

# Planning Guide and General Price List



## Special Ways to Honor and Celebrate a Special Life.

Losing someone you love is one of life's most difficult experiences.

A personalized, meaningful funeral service is an experience of immense value to family, friends, and community. It helps us as we come to terms with loss; it can provide the comfort of our religious beliefs or cultural traditions and the support of family and friends, and it provides a family and a community a special way of saying "this person mattered."

Through the years, we have helped thousands of families create a "farewell" that is meaningful and memorable—taking the first steps on the pathway to healing from loss.

Whether you are making arrangements now or are thoughtfully planning for the future, you will find our staff to be kind, knowledgeable and compassionate, and ready to make this time just a little easier for you.

Thank you for entrusting your care to us.



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Lic. No. FD96

## Some Helpful Information

*What Should I Do First?* If death occurs at a hospital or nursing facility, the staff there will be familiar with the necessary procedures. You may ask them to notify us and we will make arrangements to transfer the deceased person into our care. A hospital will require authorization from the next of kin before releasing to us. If your loved one passes away at home, you must contact a nurse (such as a hospice nurse) or other medical authority to pronounce death before the deceased is transferred to the funeral home. In either event, we can be notified at any hour of the day or night. We will need to know the name of the deceased, the location, the name of the family member in charge of arrangements, and the name of the doctor who will be signing the death certificate.

*About the Death Certificate...*our staff will prepare the death certificate and secure the certification from the physician or coroner. We file the original death certificate with the health department in the county where the death occurred. We will ask how many certified copies you'd like us to order for you – copies will be needed for insurance, bank & brokerage accounts, property such as real estate and automobiles, etc. Additional copies are always available later.

*Scheduling Services...* you may reserve time for the visitation and funeral services during the arrangement conference, or by calling the funeral home office. Please do consult with the funeral home office before setting a day and time for the funeral.

*Obituaries/Newspaper Notices...* your counselor will discuss this with you. We'll help write obituaries, review them with you, and place them in the newspapers of your choice. In addition, we will be pleased to post your loved one's obituary (including photograph) to our Online Tribute Center at [www.tributes.com](http://www.tributes.com). This will allow your family and friends throughout the world to view the obituary and service details, as well as leave a meaningful message for the family.

*Social Security...*as a courtesy to you, we will notify Social Security. In general, a surviving spouse is entitled to a lump-sum death benefit of \$255, and other dependent family members may be eligible for certain benefits. Call the Social Security Office at 1-800-772-1213 for further information.

*Veteran's Benefits...*honorably discharged Veterans are eligible for certain burial benefits, including a flag to drape the casket and military funeral honors. Our staff will be pleased to secure the burial flag and arrange military honors if we are provided a copy of the Veteran's DD214 Discharge Record. Further benefits, such as partial reimbursement for some funeral expenses, are available in certain situations, such as when death is due to a service-related injury or in a Veterans hospital or other VA facility.

*Children and the Funeral...*children are certainly welcome at our funeral homes. Most experts agree that a child should be given the choice to participate in the funeral experience, and that when carefully and gently explained, most young people have less anxiety about death than adults might suppose. You may wish to encourage children to draw a picture or write a note to be placed in the casket to allow them to express sentiments on their own level. Feel free to ask our staff for assistance or guidance. We do ask that an adult guardian look after children at all times, however, and to be careful they don't disturb other families we may be serving.

*Personal Touches for the Service...*we believe that our home becomes your home for the funeral of your loved one. Personal touches bring comfort to everyone and help us recall special memories and significant moments. Photos and memorabilia may be displayed (we will provide tables and easels); special music is welcomed (CD's or our keyboard, or we can help arrange excellent musicians to perform). Many of our caskets and cremation urns offer customization options. We also offer a range of special personalized merchandise, such as prayer cards/memorial folders, Memorial Reflections® Portraits and our custom LifeTributes Video programs.

*Fresh Flowers* are a beautiful, time-honored tribute. Our staff can help you with the selection of perfect flowers to complement your tribute events.

