



Integrity, dignity, respect, family values.

From our family to yours...

Please accept our family's deepest sympathy during your time of loss. We understand that this can be an extremely difficult time for your family and hope that this guide will assist you.

Remember we're here to help your family.

Experience and reputation

Our parents, Denise and Phil Connolly, began in the funeral industry in 1979. In 34 years Newhaven Funerals has provided service to over 30 000 families. We are proud of the fact that over 60% of our business each year comes from families who have experienced our excellent level of service in the past.

The Connolly family are pioneers in the funeral industry. Newhaven Funerals has been instrumental in developing the Queensland Funeral Code of Conduct. Additionally Newhaven Funerals has been a Queensland State Government appointed Funeral Company since 1992.



Always available for you

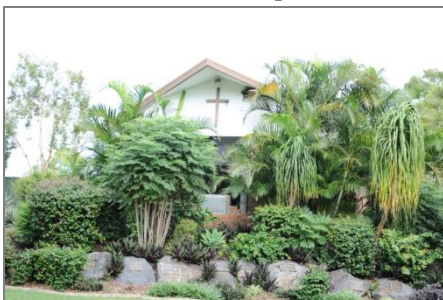
We're here to take your call 24 hours a day, every day of the year, as we have been for Queensland families for the last 34 years. www.newhavenfunerals.com.au

Our free Call number is 1800 644 524.

The same person will look after your family's needs throughout the entire process

Your family will have the personal attention of one of our many experienced and professionally trained funeral directors to look after your needs and assist your family throughout the entire process.

Newhaven own and operate its own Crematoria, Chapels and Memorial Gardens



Professionalism, dignity and respect for your loved one

Newhaven Funerals are industry leaders and operate by a Code of Conduct to ensure that our staff act with integrity, dignity and respect for family values. Your family can feel at total ease that your loved one will be in excellent care.

We will know what to do on the day of your loved one's service

There will always be at least 2 of our funeral directors, on hand for you, to ensure that all of your family's needs are met. We ensure that everything runs seamlessly for you and your guests on the day of your loved one's service.

*You have the choice of any service or location you desire but if you consider perhaps using our chapels, you will have more time to celebrate your loved one's life. At Newhaven Funerals we conduct fewer funerals over a given week in order that each service and the families are not rushed on the day. We give you a full hour for your family service; **this is twice as long** as the industry standard and allows you additional time to reflect.*

At our Chapel, your family and guests will enjoy complimentary refreshments and be provided ample time to relax and reflect on the life of your loved one in our magnificent Australiana Gardens at our catering rooms.

We personalise the important things for you

All religious and cultural requirements are always respected.

Without obligation, we provide a free consultation with one of our funeral directors to discuss your family's requirements at your own home. Alternatively, if you wish, you can come to our home, which allows you to view our entire range of Facilities and Gardens.

Remember, you are also free to choose any chapel that best suits your family and friends. Newhaven Funerals services are conducted throughout the entire Brisbane, Gold Coast and Mackay regions.

Little extras

- ✓ *White Glove Service.*
- ✓ *Complimentary Fruit and Water provided at the service.*
- ✓ *Complimentary DVD recording of the funeral service as a family keepsake.*
- ✓ *If you have relatives and friends overseas, our facilities offer live internet streaming so that they too can feel part of the service on the day. The service is also archived for a short period.*
- ✓ *Scatter your loved one's ashes in our magnificent Australiana Gardens or we will deliver your loved one's ashes to your home, free of charge.*
- ✓ *Our prices always include GST and there will never be any additional undisclosed costs.*

We are the only Funeral home in Brisbane and the Gold Coast that offers affordable Beautiful Ocean Funerals and Sea Scatterings.



A completely personalised service

We have a wide range of custom and printed coffins, urns and extras for your family to choose from. See examples of the designs can be viewed on our website, or click www.newhavenfunerals.com.au/about-funerals#7



You'll be pleased to know that we're environmentally friendly too!

Newhaven owns two of Queensland's premier Australiana Crematoriums and Memorial Gardens. All Newhaven establishments are powered by solar power and eco-friendly water recycling systems. Click on this link to see more: www.ecomemorialpark.com.au

In the meantime our thoughts are with you and we hope that this guide will be of help to you.

We will give you a courtesy call tomorrow to offer any assistance or answer any questions that you may have. Please don't hesitate to call at any time or for any reason at all on 1800 644 524 to speak to one of our friendly consultants.

Feel free to visit our website www.newhavenfunerals.com.au or email us at admin@newhavenfunerals.com.au

Sincerely yours,

Tim Connolly

Managing Director

For and on behalf of Newhaven Funerals & The Connolly Family

For many years our staff and company philanthropic fund have contributed to many community groups. Some are suggested here in the event that you choose to make a donation in lieu of flowers.

