



1. Civil ceremonies will always be conducted to the highest possible standards of delivery and appropriateness and will attempt in every way to reflect the needs and wishes of the client.
2. I will seek to establish and maintain good working relationships with staff of local crematoria, cemeteries, funeral directors and wedding venues.
3. A civil funeral will be based as much as possible, on a face-to-face basis, meeting with clients at a place of their choosing, normally the home. Members should leave details of intended home visits with a relative or colleague in advance, for security purposes. A civil wedding ceremony will be based on several meetings with clients at a time and place of their choosing.
4. Civil ceremonies shall be based on factually correct information and will usually be drawn on more than one source of information.
5. I shall use my interviewing and literary skills to gain trust from clients and set down, in correctly composed English, a quality text which captures the tone and mood of the day, and with regards a funeral ceremony, reflects a life with dignity, accuracy and integrity.
6. A civil ceremony may include religious material if requested.
7. Civil ceremonies will always be delivered from a full written text, a copy of which will be made available to clients in advance of the ceremony for them to make any appropriate changes.
8. I shall always respect the confidentiality of all information received in the course of my work and will treat all clients and other parties working within the industry with respect and courtesy.
9. I shall always have a calm, empathetic and sensitive approach when dealing with clients, and shall strive to have an open minded and flexible approach.
10. I shall always be of a smart and respectful appearance when conducting a ceremony.
11. I am covered by personal liability and indemnity insurance and am enhanced DBS certified.

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