*Choices Related to Payment* In order to serve all families fairly, payment for the services you select will be due at the time of arrangements or a minimum of 24 hours prior to the service. Our payment options include cash, check, credit card, a pre-paid trust or insurance contract, or assignment of a verified insurance policy. We cannot accept an insurance policy that cannot be verified, or that is in a "contestable" period (usually if it is less than 2 years old.)  
**If we accept an insurance assignment, we will charge a processing fee of \$300.**

It has been a long-standing policy of our funeral homes to serve all persons regardless of financial circumstance; if necessary, we will make special arrangements within your means. You may consult us in complete confidence.

**GENERAL PRICE LIST**

These prices are effective **October 1, 2017**. They are subject to change without notice. The goods and services shown below are those that we can provide to our customers. You may choose any items that you desire. However, any funeral arrangements you select will include a charge for our basic services and overhead. If legal or other requirements mean you must buy any items you did not specifically ask for, we will explain the reason, in writing, on the statement we provide describing the funeral goods and services you selected.

Prior to drafting any contract for goods or services, the responsible party or the decedent's survivor who is handling the funeral arrangements is entitled to receive a copy of any preneed agreement in the possession of the funeral establishment that has been signed and paid for, in full or in part, by or on behalf of the decedent.

All persons making funeral arrangements are entitled to a copy of the "Consumer Guide to Funeral & Cemetery Purchases" from the California State Department of Consumer Affairs prior to drafting a contract for funeral services. A copy of this guide will be provided for you; it is also available on the internet at [www.dca.ca.gov/cemetery](http://www.dca.ca.gov/cemetery).

**Itemized Prices for Professional Services, Facilities & Transportation**

**BASIC SERVICES OF FUNERAL DIRECTOR AND STAFF** .....\$2695.00

This fee is for our basic services and overhead and will be added to the total cost of the funeral arrangements that you select. (This fee is already included in our charges for direct cremations, immediate burials and forwarding or receiving of remains).

Our fee for the services of funeral directors and staff includes, but is not limited to:

- Personnel available 24 hours a day, 365 days a year to respond to the initial call for service
- Arrangement conferences; coordination of plans with cemetery, crematory and /or other parties involved in the final disposition of the deceased;
- processing and filing of necessary documents associated with the funeral services, including death certificates, burial or transit permits;
- assistance with obituaries and/or death notices; Social Security notification and clerical assistance with veterans benefits

**TRANSFER FROM PLACE OF DEATH TO THE FUNERAL HOME** .....\$595.00

Within 35 miles of the funeral home; **beyond 35 miles add \$3.00 per mile measured one-way.**

**EMBALMING** .....\$695.00

Except in certain special cases, embalming is not required by law. Embalming may be necessary, however, if you select certain funeral arrangements, such as a funeral with a viewing. If you do not want embalming, you usually have the right to choose an arrangement that does not require you to pay for it, such as a direct cremation or immediate burial. *It is our policy to require embalming for public viewing or visitation.*

**OTHER PREPARATION OF REMAINS**.....\$400.00

Including shampoo and hairstyling, cosmetics, dressing and casketing.  
 Includes minimum preparation and sanitary care when embalming is declined.

**VISITATION (PER DAY)**.....\$695.00

Includes use of all necessary facilities for visitation and viewing of the deceased, and personnel to receive and care for visitors and flowers. Customary visitation times are from 4 pm to 9 pm. (For 1/2 hour Private Family Viewing/ID Viewing—\$195)

**FUNERAL CEREMONY (Facilities, Staff & Equipment or Staff & Equipment for church or other off-site ceremony)** .....\$995.00

Includes assistance planning the service; coordination with other parties involved in the service (such as clergy and musicians), setting up service area, receiving and caring for floral offerings, staff supervision of the funeral ceremony and graveside/committal/crematory service.

**HEARSE** .....\$365.00

Within 35 miles of funeral home; beyond 35 miles add \$3.00 per mile measured one-way.

**UTILITY VEHICLE/FLOWER CAR** .....\$195.00

Within 35 miles of funeral home; beyond 35 miles add \$3.00 per mile measured one-way.

**TOTAL ITEMIZED CHARGES FOR A COMPLETE TRADITIONAL FUNERAL SERVICE** ..... **\$6,635.00**

Most traditional funeral services include all of the items listed above. This is the total charge, listed for your convenience. This charge is discounted substantially as part of a package including a casket; see our description of "Complete Service Packages."

