Co-ordination of visitation, services, all rites and ceremonies, before, during and after they have been provided, including services and supplies provided by Henry Walser Funeral Home, as well as those provided by third party suppliers.	\$955

### DOCUMENTATION - PERMITS, FORMS, ETC.

<b>Basic Documentation:</b> Completion and filing of all documents necessary to carry out the services and supplies requested, including, but not limited to, death registration, burial permit, coroner's certificate for cremation, documentation necessary to ship the body out of the country. Includes an aftercare meeting, where the Henry Walser Funeral Home assists with the completing and filing Canada Pension Plan Benefits as well as providing a Care Guide of important reminders.	\$260
<b>Personalized Documentation</b> 1 Register Book, 100 Memorial Cards or 100 Coloured Service Bulletins or 100 Prayer Cards, 1 Video Tribute of up to 100 photos, 1 Online Tribute, 1 Memorial Candle, 1 Laminate Obituary Bookmark and Thank You Cards.	\$260-\$495

*There are no deductions if items are not requested or required.*

### TRANSPORT REMAINS – INITIAL (WITHIN 50 KM; ADDITIONAL FEES APPLY BEYOND 50 KM)

#### VEHICLES FOR SERVICE NEEDS

Vehicle, related equipment and staff member(s) required for transportation of the deceased from place of death or place of holding to the Henry Walser Funeral Home.	\$500
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Additional mileage – mileage travelled beyond 50 km from the funeral home will be charged one way only (this is a rate per kilometer) - includes driver	\$2.00/ per km.
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Funeral Coach/Hearse - Includes driver	\$260
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Administrative Sedan – includes driver	\$100
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Limousine – Seven Passenger – includes driver	\$375
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Pall Bearer Vehicle – Six Passenger – includes driver	\$375
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Sedan – Four Passenger – includes driver	\$275
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Additional mileage – mileage travelled beyond 50 km from the funeral home will be charged one way only (this is a rate per kilometre) - includes driver	\$2.00/ per km.
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*Unless otherwise identified, all prices do not include applicable taxes.*

## FACILITIES AND STAFF SERVICES FOR PREPARATION, EMBALMING & SHELTERING

<b>Decedent Care &amp; Casketing - Alternate Care:</b> Alternate Care is the preparation of the body using topical disinfection only. This includes bathing, dressing, casketing, or shrouding and will include the setting and disinfection of facial features for private identification only. Our professional funeral directors will make a recommendation based on the condition of your loved one and expected service needs.	\$275
<b>Decedent Care &amp; Casketing—Embalming :</b> Embalming is the preservation, disinfection and restoration of the deceased for visitation, identification and disposition. The embalming process utilizes the deceased's vascular system to introduce preservatives and is performed by a Funeral Director. Embalming is not required by law, however it is a necessary consideration as it allows us to provide you with the best possible experience for viewing your loved one at the funeral home during your private family reflection or visitation. It is the policy of the Henry Walser Funeral Home Ltd. to recommend that your loved one be embalmed should there be public visitation.	\$275
<b>Facilities For Preparation, Embalming and Shelter:</b> Specialized, climate controlled and secure facilities used for the sheltering/preparation/embalming of the remains until interment.	\$200
<b>Basic Facilities</b> Cover such costs as, but not limited to, municipal taxes, insurance, general heating/cooling costs, maintenance of the building including, parking and plowing. The Basic Facility fee is payable whenever there is either a visitation or service provided by the funeral home.	\$400
<b>Staff Service for Visitation:</b> Professional coordinated supervision by licensed funeral director and/or funeral directors assistant and support staff, before, during and after agreed visitation times. Staff will set up room prior to visitation as well as gather the memorabilia and tidy after the visitation. Staff will be present for visitation, to direct family and visitors, collect donations and assist with requests.	\$500-\$600
<b>Facilities for Visitation:</b> The use of the funeral home visitation room(s), before, during and after agreed visitation times. Included also is the light use of our AV equipment, memorabilia tables, stands, frames and easels. Complimentary coffee, tea, water and juice is supplied for family and visitors.	\$450-\$550
<b>Staff Services for Ceremony:</b> Staff to coordinate and oversee the ceremony or memorial. This includes funeral directors, funeral directors assistants, support staff, reception and custodial staff. If the service is off site, staff will travel to the off site location and perform the same duties that would be required if the service was on site.	\$100-\$700
<b>Facilities &amp; Equipment for Ceremony:</b> The use of our chapel or room(s) (added pew seating or chair seating optional), AV equipment, electric piano (with organ setting), stands, frames and easels. When services are off-site these fees	\$100-\$600

