

Useful information on what to do when someone dies

Memoria Direct Cremation is here to help you through this difficult time

 Trustpilot



4.9 rating from 3,151 reviews
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Welcome to MEMORIA Direct Cremation

Generations of care

Memoria Direct Cremation is part of the Memoria Group who own a network of award-winning crematoria. Our mission is to provide exceptional standards of service and care to everyone that uses our range of funeral services.

We're fourth-generation funeral directors and members of the original founding family still work within Memoria Direct Cremation. We deal with every aspect of arranging and carrying out a funeral, ensuring complete control and responsibility from beginning to end.

By placing your trust in us, you can rest assured the funeral you choose will be a true reflection of your wishes, suiting the service you feel is most appropriate, whilst being at a price you can feel comfortable with. Our customer team will support you in making a plan and arrangers will support your loved ones when the time comes, to make everything as personal to you as you want it to be.

We believe a funeral should be as unique as the person it's for.



What to do when someone dies

If someone has died and you need our help, call our team on 0800 007 3580 and we can advise on the next steps. What you need to do will be different depending on where your loved one has died, for example at home, hospital, or a nursing home. Our team can talk you through what to do next.

Arranging the funeral

Memoria Direct Cremation specialises in simple, no fuss funeral, at a crematorium, but without any family or friends in attendance. There is no service. This removes traditional funeral directors' fees, hearses and expenses like flowers or celebrants, it is a straightforward option that keeps costs low without compromising on care.

This approach is less expensive than an attended funeral and allows you the space and freedom to remember your loved one in your own way. A Memoria Direct Cremation could save you up to £2,000 against a traditional attended funeral*.

If you prefer to have an attended funeral with a service, we can organise that as well via our sister company Memoria Funerals.

*In 2024 an increase of 3.5% in the average cost of a simple attended funeral, took the cost to a new all-time high of £4,285. Source: Sunlife Cost of Dying Report 2025



Before your arrangement

Prior to making the arrangements with us, it is worth thinking about what type of funeral you think is most appropriate for you and your family to choose.

To help you start thinking about it, you might want to consider the answers to the questions below. If you are unsure, please don't worry because we can talk you through all the options available and discuss the same in detail.

- Is cost a major consideration?
- Would you prefer a direct cremation, with no service, or an attended funeral where loved ones can say goodbye at the crematorium?
- If you prefer an attended funeral, would you prefer a family-led celebration of life or traditional funeral service (to include a hearse etc.)?
- Would you like the service to be religious?
- If not, would you like the service to be taken by a civil celebrant?
- Are there any dates to avoid?
- Would you like to visit your loved one prior to the funeral?
- If so, would you like them to be dressed in their own clothing?
- If there are any memorial items you would like such as a headstone, urn, or keepsakes such as memory teddy bears or jewellery?

Direct Cremation

This is a no-fuss dignified cremation without a service or attendance.

We are here from the first call

For many people this will be the first time they have arranged a funeral. We understand it is an emotional time, so from the moment you get in touch, we will be by your side to listen to what you need and guide you through each step. Your arranger will look after you from beginning to end, always just a phone call or text away.

We collect and care for your loved one

We'll arrange collection and ensure your loved one is cared for with dignity and respect at every stage.

We carry out the cremation

For the majority of families, the cremation will take place at one of our own Memoria crematoria. Where this is not practically possible, we work with a trusted partner. We use a quality wood coffin, and the cremation will always be carried out with the utmost dignity and respect. Once the cremation has been booked in, we will let you know the date and time it will happen, so even though you won't be attending at the crematorium, you can still have a moment of reflection.

Return of ashes

When a loved one has passed away and cremation has taken place away from the family home or when someone has requested that their ashes be interred or scattered at a special place, we are on hand to offer you choices when it comes to the transportation of their cremated remains.

We believe that the family of the deceased will expect, require and deserve the cremated remains of their loved one to be transported in a caring and respectful manner and therefore we offer a fully accompanied service door to door thus allowing the funeral director to assure the bereaved family and to give them peace of mind.

Our team have over years of 100 years' collective experience within the funeral industry and can organise collections from all UK locations for onward delivery both within the UK as well as Internationally if required.



Delivery to mainland UK destinations

Families will understandably be hesitant to place the cremated remains of a loved one in the hands of someone they do not know. Our bespoke, dedicated service across the UK assures families with confidence that their loved one's ashes are in safe hands.

We are in full control of the safety of the ashes and we are able to provide you with the name of the driver who is in care of your loved one's ashes from collection through to delivery.

We hope that knowing this will give the family and friends of the deceased peace of mind. We believe in supplying a first-class service with attention to detail and focussing on the needs of our clients.

What happens on the day of delivery?

Collecting at an agreed time we will transport the ashes to the required destination, be it to another funeral director, crematoria or directly to the family. If delivery is required at a specific time, we will arrange this for you too.

At point of delivery the driver will be dressed in a company suit and will introduce themselves at the door. They will hand over your loved one's ashes and ask you to complete a receipt, a copy of which will be handed to you and another copy will be retained for our records. There will also be a certificate of cremation returned to you with your loved one's ashes.



Bereavement support

Bereavement is very personal and circumstances are obviously very diverse. So, there is no right or wrong way to grieve, and everyone's experience is different. Many people find talking to friends and family to seek support can help them through the more difficult times. That might mean help with practical things like shopping and cooking, or emotional support like having a chat over the phone or just being there in person. But sometimes the support of family and friends might not always be enough, and so it's important to ask for help if you feel you need it. Here are some bereavement support groups who might be able to offer you the support and guidance you need.

The Good Grief Trust
0800 448 0800 - www.thegoodgrieftrust.org

Cruse Bereavement Care
0808 808 1677 - www.cruse.org.uk

The Compassionate Friends
0345 123 2304 - www.tcf.org.uk

Samaritans
116 123 - www.samaritans.org

Bereavement UK
bereavement.co.uk

Mind
www.mind.org.uk



Our own award-winning crematoria

While we offer funerals at any mainland UK crematorium, we're incredibly proud of our own award-winning crematoria. These state-of-the-art crematoria are owned and operated by Memoria Ltd.

All Memoria memorial parks offer:

- A warm and comfortable chapel, with capacity of 100 seats
- Beautiful memorial garden for cremated ashes
- Adequate and well laid out car parking
- Disabled access and hearing loop
- Choice of music system or live organ
- Web camera with live streaming capabilities for those unable to attend (not included in the price of a quality, low-cost funeral but can be hired at an additional cost if required).





The UK's greenest funeral provider



We were the first funeral provider in the UK to install an electric cremator.



We were the first funeral provider in the UK to put a plan in place to reduce mercury levels.



21% of our crematoria now operate electric cremators – more than any other provider.



The urns we supply as part of our funeral offering are all fully biodegradable.



We review our carbon footprint annually.



If you would like to find out more about arranging a direct cremation please call us on

0800 007 3921

or visit us online at

www.memoriadirectcremation.co.uk

Funerals available in England, Scotland and Wales only.

Memoria Direct Cremation

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Company number 10119791

Funerals are not regulated by the Financial Conduct Authority
Memoria Funerals is a trading name of Memoria Funeral Plans
Limited. The sale of our pre-paid funeral plans is regulated by
the Financial Conduct Authority but the arrangement of a
funeral without a funeral plan, is not.