**ADDITIONAL SERVICES AVAILABLE:**

**LIMOUSINE (up to 8 passengers – overtime charges apply after 4 hours)** .....\$395.00

**MEMORIAL SERVICE (Facilities, Staff & Equipment for or Staff and Equipment for Off-premises Memorial Ceremony)**.....\$695.00

Includes facilities & staff; assistance planning the service; coordination with other parties involved in the service (such as clergy and musicians), setting up service area, receiving and caring for floral offerings, staff supervision of the memorial ceremony.

**GRAVESIDE or other COMMITTAL SERVICE ONLY (there is no charge when the committal follows a church or chapel service)** .....\$300.00

**REFRIGERATION per day after the first 24 hours**.....\$95.00

*California law requires a funeral establishment to refrigerate after 24 hours, unless embalmed.*

**CLEANING FEE**.....\$300.00

*This fee may be charged for certain funeral services.*

## Caskets and Other Merchandise

Adult Caskets .....	\$1395 to 28,000.00
<i>A complete price list will be provided at the funeral home.</i>	
Rental Casket .....	\$1295.00
Infant & Childrens' Caskets .....	available by special order
Alternative Containers.....	\$75 to 295.00
<i>A complete price list will be provided at the funeral home.</i>	
Cremation Urns .....	from \$60.00
Air Tray (required when shipping by air) .....	\$185.00
Memorial Register Books (Basic) .....	\$20.00
Memorial Register Books (Deluxe) .....	from \$95.00
Memorial Folders (Custom/Photo, first 100) .....	\$85.00
Memorial Folders, per additional 100 .....	\$35.00
Prayer Cards, Standard, per 100 .....	\$35.00
Asian Traditional Service Package .....	\$168.00
<i>(includes family armbands and hair piece, food tray, foo bow offerings, incense large and small, and ceremonial money and burning items, red &amp; white envelopes)</i>	
Chinese Traditional Blankets ("Pei")	
Basic Cloth .....	\$7.00 ea
Combination White/Colored Fancy.....	\$35.00 ea
Deluxe Colored with Gold Designs.....	\$60.00 ea
"Fut Pei" (Buddhist Scripture Blanket).....	\$95.00
Christian Blanket (White/Gold Cross) .....	\$85.00
Paper Burning Products.....	from \$5.00

## Additional Items/Cash Advances

These items represent third-party goods and services, and cash that we advance on your behalf for these purchases.

Certified Copies of the Death Certificate	
San Francisco, Alameda, and Santa Clara Counties.....	\$21.00
San Mateo County \$23.00..... Contra Costa County.....	\$25.00
Disposition Permit.....	\$12.00
Newspaper – SF Chronicle, <b>ESTIMATE</b> / per day .....	\$600.00
<i>Approximately \$20. per line, one line is about 30 characters or spaces, Web fee (non-declinable) is \$25. Add approximately \$135 for a photograph.</i>	
Newspaper – San Mateo Times, <b>ESTIMATE</b> /day .....	\$500.00
<i>(Your counselor will provide you with an estimated cost of newspaper notices based on the length.)</i>	
Airline Transportation.....	as quoted
Other Funeral Home Charges .....	as quoted
Long-distance Transportation .....	as quoted
Consulate Fees, Notary Public, Etc. ....	as quoted
Scattering Cremated Remains at Sea .....	\$200
<i>(Privately at our convenience; family is notified by mail)</i>	
Coroner's Fees .....	as quoted
Musician's Fees .....	as quoted
Clergy Honorarium.....	as quoted
Church Offering.....	as quoted
Motorcycle Escorts.....	\$200 each and up

## Limited Services

<b>FORWARDING REMAINS TO ANOTHER FUNERAL HOME</b>	<b>\$3595.00</b>
Includes initial transportation of the deceased from the place of death to funeral home, basic services of staff, embalming, other preparation of the deceased, family identification of the deceased, transportation to San Francisco International Airport. (Visitation, funeral services, receiving funeral director's charges, additional mileage, casket, shipping container, airline or other shipping charges or other cash advance items are additional.)	
<b>PROCESSING FEE-INTERNATIONAL SHIP OUT</b>	
For Local (SF) Consulate Only	\$100
If Apostilles / Trip to Sacramento are required	\$295
<b>THESE FEES DO NOT INCLUDE monies paid out for consulates, Apostilles, express postage, etc. Those items will be added under "Cash Advances."</b>	

<b>RECEIVING REMAINS FROM ANOTHER FUNERAL HOME</b>	<b>\$1595.00</b>
Includes transfer from San Francisco International Airport; basic services of staff; family identification of deceased; hearse to local place of final disposition. (Visitation, funeral services, sending funeral directors charges, airline transportation, casket, shipping container, and cash advance items are not included.) This charge includes the services of our staff in meeting with the family and making all arrangements.	