## FACILITIES AND STAFF SERVICES FOR VISITATION & CEREMONY

Vehicle , related equipment and staff member(s) required for transportation of the deceased to the final disposition, cemetery/crematorium.	\$375
Additional mileage – mileage travelled beyond 50 km from the funeral home will be charged one way only (this is a rate per kilometer) - includes driver	\$2.00/ per km.



**FUNERAL SERVICE**  
**(CASKET PRESENT)**

<b>PROFESSIONAL &amp; STAFF SERVICES</b>	<b>FULL VISITATION &amp; SERVICE</b>	<b>SINGLE DAY VISITATION ONLY</b>	<b>SERVICE ONLY</b>	<b>CHURCH SERVICE</b>	<b>GRAVESIDE SERVICE</b>
Basic Professional Fees	920	920	920	920	920
Coordinating Activities, Rites, Ceremonies	955	955	955	955	955
Documentation – permits, forms, stationery, etc.	435	435	435	435	260
Transfer of Deceased - All Inclusive (within 50km)	500	500	500	500	500
Basic Facilities	400	400	400	0	0
Alternate Care	0	0	0	0	275
Embalming	275	275	275	275	0
Facilities for Preparation/Embalming/Shelter	200	200	200	200	200
Staff Services for Visitation	535	535	0	0	0
Facilities and Equipment for Visitation	515	515	0	0	0
Staff Services for Ceremony	450	0	525	650	150
Facilities and Equipment for Ceremony	310	0	525	260	160
<b>TOTAL</b>	<b>\$5,495</b>	<b>\$4,735</b>	<b>\$4,735</b>	<b>\$4,195</b>	<b>\$3,420</b>

**\* Professional and staff services do not include the selection of a casket, outer burial container, cremation urn or disbursements.**

**MEMORIAL SERVICE**  
**(CASKET NOT PRESENT)**

<b>PROFESSIONAL &amp; STAFF SERVICES</b>	<b>FULL VISITATION &amp; SERVICE</b>	<b>SINGLE DAY VISITATION ONLY</b>	<b>SERVICE ONLY</b>	<b>CHURCH SERVICE</b>	<b>PRIVATE CREMATION/ IMMEDIATE DISPOSITION</b>
Basic Professional Fees	920	920	920	920	175
Coordinating Activities, Rites, Ceremonies	955	955	955	955	215
Documentation – permits, forms, stationery, etc.	435	435	435	435	260
Transfer of Deceased - All Inclusive (within 50km)	500	500	500	500	500
Basic Facilities	400	400	400	0	0
Alternate Care	275	275	275	275	275
Embalming	0	0	0	0	0
Facilities for Preparation/Embalming/Shelter	200	200	200	200	200
Staff Services for Visitation	535	535	0	0	0
Facilities and Equipment for Visitation	475	475	0	0	0
Staff Services for Ceremony	325	0	510	435	0
Facilities and Equipment for Ceremony	200	0	500	100	0
<b>TOTAL</b>	<b>\$5,220</b>	<b>\$4,695</b>	<b>\$4,695</b>	<b>\$3,820</b>	<b>\$1,625</b>

- Professional and staff services do not include the selection of a casket, outer burial container, cremation urn or disbursements.

## CASKET SELECTION

Caskets offered by the Henry Walser Funeral Home are provided by Canadian manufacturers and suppliers. All caskets presented are adult sized.

