

Our Services

Many owners choose to bring their pets to us themselves so that they can satisfy themselves that our premises meet their expectations. Alternatively, we are able to collect your pet from your home or the vets as you wish and transport them to the crematorium in pet beds with discrete covers in our private estate car. At all times, your pet will be treated with the dignity and respect that we would show to our own pets.

We have a private 'Farewell Room' where you can spend as much time with your pet as you wish before saying a final 'goodbye'. Here we also have on display a full range of urns, caskets and other mementos for you to choose from at your leisure. We can take paw-prints and fur clippings and mount them in a frame or place a small amount of ash in an item of jewellery so that you can ensure that you have a lasting, treasured memory of your pet.

We are fully independent of all veterinary practices and only offer genuine individual cremations in accordance with the Codes of Practice of the Association of Private Pet Cemeteries & Crematoria so that you may be 100% sure that the ashes you receive from us are all and only those of your pet. The ashes will be accompanied by a certificate of individual cremation.

Please remember that if you do wish to use our services, you need to contact us direct or ask your vet to do so on your behalf.

Vets will not use our services automatically.



Contact us

34^a Cedar Avenue
Harpur Hill Business Park
Buxton
SK17 9JL
Please contact our Pet Funeral Director,
Mr Anthony Welling

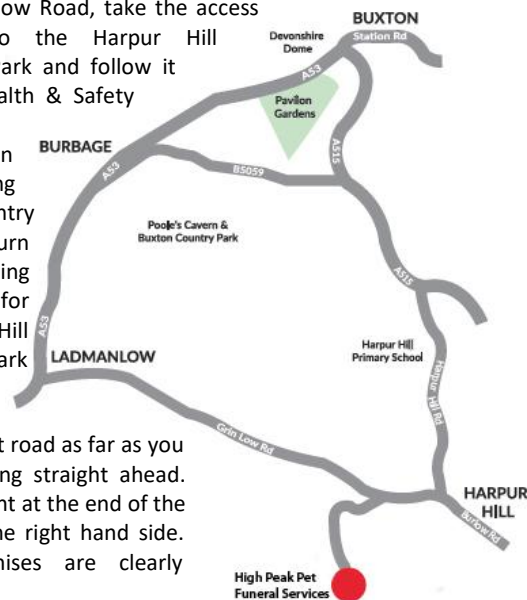
Tel: 0800 093 2367
or 01298 214048

Email: info@hppfs.co.uk
Website: www.hppfs.co.uk

How to find us

From Grinlow Road, take the access road onto the Harpur Hill Business Park and follow it to the Health & Safety Executive building. On approaching the HSE entry barrier, turn left, following the sign for 'Harpur Hill Business Park Traffic'.

Follow that road as far as you can, keeping straight ahead. We are right at the end of the road on the right hand side. Our premises are clearly signed.



High Peak Pet Funeral Services is a member of the Association of Private Pet Cemeteries and Crematoria, the only organisation in the UK setting standards for the pet bereavement industry.

High Peak Pet Funeral Services is the trading name of A.J. Welling Ltd, Company n° 6396026, registered in England & Wales. VAT n° 921 6304 52.



Individual Pet Cremation Service

Freephone: 0800 093 2367

Compassionate Dignified & Caring...

The perfect way to say 'Goodbye'.



About us

We are an independent family-run business based in Buxton, Derbyshire. Founded in 2009, we have established a reputation for excellence in the field of pet bereavement. We consider that our outstanding customer service is second to none.

As pet owners ourselves, we have experienced the grief that comes from the loss of a beloved pet. We seek to ease that grief in bereaved pet owners by our compassionate, dignified and caring treatment of your pet from your first phone call to us right up to the time your pet's ashes are returned to you.

Our 'Farewell Room' is a place of peace & quiet contemplation where you are free to say your final 'goodbye' to your pet in private for as long as you wish.

We are situated on the edge of the beautiful Peak District National Park in premises that were converted to provide a first-class pet crematorium.

We are the only member in Derbyshire and the surrounding area of the Association of Private Pet Cemeteries and Crematoria (appcc.org.uk). We have been inspected by an independent company and approved by the APPCC as compliant in all aspects of consumer conduct and its own code of practice.



We are also members of the Derbyshire County Council Trusted Trader scheme and its website bears many glowing testimonials to us sent in anonymously by our clients.



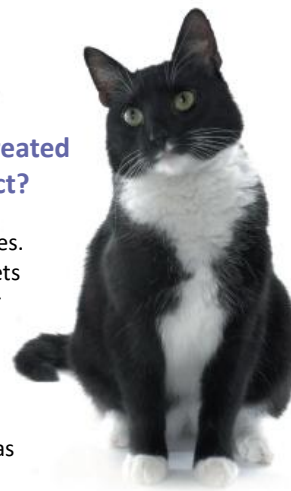
This shows that you can use our services with absolute confidence.

Please contact us early - so that we can liaise with your vet to ensure that your wishes are carried out.

Q & A

Q. Will my pet be treated with dignity and respect?

A. We are pet lovers ourselves. While we have lost all our pets over the years, we will never forget the heartache and sense of despair that the loss of a much-loved pet brings. That is why we guarantee to treat your pet as we would our own, with **Dignity, Care & Compassion.**



Q. How do I know that the ashes you have returned to us are those of our pet?

A. As members, we fully adhere to the codes of practice laid down by the APPCC and we only carry out genuine individual cremations. The cremator is fully cleaned out before each cremation and all ashes are recovered before the next cremation commences. Only one pet is ever cremated at a time – unless you have more than one that you wish us to cremate together. We have been independently inspected and approved by the APPCC and are members of the DCC Trusted Trader scheme. We also welcome inspections of our premises by prospective clients at any time.

Q. How will my pet be transported to the crematorium?

A. We will transport your pet in one of our pet beds with discrete covers to ensure their dignity in our private estate car. We will use your pet's own bed if you prefer but this will have to be returned to you afterwards as we are not allowed to cremate any bedding. Pets will only ever be transported on their own.

Q. Will my pet be transported with clinical waste?

A. Absolutely not! We do not touch it – ever! We are not licensed for the carriage or disposal of clinical waste; neither would we ever wish to be. We are a pet funeral service - not a waste operation.

Q. Can we bring our pet to you and wait for return of the ashes?

A. We offer a priority service whereby we will carry out the cremation immediately so that you can take the ashes of your pet home with you immediately afterwards. This option is particularly useful if owners travel some distance to us or if they wish to witness part of the cremation process. There is an extra charge for this. Please give us as much notice as you can if you would like to use this service.

Q. Can we inspect your premises to ensure that it is suitable to receive our pet?

A. We welcome inspections of our premises and are confident that they will meet your needs and expectations. You need to contact us first to ensure that we are at the crematorium. You may also view part of the cremation process, if you wish, and full guidance about this will be given at the time.

Q. What are your opening hours?

A. We don't keep to formal opening hours. When an owner needs our services we try to be available at whatever time we are needed whether it's in the evening, at weekends or Bank Holidays (including Christmas & Easter). At night we won't necessarily be available but if you leave a message, we guarantee to contact you early the next day.

Q. How much does your service cost?

A. It's probably not as expensive as you might expect. The cost of cremation depends largely on the size and type of pet. Each cremation is individual which is why we prefer to discuss the level of service you require with you personally. All our prices include VAT and return of your pet's ashes in a decorated scatter tube. Caskets and other tributes are available at extra cost.

