

# Cemetery Operations - Payment

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Sub-section: Cemetery services  
Author(s): Parks and Open Space  
Authority: CAO  
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## Purpose statement

The Corporation of the Town of Oakville (Town), in its capacity as a cemetery operator, has a responsibility to provide products and services to meet new and existing legislated obligations for interment or scattering rights holders for a fee, as set out in the current tariff of rates.

## Scope

This procedure applies to all payments for cemetery products and services within the Town of Oakville Cemeteries, including: Bronte, Merton, Munn's, Oakville/St. Mary's, Palermo, St. Jude's, Trafalgar Lawn and Wedgewood.

## Procedure

The purpose of this procedure is to provide a framework for payments with respect to the provision of cemetery products and services to consumers.

### Payment Terms:

1. Payment is due within 90 days. Overdue accounts will be charged interest as prescribed in the town's annual rates and fees a penalty of 1%/month.

2. Monthly payments are permitted (for pre-need interment or scattering right purchases only), interest free, for a period of 12 months, at which time the full amount of the account will be due. An initial payment of 10% of the total amount of the contract is required with the balance permitted to be paid monthly as below.

Post-dated monthly cheques or pre-authorized payments will be required for the 12 month time period, whether divided equally for the account amount or as much as the client can afford to a minimum of \$50/month.

3. If an account is not paid at the end of the payment term, either (1) or (2), the Director of Parks and Open Space, or designate, will make a decision for payment based on the individual account.
4. If a pre-need purchase contract is cancelled while payments are being made using payment term (2), all monies deposited (including initial payment) will be refunded to the purchaser together with any remaining post-dated cheques or cancellation of pre-authorized payments. The cancellation will be subject to an administration fee as prescribed in the town's annual rates and fees of \$200.00 plus HST.

The Town of Oakville will exhaust all efforts in an endeavor to ensure that payments are submitted as per either payment term (1) or (2), which may include utilizing collection agency services.

## References and related documents

*Funeral, Burial and Cremation Services Act, 2002, and Regulations*  
The Cemeteries By-Law  
MS-CEM-001 Cemetery Services Policy

## Definitions

Columbarium – an above ground structure designed for the purpose of placing cremated remains in a niche.

Lot – an area of land in a cemetery containing, or set aside to contain, human remains and includes a tomb, crypt or compartment in a mausoleum and a niche or compartment in a columbarium and any other similar facility or receptacle.

Interment – the burial of human remains and includes the placing of human remains in a lot.

Interment Rights – the right to require or direct the interment of human remains in a lot.

Interment or Scattering Rights Holder – a person with interment rights with respect to a lot, niche or scattering right.

Niche – a compartment within the Columbarium used to contain cremated human remains.

Pre-Need Purchase – a purchase that has been made in advance of death.

Scattering Right – the right to require or direct the placement or scattering of human remains in the common burial ground designated in the Master Plan for the placement or scattering of cremated remains removed from a container.

## **Responsibilities**

The Supervisor of Cemeteries & Environmental Services shall be responsible for the administration of and ensuring compliance with this procedure.]