NAME & MANUFACTURER	DESCRIPTION	PRICE
<b>The Pieta Bronze</b> Vic #A24 802 *Not For Cremation	Quality 32oz Solid Bronze Construction, adult standard shell, shaded light bronze tone colour treatment, brushed finish, Accoseal pressure tested, fully lined in pearl velvet, full prime-coated interior surfaces	\$8,195
<b>Bordeaux Cherry</b> Vic. #05-9600-00	Solid wild black cherry shell, hand polished garnet exterior, fully lined prestige velvet.	\$5,675
<b>St. Patrick Mahogany</b> Vic. #01-5910-10	Solid mahogany casket titian polish finish, fully lined elite ivory velvet interior with interchangeable corners.	\$4,725
<b>Michael Angelo Maple</b> Vic. #20-5610-00	Solid silver maple, hand rubbed high gloss finish, pieta statue keepsake, fully lined elite beige velvet lining.	\$4,575
<b>Victoria Cherry</b> Vic. #05-530-30	Solid cherry casket with an empire polish finish, fully lined elite pink velvet interior with roses.	\$4,125
<b>Woodstock Oak</b> Vic. #10-5750-00	Solid Appalachian red oak fully lined with elite ivory velvet.	\$4,115
<b>Sovereign Pecan</b> Vic. #65-5810-05	Solid Pecan shell, low lustre pecan satin finish, fully lined beige velvet interior.	\$4,095
<b>Testament Oak</b> Vic. #10-5760-00	Solid oak casket with antique flax satin finish, fully lined tan crepe interior.	\$4,095
<b>Simcoe Oak</b> Vic. #10-5740-11	Solid oak casket with a polished finish, fully lined rose tan crepe interior and interchangeable corners.	\$3,795
<b>Northgate Oak</b> Vic. #10-5756-00	Solid red oak with brushed copper/bronze tone, fully lined tan crepe interior	\$3,675
<b>Dominion Maple</b> Vic. #20-5610-01	Solid Canadian maple with hand polished titian exterior finish, fully lined tan crepe interior	\$3,580
<b>Maxima Oak</b> Vic. #10-5710-10	Solid oak casket with fawn satin finish, fully lined tan crepe interior and interchangeable corners.	\$3,625
<b>Fairholme Oak</b> Vic. #10-700-30	Solid oak casket with a shaded polish finish, fully lined pink crepe interior with roses.	\$3,495
<b>Digby Ash</b> Vic. #32-62-12	Ash casket with a saffron gloss finish, tan crepe interior.	\$3,095
<b>Mercury Bronze*</b> Vic. #V-06-220	20 gauge accoseal with metallic brown finish, fully lined rosetan majestic tan crepe interior. *Cannot be selected for cremation.	\$2,695
<b>Dover</b> Vic. # 313177	Poplar veneer casket with earthtone colour treatment, satin finish, white silk interior.	\$2,250
<b>Fergus Poplar</b> Vic. #52-417-103	Poplar solids and veneers with a rustic finish, beige crepe interior.	\$2,025



## CASKET SELECTION CONTINUED

NAME & MANUFACTURER	DESCRIPTION	PRICE
<b>Winston</b> Vic. # 90-452-01	Pressboard covered with grey cloth, superior taffeta interior. 3X0 Hardware.	\$1,425
<b>The Moka</b> Vic. #M-25E-3D	Moka exterior finish, beige crepe interior (suitable for identification purposes)	\$1,155
<b>The Glendale/Glenbar</b> Vic. #80-5070-90	Solid pine with interior (suitable for identification purposes)	\$545

## CEREMONIAL SELECTION

The following caskets are available for rent. These caskets have been used before and may be used again. The rental cost includes the purchase of a Victoriaville rental casket crepe insert (model #50-5055-02), the replacement of casket interiors, and funeral home staff as required. The rental casket insert is cremated.

NAME & MANUFACTURER	DESCRIPTION	PRICE
<b>Dominion Maple</b> Vic. #20-5610-01	Solid Canadian maple with hand polished titian exterior finish and a tan crepe interior. Insert Included.	\$1,855
<b>Northgate Oak</b> Vic. #10-5756-00	Solid red oak with brushed copper/bronze tone, lined tan crepe interior. Insert Included.	\$1,855