If the forwarding arrangements have been made entirely through another funeral home, and we are simply receiving at the airport and transporting to the graveside, our charges will be only for removal from airport (\$595) and hearse (\$365); add \$300 if the family is to be present for graveside services. These charges are customarily forwarded with the deceased by the shipping funeral director; a contract will be faxed to them.

<b>IMMEDIATE BURIAL</b>	<b>from \$2895.00</b>
<i>(Add "Graveside Service" for \$300, along with any other optional choices.)</i>	

Includes initial transportation of the deceased from the (local) place of death to funeral home; basic services of staff, refrigeration, other preparation of the deceased, utility vehicle, family identification of the deceased. (Visitation, funeral services, additional mileage, casket, and cash advanced items are additional.)

Immediate Burial with casket provided by customer	\$2895.00
Immediate Burial with our Minimum Casket ("Pacifica" Wood Casket, Light Veneer Finish)	\$4290.00
Immediate Burial with other casket selected from our funeral home (add the cost of the casket)	\$2895.00

<b>DIRECT CREMATION</b>	<b>from \$2920.00</b>
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Includes initial transportation of the deceased from the (local) place of death to funeral home; basic services of staff; refrigeration; utility vehicle; private family identification if desired; and cremation. This charge includes the crematory fee. If the crematory fee has been prepaid, we will credit \$395. If you want to arrange a direct cremation, you may use an "alternative container" (instead of a casket). Alternative containers encase the body and can be made of materials like fiberboard or composition board (with or without outside covering). The containers we provide are made of composition board.

Direct Cremation with container provided by customer	\$2920
Direct Cremation with Minimum Container (\$75)	\$2995

**WITNESS CREMATION, additional charge** \$300  
*(Cremation is scheduled at an appointed time. The family attends at the crematory, a brief committal service or farewell may be held; and the family witnesses placement into the cremation chamber. For those who desire, a family member may press the button which starts the cremation process.)*

## Traditional Service Packages for Burial or Cremation

The packages shown here are a convenient way to plan funeral arrangements, plus they offer a significant cost savings as compared to arrangements selected on an itemized basis. These packages are offered in conjunction with the selection of any casket from our funeral home. These are package offerings, and there is no credit or substitution for items not used. These packages do not include cemetery or crematory fees or other third-party expenses.

### *Package One: A two-day traditional service.*

A complete funeral service including one day visitation.

#### **\$5795 plus cost of casket selected from our funeral home**

This traditional service includes basic services of funeral director and staff; transfer from place of death to the funeral home; embalming (or refrigeration for up to 5 days); other preparation of the deceased; facilities and staff for visitation/viewing/vigil service; facilities and staff for funeral ceremony (or equipment and staff for off-premises funeral ceremony); hearse; transportation of flowers (including flower car when necessary). The total itemized value of this package is \$6635. Because this is a discounted package, no adjustment is made for items not used.

### *Package Two: A one-day traditional service.*

A complete funeral service with visitation one hour prior to service.

#### **\$5395 plus cost of casket selected from our funeral home**

This traditional service includes basic services of funeral director and staff; transfer from place of death to the funeral home; embalming (or refrigeration for up to 5 days); other preparation of the deceased; facilities and staff for viewing or visitation one hour prior to ceremony; facilities and staff for funeral ceremony (or equipment and staff for off-premises funeral ceremony); hearse; transportation of flowers (including flower car when necessary). The total itemized value of this package is \$5940. Because this is a discounted package, no adjustment is made for items not used.

