

ALEXANDER BURN

FUNERAL DIRECTORS



A SIMPLE GUIDE TO
A CARING SERVICE



The purpose of this booklet is to give you guidance together with some ideas on how we can assist you.

If there is any help or advice that we can offer, no matter how unusual or strange it may seem, please do not hesitate to ask. We place great importance in the service we provide for you.

Alexander Burn

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ABOUT US

The loss of a loved one is the most traumatic and distressing event in anyone's life. It is also a time when decisions must be taken and arrangements need to be made. At Alexander Burn, we provide families with the practical guidance and emotional support at this difficult time when grief and the intense feelings of loss can make even the simplest of tasks overwhelming. We have the most experienced and highly skilled staff on hand 24 hours a day to provide support in times of loss.

Alexander Burn is an independent, family run firm of funeral directors in Cheltenham, Winchcombe, Bishop's Cleeve and Tewkesbury and is owned by Alex Burn. We are dedicated to providing meticulous attention to detail, together with courtesy, respect and politeness. We are committed to providing the highest levels of bereavement care in our community. We appreciate that a reliable and respectful service is paramount for the families that we serve.

We have considerable experience in the funeral service and regard it as an honour to be able to assist families at such an important time. Caring for that lost loved one and assisting the family with such an important event as the funeral, is not only a privilege for us, but also a tremendous demonstration of trust placed in us by the family.

We are very proud of the excellent facilities that we have at each of our branches. All our premises have been renovated to our specification and provide us with all the facilities which would be expected of a modern funeral home. We are proud to be a full member of the National Association of Funeral Directors (NAFD) and adhere to their Code of Practice in all areas of our work.

The NAFD symbol has long been adopted as a kite mark – a guarantee of high-quality professional care for the bereaved. The NAFD Diploma in funeral directing is recognised as the gold standard throughout the profession.

As an independent firm, we are also members of The National Society of Allied and Independent Funeral Directors (SAIF). SAIF is a trade association whose members are all independent funeral directors. We are not part of a national or international conglomerate or chain, but privately owned and managed.

Independent funeral directors are known for their high standard of service and a caring,

traditional approach to their local communities, 24 hours a day, 365 days of the year. SAIF has approaching 700 members nationally. By choosing a SAIF member when the need arises, you are therefore assured of a trusted and caring professional who is dedicated to serving the needs of the community.



“ You took us through the whole process at a difficult time with a kind guiding hand and were at our side at every stage”

WHEN A DEATH OCCURS

AT HOME

The first person to contact is your doctor (or the doctor on duty) who will certify that the death has taken place and, if he or she is able, will issue a Medical Certificate of the Cause of Death (Death Certificate). However, if the death is unexpected, the doctor may refer the matter to the Coroner. In this event, we would be able to advise you on what happens next.

IN HOSPITAL

The nursing staff or relevant officer will inform the next of kin and will also advise when and where to collect the Medical Certificate of the Cause of Death (Death Certificate).

AWAY FROM HOME OR ABROAD

Regulations and procedures can be confusing. Please contact us in the first instance so that we can advise you fully. In any event, most families prefer that the deceased is conveyed to the funeral directors'

chapel of rest at an early stage. This can be arranged at any time of day or night by telephone.

REGISTRATION

Firstly, in terms of registration, a death must be registered by law in the district within which the death occurs. We can advise you of the whereabouts of the relevant office and can assist with transport and the times the Registrar is in attendance. Under normal circumstances, the death certificate should be taken to the Registrar with, if possible, the deceased's medical card.

WHO CAN REGISTER A DEATH?

- Any relative of the deceased
- Any person present at death
- The occupier of the house where the death occurs
- The person arranging the funeral

PROCEDURE

The procedure for registration of a death is a simple interview with the Registrar who will require the following information about the deceased:

- Date and place of birth and death
- Full name
- Home address
- The marital status
- The occupation (if any)
- If female, her maiden name and her husband's full name and occupation.

The Registrar will issue a green certificate which should be handed to us as soon as possible.

Copies of the entry of death (often known as the death certificate) may be obtained from the registrar upon the payment of the appropriate fee and will be required for insurance purposes, probate, bank accounts, private pensions schemes,

national savings certificates, Premium Bonds and so on.

The Registrar will also supply a form to be completed and sent to the Department of Work and Pensions.

LOCAL REGISTER OFFICES

All register offices operate on an appointment-only basis. You can book an appointment over the phone, or online through the County Council website.

There are register offices in the following locations locally:

- Cheltenham
- Gloucester
- Stroud
- Forest of Dean
- Cirencester
- Moreton-in-Marsh
- Tewkesbury



OUR CARE

A BRIEF NOTE OF ADVICE

The formal ceremony is of little value or comfort if you are left with the feeling that something, no matter what, has been left out.