## KEEPSAKE URNS

NAME & MANUFACTURER	DESCRIPTION	PRICE
<b>Madrid</b> Vic.: UK520-00003	Alabaster 3 1/8" dia x 3 1/2" H. Volume: 6 ci	\$195
<b>Alicante (Blue)</b> Vic.: UK520-00001	Alabaster 3 1/8" dia x 3 7/8" H. Volume: 6 ci	\$195
<b>Granada (White)</b> Vic.: UK520-000032	Alabaster 3 1/8" dia x 5 7/8" H. Volume: 6 ci	\$195
<b>Autumn Leaves</b> Vic.: UK450-00007	Cloisonné Vase 2 1/2" dia x 3 1/2" H. Volume: 5 ci	\$155
<b>Rustic Bronze Heart</b> Vic.: UK430-02801	Metal Heart and Stand 2 3/4" W/L x 1 5/8" D/P x 3" H. Volume: 5 ci	\$145
<b>Classic Pewter</b> Vic.: UK210-30023	Metal 1 3/4" dia x 2 5/8" H. Volume: 4 ci	\$125
<b>Antique Pewter</b> Vic.: UK840-00010	1 3/4" dia x 2 1/2" H Volume: 1 ci	\$125
<b>Elegant Pearl Tealight</b> Vic.: UK840-30026	4" dia. x 5 1/2" H Volume: 20ci	\$125

## URN SELECTION

NAME & MANUFACTURER	DESCRIPTION	PRICE
<b>La Plage</b> Vic.: UD210-00004	Zinc & Bronze—Companion 7" W x L x 7 7/8" D / P X 9 1/8" H Volume: 420 ci. Columbarium	\$1695
<b>Highland</b> Vic.: US120-0009	Solid Maple & Cherry Stain 10 1/4" W/L x 7 1/2" D/P x 14" H Volume: 200 ic.	\$725
<b>Adam</b> Vic.: US210-00005	Textured antique bronze. 4 1/2" W x 8" D x 7" H. Volume 220ci. Columbarium	\$725
<b>Madrid Alabaster</b> Vic.: US520-00003	Alabaster 7 1/4" dia. x 9 5/8" H. Volume: 195 ci.	\$725
<b>Torzado</b> Vic.: US325-00003	Onyx 6" W x 6" D x 10" H. Volume: 225 ci	\$725
<b>Honour II</b> Vic.: US105-00005	Cherry/Rosewood Gloss with picture frame or engraved panel. 10 1/4" W/L x 6 3/4" D/P x 11" H. Volume: 200 ci	\$595
<b>Gas Tank</b> Vic.: US899-30115	Metal 11 7/8" W x 9 3/4" D x 8" H. Volume: 350ci.	\$595
<b>Econo Champlain</b> Vic.: US315-00014	Granite 5" W/L x 5" D x 10" H. Champlain (Black) US315-00014 Travertino (Sand) US315-00374 Volume: 200 ci	\$595
<b>Zenalu</b> Vic.: US440-20011	Metal & Wood 6 3/4"W x 4 9/8" D x 9 1/8" H. Volume: 200 ci. Columbarium	\$595
<b>Venice</b> Vic.: US210-00011	Metal 7 1/4" dia. X 10 1/2" H Volume: 210 ci.	\$475
<b>Allen</b> Vic.: US120-00003	Solid maple 11 3/4" W x 7 3/8" D x 6 1/2" H. Volume: 200 ci.	\$475
<b>Cross Oak</b> Vic.: US110-20006	Solid Oak 8 1/4" W x 5 1/2"D x 9 7/8"H Volume: 195 ci.	\$475
<b>Verona</b> Vic.: US110-00091	Tabebuia Rosea 5 1/2" W/ L x 5 1/2" D/ P 11 1/8" H Volume: 200 ci. Columbarium	\$475
<b>Evergreen Marble</b> Vic.: US335-20003	Cultured marble 9 1/4" W x 6 3/4" D x 6 1/2" H. Volume: 210 ci.	\$375
<b>Artisan</b> Vic.: US150-00276	Earthtone Satin: Solid poplar 10 1/2" W x 6" D x 7 1/2" H. Volume: 200 ci.	\$375
<b>Select Standard</b> Vic.: US430-00446	Brass sheet 3 1/2" W x 6" D x 7 1/2" H. Volume: 180 ci. Columbarium	\$375
<b>Nicodeme</b> Vic.: US810-00481	Plastic 6 7/8" W x 5 1/2" D x 9 1/2" H Volume: 230 ci. Columbarium	\$375

## VAULT SELECTION

A lined and sealed burial receptacle which performs all the functions of the concrete grave container, and in addition is designed and constructed using one or more lining and sealing materials to increase the overall tensile strength of the finished unit and to reduce the risk of the intrusion of exterior elements.