### *Package Three: A graveside/cemetery/crematory service with brief viewing.*

This service takes place at the graveside or a cemetery or crematory chapel

#### **\$4395 plus cost of casket selected from our funeral home**

This traditional service includes basic services of funeral director and staff; transfer from place of death to the funeral home; embalming (or refrigeration for up to 5 days); other preparation of the deceased; facilities and staff for brief viewing; equipment and staff for graveside/cemetery/crematory chapel service; and hearse. **Add a flower car for \$195 if necessary.** The total itemized value of this package is \$5050. Because this is a discounted package, no adjustment is made for items not used.

### *Package Four: A graveside/cemetery/crematory service with no viewing.*

This service takes place at the graveside or a cemetery or crematory chapel.

#### **\$3195 plus cost of casket selected from our funeral home**

This service includes basic services of funeral director and staff; transfer from place of death to the funeral home; refrigeration (for up to 5 days); other preparation of the deceased; equipment and staff for funeral ceremony at the graveside or in a cemetery or crematory chapel; and hearse. **Add a flower car for \$195 if necessary.** The itemized value of this package is \$4080. Because it is a discounted package, no adjustment is made for items not used.

**Add a family limousine to any of these package services for \$395  
(for up to 4 hours; overtime charges will apply to longer services)**

### *Our complete package services include these items at no extra charge:*

- Online Obituary & Internet Guestbook at [www.tributes.com](http://www.tributes.com)
- Private Time to Approve Hairstyling and Cosmetics
- 100 Basic OR Custom (photo) Memorial Folders or Prayer Cards
- Up to 100 Standard Engraved Acknowledgement Cards
- Basic Memorial Book/Guest Register
- Use of Professional Quality Digital Keyboard (for services in our facility)
- Carnation Boutonnieres and Gloves for Pallbearers
- Display Tables, Easels, and Other Equipment

*When someone we love dies, we experience a very human need to come together...to comfort one another over the loss, to remember and reminisce, to honor and pay tribute...to say, "this person mattered."*

*What things will he be remembered for? What accomplishments was she proudest of? In what ways did this person contribute to the world around us?*

*Who is affected by this loss? What are the stories to be passed on to future generations?*

*It has been said, "when words are inadequate...have a ceremony."*

*We're here to help.*



## Military Honors

All honorably discharged Veterans are entitled to a military honors ceremony, including flag presentation and Taps. Provide us with the Military discharge papers (form DD-214) and we will take care of the rest.

*Military honors are provided at no charge.*



## Dove Release

White doves—a symbol of peace—released to soar heavenward and then safely home. A professional attendant will provide the number you desire, and help those you designate to set them free.

*From \$225 up*



## Special Music

Talented musicians can enhance your memorial event. A bagpiper is an ancient and honorable tribute. A harpist can help create a beautiful, peaceful setting. The possibilities with special music are truly endless.

*Prices vary depending on the musician.*



## Online Obituary

An online obituary and service information is posted with our compliments at [www.tributes.com](http://www.tributes.com). Friends and family from around the world can view it and sign the online guest book or post tributes.

*Basic online obituary posted at no charge.*



## Customized Flower Tributes

Fresh flowers are a time-honored way to bring color and beauty into the ceremony. A variety of customized options are available in a wide range of prices.

*Prices depend on your selections.*



## Balloon Release

Colorful (or white) helium balloons (natural latex for environmental friendliness) are provided for your guests. They are set free in unison, symbolizing the spirit soaring heavenward.

*\$2.99each*



## Memorial Stationery

A variety of guest books and memorial printing is available for your selection. We will work with you to customize printed tributes such as prayer cards or service programs with quality color printing.

*Prices depend on your selection.*



## Special Customs & Traditions

We are accustomed to serving all cultural and religious traditions completely and correctly. Consult with our staff about your special wishes and requirements.



## Motorcycle Escorts

Private escort service can be provided at your request. Escorts help guide your guests and add a measure of safety to the funeral procession.

*Prices range from \$200 and up per escort; two escort minimum; one escort per ten cars suggested.*



## Life Tributes Photo DVD

We use your favorite photographs to create a moving, personalized DVD which can be shown at the visitation or funeral service.

*Up to 26 photos—\$125 Extra Copies \$20 each  
Additional photos—\$30 per 10*



## Candle Lighting Ceremony

A simple candle-lighting can be a beautiful part of a ceremony. Candles burn brightly to remind us of the "light they brought into our lives, and the warmth with which they will always be remembered..."