Whilst this may seem unlikely at this time with all the different things that seemingly need to be done, remember that there is no need to hurry anything. A hasty decision may lead to regrets for a long time to come.

While in a quiet moment you have time to reflect on the arrangements you have made, keep a pencil and paper close at hand, because there are bound to be questions which will need an answer, points which may have been overlooked, such as the special meaning shared between you as to the use of a particular road or view, which could easily be worked into the route to the funeral service. You may have a special memento or treasured item of special meaning that you would like placed in the coffin.

Perhaps even clothing of special significance which only you know about.

No matter what the question or the query, make sure you ask, don't be afraid, you won't be considered foolish. It is, after all, a very important occasion and all needs to be right.

The arrangements made cannot be altered after the service has taken place. They can, though, be changed in any way you like before that time. So no matter whether you want to add to the service to be provided or amend it, or reduce the commitment in any way, please just ask.

The service available to you knows no bounds. It is available throughout the day or night and over weekends as well. Anything and everything is possible.

In the days, weeks, months and years ahead, the prospect of which can appear bleak

after a bereavement, you may find you have a need for friendship or advice.

Remember, you always have a friend in us and if further support is required we can help with advice and put you in touch with all those who can help and support you in difficult times.

“ We would like to express our enormous gratitude to you for your great kindness, compassion, care and professionalism”



OUR SERVICES

You can call us by telephone at any time or you can call at our offices, or alternatively we can call to see you at home. Together, we will go through all the necessary arrangements step by step, taking into consideration your wishes and requirements and, where appropriate, the expressed wishes of the deceased. This will ensure that everything receives the attention to detail that is so important at this time.

We would be pleased to act as your professional advisor and confidante and we will be responsible for the efficiency and dignity of the funeral arrangements. Our role is not always readily apparent but some of our duties may include;

- Personal meetings to receive instructions and discuss arrangements
- Arranging for the conveyance of the deceased to our premises any time of the day or night
- Liaison and confirmation of arrangements with clergy, church, cemetery or crematorium
- Arranging for the completion of medical certificates for cremation
- Completing and forwarding legal documentation to the appropriate authority
- Supply and fitting of the coffin or casket
- Supply of the necessary bearers
- Arranging for the removal of the memorial stone for a burial (if applicable)
- Arranging for the purchase and preparation of the grave
- Provision of the hearse and limousines as required
- Liaison with the Police and Coroner where necessary
- Insertion of any press announcements
- Assistance in ordering and the receipt and care of floral tributes
- Arranging for the production of service sheets

- Advice on the selection of suitable hymns, music and readings
- Receipt, listing and distribution of charitable donations
- Provision of attendance cards for mourners to complete
- Arranging for the dispersal or interment of cremated remains
- Advice on the redemption of insurance policies
- Arranging for catering either at home or elsewhere
- Providing transport to the Registrar if required
- Assistance and advice on claiming from the Social Fund
- Payment of all fees and disbursements relating to the funeral
- Payment of honoraria and gratuities as directed
- Professional attendance and supervision throughout the funeral
- Retaining detailed records of each funeral for future reference

by the family if required

- Preparation and retention of confidential files regarding funeral arrangements for those who wish to make enquires in advance.
- Repatriation both to and from abroad.

On the day, we will be in attendance throughout the proceedings to ensure the smooth running of events.

All arrangements made for a funeral are confirmed in writing so that the details may be checked and agreed. At the same time, an estimate of the complete costs will be submitted showing payments to be made on your behalf.



QUESTIONS & ANSWERS

What happens when someone dies at home or in a Nursing Home?

Usually a doctor is called. Once the doctor has been, please telephone us to arrange the transfer to our Chapel of Rest.

We provide experienced staff 24 hours a day to effect the transfer within an hour of your call. A funeral director will contact you either that day or possibly the next morning to arrange a convenient time to sit down and discuss the funeral arrangements.

What happens when someone dies in hospital?

You will normally be informed by the hospital. Please contact us to let us know as soon as possible.

We will inform you of the best procedure and will arrange a convenient time to discuss the funeral arrangements with you.

How am I going to cope with all the things that have to be done?

Don't worry - we are only a phone call away to help you make some order of the disorder. Please feel free to contact us; we will be pleased to offer friendly, professional advice

How do I register a death?

All deaths need to be registered at the local Registrar of Birth, Deaths and Marriages, in the Registrar's area in which the death occurred. We will advise you on all aspects of registration: where to go; documents required; opening hours; appointment necessary etc.

Sometimes it is possible to inform the registrar of a death by declaration: i.e. in a different registry office than the local one. This is particularly useful if you live in a different area to that where a death occurred. We will be happy to advise you of the procedure.