NAME & MANUFACTURER	DESCRIPTION	PRICE
<b>Bronze Triune Vault</b> Manufacturer: Superior	Double Reinforced Wilbert Burial. Cover & Base reinforced concrete with high-impact ABS and Bronze lining.	\$ 3,995
<b>Copper Triune Vault</b> Manufacturer: Superior	Double Reinforced Wilbert Burial Vault. Cover & Base reinforced concrete with high-impact ABS and Copper lining.	\$ 3,995
<b>Stainless Steel Triune Vault</b> Manufacturer: Superior	Double Reinforced Wilbert Burial Vault. Cover & Base reinforced concrete with high-impact ABS and Stainless Steel lining.	\$ 3,245
<b>Cameo Rose Stainless Steel Triune Vault</b> Manufacturer: Superior	Double Reinforced Wilbert Burial Vault. Cover & Base reinforced concrete with high-impact ABS and Stainless Steel lining.	\$ 3,245
<b>Venetian Vault</b> Manufacturer: Superior	Single Reinforced Wilbert Burial Vault. Cover & Base reinforced concrete with ABS Marbleon liner.	\$ 2,195
<b>Monticello Vault</b> Manufacturer: Superior	Single Reinforced Wilbert Burial Vault. Cover & Base reinforced concrete with Strentex liner	\$ 1,455

## CONTAINER SELECTION

A burial receptacle placed in the ground in a cemetery, either sectional, dome or box form designed and built to support the weight of the earth and standard cemetery maintenance equipment and to prevent the grave from collapsing.

NAME & MANUFACTURER	DESCRIPTION	PRICE
<b>Concrete Crypt</b> Manufacturer: Superior	Cast concrete, painted gold. Not sealed or lined	\$ 1,160
<b>Concrete Liner</b> Manufacturer: Superior	Cast concrete, unpainted grave liner. Not sealed or lined	\$ 935

## CREMATION URN VAULT SELECTION

NAME & MANUFACTURER	DESCRIPTION	PRICE
<b>Monticello Urn Vault</b> Manufacturer: Superior	Single Reinforced Wilbert Burial Vault. Cover & Base reinforced concrete with Strentex liner 14" x 16" wide and 12" x 12" inside at base	\$ 829
<b>Guardian Vault # 010</b> Manufacturer: Eckels	Sandstone finish 14" x 16" wide and 12" x 12" inside at base	\$ 495

## GRAVE DRESSING (LOWERING DEVICE) - FOR RURAL CEMETERIES

NAME & MANUFACTURER	DESCRIPTION	PRICE
<b>Grave Dressing</b> Manufacturer: Superior	Grass and Lowering Device used for rural and church cemeteries.	at cost

## OTHER AVAILABLE SERVICES AND EQUIPMENT

### Reception Facilities

Use of facilities for a reception following the ceremony or memorial service for 90 minutes, which includes the set-up of the facilities, and the use of the facilities and amenities. Beverages are included (coffee, tea and punch). Includes staff services. Catering can be arranged at cost.

\$425

### Equipment for Visitation at a Remote Location

Outsourced equipment, delivery, and set-up necessary for visitation at a location other than the funeral home.

At Cost

### Staff Services for Overnight Visitation

Staff to co-ordinate and oversee the visitation (informal gathering) for an overnight duration.

\$400

### Pall Bearer

Staff to provide assistance as required to act as pall bearers to transfer/carry the deceased's casket into and from the place of service, and at the cemetery. Traditionally, six (6) pall bearers are required.

\$100  
Per Person

### Refundable Deposit for Cremated Remains

When human remains are to be cremated, a refundable deposit will be required to be paid. If the cremated remains are not claimed within one year of the cremation, the deposit may be used to inter the cremated remains in common ground. If the cremated remains are claimed before they are interred, the deposit will be refunded.

\$350

### Removal of Pacemaker or Implant

The removal of a pacemaker and/or implant will be carried out by a licensed professional.

n/c

### Professional Restorative Procedures

In some circumstances, additional restorative efforts beyond those captured in the standard embalming procedure are necessary to enhance the appearance of the deceased. In such cases, the funeral director will discuss the available options and receive permission prior to proceeding.

n/c

## STATIONERY & TRIBUTE SUPPLIES

Many items listed below are included in our funeral and memorial service selections. Below are the prices for our stationery and tribute items when chosen separately.