*Beeswax tapers— .95 each.  
Glass votives (which you may keep) \$2.25 each*



## Memory Table

We will gladly help you arrange a table with favorite and meaningful mementos—unique symbols of important parts of your loved one's life.

*Whether you are planning burial or cremation, there are countless ways in which a funeral ceremony can be tailored to the life and personality of the person you are honoring. A meaningful funeral is one that touches the hearts of all those who attend.*

*Here are just a few of the things we can provide or arrange to help make the service a truly personalized tribute.*

*Services can be simple or elaborate, traditional or unique. No matter what your choices are, you can depend on our staff to provide caring support and guidance every step of the way.*

<p style="text-align: center;"><b>Legacy</b> Cremation Package <i>A Traditional Complete Tribute</i></p> <p>Basic Services of Funeral Director and Staff</p> <p>Transfer of Body from the Place of Death</p> <p>Embalming or Refrigeration, Dressing, and Other Preparation and Care</p> <p>Visitation (usually 4 to 9 pm) Including Facilities, Staff, and Equipment</p> <p>Funeral Ceremony Including Facilities, Staff, and Equipment</p> <p>Hearse/Transfer to Crematory</p> <p>Flower Car</p> <p>Committal Service</p> <p>Cremation</p> <p>Memorial Package including 100 Folders, Thank you cards, and Guest Book</p> <p>Online Obituary and Internet Guestbook</p> <p>Itemized Value \$7030 <i>Discount (\$840)</i></p> <p><b>Package Price \$6190</b> plus casket or alternative container</p>	<p style="text-align: center;"><b>Tribute</b> Cremation Package <i>A Gathering/Visitation/ Tribute Service, all in one day</i></p> <p>Basic Services of Funeral Director and Staff</p> <p>Transfer of Body from the Place of Death</p> <p>Embalming or Refrigeration, Dressing, and Other Preparation and Care</p> <p>Visitation/Gathering and/or Ceremony (all same day)</p> <p>Hearse/Transfer to Crematory</p> <p>Flower Car</p> <p>Committal Service</p> <p>Cremation</p> <p>Memorial Package including 100 Folders, Thank you cards, and Guest Book</p> <p>Online Obituary and Internet Guestbook</p> <p>Itemized Value \$6335 <i>Discount (\$545)</i></p> <p><b>Package Price \$5790</b> plus casket or alternative container</p>	<p style="text-align: center;"><b>Select</b> Cremation Package <i>A Personalized Service of Remembrance. No visitation or public viewing.</i></p> <p>Basic Services of Funeral Director and Staff</p> <p>Transfer of Body from the Place of Death</p> <p>Refrigeration and Care of the Body</p> <p>Transfer to Crematory</p> <p>Cremation</p> <p>Facilities, Staff, and Equipment for Memorial Ceremony</p> <p>Memorial Package including 100 Folders, Thank you cards, and Guest Book</p> <p>Online Obituary and Internet Guestbook</p> <p><b>Additional services available with this package:</b></p> <p>Witness Cremation add \$300</p> <p>Private Identification/ Family Farewell (30 minutes) add \$195</p> <p>Itemized Value \$4975 <i>Discount (\$1360)</i></p> <p><b>Package Price \$3615</b> plus casket or alternative container</p>	<p style="text-align: center;"><b>Cremation Only</b> <i>Cremation with no Memorial or Funeral Ceremonies</i></p> <p>Basic Services of Funeral Director and Staff</p> <p>Transfer of Body from the Place of Death</p> <p>Refrigeration and Care of the Body</p> <p>Transfer to Crematory</p> <p>Cremation</p> <p>Online Obituary and Internet Guestbook</p> <p><b>Additional services available with this package:</b></p> <p>Witness Cremation add \$300</p> <p>Private Identification/ Family Farewell (30 minutes) add \$195</p> <p>Itemized Value \$4280 <i>Discount (\$1360)</i></p> <p><b>Package Price \$2920</b> plus casket or alternative container</p>
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*These packages do not include merchandise such as a casket or cremation container, urn, flowers, or other items not specified. Because these are discounted packages, no adjustment will be made for items not used. These packages are provided for customers who purchase their casket/cremation container from our funeral home. If you have purchased a casket/cremation container from another provider, you are welcome to select arrangements from our itemized price list.*