



# Code of Practice

## Our promise to you

We recognise the importance of delivering the highest standards of service in what is a difficult and often delicate area.

### Our Commitment

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- 1** Our crematorium offers a dignified cremation or burial facility for companion animals. This may be either directly to the public or through a veterinary practice.
- 2** The crematorium is fully licensed and inspected by our local authority and regional environment agency.
- 3** We carry out open, honest and ethical business and will answer all enquiries.
- 4** Any scattering or internment of your pet's ashes at our facilities will be dependent on the license conditions attached to each site by local authority and the regional environment agency.
- 5** We will ensure that you the pet owner fully understand the various services that we offer and that you receive the service you request in full.
- 6** In providing either a cremation or burial service PCS ensures that companion animals are treated in a dignified and caring manner whilst in our care.

### Your Peace of Mind

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We are IAOPCC accredited which means we offer you, as the pet owner, the very best measures of protection regarding the integrity of the pet aftercare processes with audited systems, processes, and procedures to be sure that every aspect of our services meet the highest standards of quality.