Documentation Completion and filing of all necessary documents pertaining to executing the services and supplies requested, including, but not limited to, death registration, burial permit, coroner's certificate for cremation or out of province transfer of remains and funeral home proof of death certificates.	\$95
Register Book •\$70 setup fee + \$75 each (duplicates can be purchased without set up fee)	\$145
Memorial Cards •\$70 setup fee + \$60 for 100 cards •When printing excess of 100 cards add \$0.60 each	\$130
Service Bulletin •\$70 setup fee + \$100 for 100 coloured bulletins •When printing excess of 100 bulletins add \$1 each for colour & \$0.10 each for black and white	\$170
Prayer Cards •\$70 setup fee + \$35 for 100 cards •When printing excess of 100 cards add \$15 for every 50 cards	\$105
HWFH Video Tribute •A collection of 100 photos produced together with optional accompanying music into a mp4 file for downloading that can be uploaded to our website and downloaded on a USB.	\$195
Online Tribute • Website posting and hosting of a memorial page on funeral home website for a minimum of 1 year	\$125
Memorial Frame	\$25
Memorial Candle •\$70 setup fee + \$25 each (duplicates can be purchased without set up fee)	\$95
Laminate Obituary Bookmark •\$70 setup fee + \$5 each (duplicates can be purchased without set up fee)	\$75
Funeral Home Audio Service Recording •If requested, a service at the funeral home can be audibly recorded and produced on a CD disc player for listening. Duplicates can be purchased for \$15 each or if combined with a duplicate of the Video Tribute the combination would be \$25 each.	\$75
Thank You Cards (Generic) • Boxes of 25 cards and envelopes	\$15
Walser Tribute Package • Includes: Setup Fee, 1 Register Book, 100 Memorial Cards or 100 Coloured Service Bulletins or 100 Prayer Cards, 1 Video Tribute of up to 100 photos, 1 Online Tribute, 1 Memorial Candle, 1 Laminate Obituary Bookmark and Thank You Cards. <i>There are no deductions if items are not requested or required.</i>	\$495
Photo Book • Up to 100 Photos (Shipping \$12 per book)	\$99

## DISBURSEMENTS

Disbursements are items arranged for and possibly paid for on your behalf by the Henry Walser Funeral Home. The following are some items that are often identified as disbursements:

### **BEREAVEMENT AUTHORITY OF ONTARIO (BAO) CONSUMER PROTECTION FEE**

The fee is charged by the Bereavement Authority of Ontario (BAO) in order to provide its services of information on your options in bereavement services and to regulate the profession making sure the law is consistently followed.

### **CATERING**

Our funeral directors will provide information and options to the family with regard to menu, delivery time, location, and number expected attendees. Once the family makes a decision, we will order the necessary food from a caterer of their choosing. The caterer will deliver the catered goods to the funeral home or place of service at the appropriate time.

### **CEMETERY**

This is a fee paid to the cemetery for the opening and closing costs (grave preparation). The funeral home will arrange for the preparation of the gravesite for the interment.

### **CREMATORIUM**

This is a fee paid to the crematorium for the cremation of the deceased. The funeral home will co-ordinate the date and time of the cremation and the return of cremated remains to the funeral home.

### **CLERGY HONOURARIUM**

This is a fee paid to the clergy for their services. In some cases the amount is set by the clergy, in others it is an amount to be determined by the family.

### **CORONER'S FEE**

This is a fee charged by the coroner for issuing a certificate that allows cremation to take place, or that allows the deceased to leave the province. The fee is set by the Chief Coroner for Ontario.

### **FLOWERS**

A variety of flowers are available for a memorial or funeral service. Some of our local flower shops have provided us with their flower book, which includes a selection of flower arrangements and prices (not including the applicable taxes). A representative of the Henry Walser Funeral Home can assist with ordering the flower arrangements on behalf of the family. The flower shop will deliver the flowers to the funeral home or place of service at the appropriate time.

***Please Note:*** the 'Send Flowers' button on our website is a link to the Tribute Store, a third party company partnered with our website providers to allow family and friends to purchase memorial items such as flowers in memory of a loved one. Any commissions the funeral home receives from the Tribute Store are applied towards the maintenance, updates and data storage of our website. Flowers purchased through our website are fulfilled by one of our local flower shops.

