

## Memorials on graves

Our cemetery grounds are open to everyone, whether you are visiting the grave of a loved one, attending a service or spending some quiet time. We want to maintain the high standards of appearance that people expect from our cemeteries and we ask you to help us with this.

Please keep graves as neat and tidy as possible, in line with our **Cemetery and Crematorium Regulations**.

You are welcome to place **flowers, small potted plants or memorial wreaths on the authorised memorial stone**, or on the vacant space for the memorial stone (up to 30cm).

**Please note that no memorial is allowed on any other portion of the grave.**



We are unable to permit unauthorised memorials and adornments on graves. This includes **small fences, kerbs (which are only allowed in the older sections), lights, glass, porcelain tributes, wind chimes, pebbles, chippings, trees, birdbaths and bird tables**.

We reserve the right to remove such items, as well as anything that becomes neglected, unsightly, overgrown or that encroaches on neighbouring graves.

For any queries call **01492 577733** or email:  
**BereavementServices@conwy.gov.uk**

## If a grave doesn't meet the regulations

If a grave doesn't meet the Cemetery and Crematorium Regulations, we will:

1. Notify the grave holder at their last known address, giving a month's notice to remove the items
2. Remove the items after a month
3. Dispose of items such as frames, fences and chippings immediately
4. Store items with sentimental value for one month, to be collected
5. Dispose of any items not collected after one month

If you receive a letter from us, please speak with us if you have concerns. If you are still not satisfied, you have a right to appeal against this decision through our Corporate Complaints process.

**You can write to:**

**Complaints Unit**

**Conwy County Borough Council**

**PO Box 1**

**Conwy**

**LL30 9GN**

**email [complaints@conwy.gov.uk](mailto:complaints@conwy.gov.uk)**

**or telephone 01492 576070**

(calls to this number will be recorded)

## Headstones

We ask registered owners to be aware that headstones are erected at your own risk and it is your responsibility to keep headstones in a good, safe condition. The Council cannot accept any liability for making good any damaged or fallen headstones.

We reserve the right to re-fix, move, line up or otherwise alter the position of any headstone as may be needed.