### **MONUMENT INSCRIPTIONS**

This is a fee for the inscription/engraving of an existing monument at the cemetery. The monument company will provide a proof copy and costing prior to completion. The charge can vary depending on the actual inscription requested.

### **MUNICIPAL DEATH REGISTRATION FEE**

This is a fee charged by the local municipality to register a death. The fee is set by the municipality and may vary.

### **MUSICIAN**

This is a fee for a professional who plays a musical instrument and/or sings during a service, either as a soloist, or as one who leads the congregation in song. At our funeral home, this person also oversees the operation of any audio-visual equipment provided by us.

### **NEWSPAPER OR RADIO NOTICES**

These are charges for death notices placed in newspapers or on radio or other media outlets.



## PAYMENT, FINANCING AND FUNDING

We are proud to offer various payment, funding and financing options to our families.

### PAYMENT

Unless otherwise specified, payment is due within 30 days of signing the contract. Payment may be made by cash, cheque or debit. Payment plans are also available to meet most budgets. Financing charges apply to payment plans. Beyond the allotted time, interest will be charged at a rate of 2% per month, which is equivalent to 24% per annum (APR).

### PREPAID FUNERAL FUNDING

Henry Walser Funeral Home is a licensed funeral provider to accept prepaid funerals.

Henry Walser Funeral Home does not work on commission sales.

For your convenience we offer two funding options when prepaying services and supplies.

When prepaying, you pay for our services and supplies at today's cost and the interest earned in the trust account will be used to offset the funeral home inflation rates. Prepaid funerals must now be guaranteed by the funeral home.

The amount paid will be deposited to Guaranteed Funeral Deposits of Canada where the funds will be placed in a GIC. The account will accrue interest until the contract is fulfilled or the contract is cancelled. If you are prepaying for services or supplies, pre-authorized chequing is also available.

### INSURANCE

You may purchase an insurance contract (policy) where the proceeds of the insurance policy will be used to pay for the funeral services and supplies at the time they are delivered or the contract is cancelled. (Ask our funeral professional about cancelling an insurance policy).

Additional information about our payment, financing and funding options is available upon request.

## MEMBERS OF



[www.gfd.org](http://www.gfd.org)



[www.ofsa.org](http://www.ofsa.org)



[www.cfib.ca](http://www.cfib.ca)



[www.cffb.ca](http://www.cffb.ca)



[www.griefjourney.com](http://www.griefjourney.com)

### NOTES:

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# Privacy Policy

We, at the Henry Walser Funeral Home, know how important your privacy is to you. As funeral home operators we have a professional and legal obligation to keep confidential all personal information we receive from you. Our relationship with you is founded on trust and we are committed to maintaining that trust. For these reasons, we have created the following privacy policy. It confirms our dedication to protecting your privacy and maintaining the trust you have placed in us.

## **What this policy covers**

This policy covers our treatment of the personal information we collect from you.

## **Why we collect personal information**

The personal information which we collect is needed to:

- ◆ identify the purchasers and beneficiaries of prepaid and at need arrangements
- ◆ provide our services
- ◆ comply with legislative and regulatory requirements

## **How personal information is used**

- ◆ We do not sell, barter, trade or give away the personal information you have provided to us.
- ◆ We will only share your information with third parties if we are required to by law or you have either expressly authorized us to, or, if it is required for the provision to you of a service or product supplied by another business or organization as part of our services to you.
- ◆ We take all reasonable precautions to ensure that your personal information is kept safe from loss, unauthorized access, modification or disclosures.

## **Access to your personal information**

- ◆ You may ask for access to any personal information we hold about you and you may ask that the information be corrected or updated. However, we reserve the right to confirm the identity of the person seeking access to personal information before complying with any access request.
- ◆ If we are unable to provide you with access to all of the personal information we have about you, then the reasons for the denial of access will be provided to you.

If you wish to ask a question about our collection and use of personal information, access your personal information; withdraw a consent previously provided or make a complaint please write us at:

Henry Walser Funeral Home (Privacy Officer)  
507 Frederick Street  
Kitchener, Ontario  
N2B 2A5

If you are not satisfied with our response, the Privacy Commissioner of Canada may be reached at 112 Kent Street, Ottawa, ON K1A 1H3.