What happens if the Coroner is involved?

Sometimes a death may have to be reported to H M Coroner. You will be kept informed by the coroner's office - and sometimes a police officer.

In due course the Coroner will issue a certificate of the cause of death for the registrar. Circumstances vary as to procedure, but we will be able to explain this to you. We will liaise with the Coroner and keep you informed in all cases.

When will the funeral take place?

It would usually take place about ten working days after making the funeral arrangements. Remember that the funeral has to be arranged with the minister, church and the Cemetery or Crematorium.

We will give you all the necessary options and will tell you the earliest possible date that the funeral can take place. The choice is yours whether the earliest date is convenient or you would prefer to delay it for the family's convenience. You may wish to avoid birthdays, anniversaries, holidays, examinations or other family occasions.

Are there any special instructions?

You may have recently talked to the person who has died about special requests. There may also be specific requests in their will, which is probably held by a solicitor or bank.

Perhaps a pre-paid funeral plan has been purchased in which case you'll know some of their wishes. Sometimes you may have to make the decisions yourself.

Burial or cremation?

Burial

A burial can be more expensive than a cremation. If a burial is chosen, which cemetery or churchyard is preferred?

Will it be a new grave? These are usually opened to allow space for two people, sometimes three. Or is there an existing family grave to be re-opened? If so, we will need details of the last interment so that we can locate the grave.

Memorial for the grave

Different cemeteries have different regulations, on which we will be pleased to advise.

Cremation

A cremation is often less expensive than a burial. If a cremation is

chosen, which crematorium is preferred?

Remembrance after the Cremation

There are many options usually provided by the crematorium, including Books Of Remembrance, rose bushes and commemorative plaques.

Cremated remains (ashes)

There are two options; they can either be scattered or buried. It is then a question of where.

Buried

If they are buried, it may be in an existing family grave where there is no room for further burial, or in your local churchyard which may be closed for full burials.

You may decide to purchase a new cremated remains plot at a cemetery and have a memorial tablet with an inscription so that you have somewhere to visit afterwards.

They could be buried at sea, which we can arrange or by the Royal Navy if there are Naval connections, or you may decide to take them and bury them in your own garden.

Scattering

If they are scattered, it may be on an existing family grave in a cemetery or in the garden of

remembrance at the crematorium.

They could be scattered at sea, by yourself or with help from a friend who has a boat, or they could be scattered in a favourite place. Perhaps your own garden with a seat or favourite plant sited for remembrance.

Ashes

If any of the above is confusing or not appropriate, please do not rush into a wrong decision. We will always be pleased to hold the cremated remains at our premises to allow you the time to think about and settle on the right decision. A choice of container is available.

Where will the funeral take place?

The majority of funerals take place in a church, in a cemetery or crematorium chapel, or at the graveside in a cemetery or churchyard. Some religions would hold a service at a synagogue, temple or mosque or even a village hall.

Unlike weddings, funerals can be held almost anywhere, even at a private residence.

Who will conduct the service?

At a church service a member of

the clergy is involved. They would normally conduct the funeral service and stipulate what can or cannot be done within the church. As a general rule and following consultation, the minister will be quite happy for relatives or friends to participate in the funeral service.

In other places anyone may be asked to conduct a funeral service, a religious minister of any denomination, a non-religious minister, a humanist, the funeral director, a friend or relative or a member of a connected club or organisation.

We will be pleased to contact the minister on your behalf or advise and work with you to construct the most appropriate form of service.

How do we plan the service?

It is important that you have the sort of service that you feel most comfortable with. When a member of the clergy is involved, they would normally contact the next of kin and arrange to meet in order to plan and discuss the most appropriate form of funeral service.

This is the time to mention any special music, readings, poems or tributes you may want during the funeral service. You may like a tribute of personal memories

spoken by a close personal friend.

Remember that each service is unique and a tribute to the person who has died.

What is an address?

The address also known as the 'tribute' is a short history, a speech about the person who has died. Usually delivered by the minister at the funeral service but sometimes by a relative or friend.

Is it important to give this some thought before the funeral. It gives a personal touch to the service:

- How did he or she like to be known? Perhaps they always used their middle name, or a nickname.
- A short history of their life: childhood, family connections, clubs or associations, likes and dislikes of golf, gardening or sport - in fact anything that says 'that's him/ her!'
- Most importantly their character: did they tell terrible jokes? Were they happy and bubbly? Often a humorous family story can make all the difference to a funeral service.

What music can we use?

Almost any music can be used.

Organ music, musical instruments, personally taped music or CD's.

At a church there is usually an organist. Arrange the music and hymns in conjunction with the minister, remembering that some hymns have more than one tune.

At a cremation we are usually limited to three pieces of music, or a double service time can be booked.

We will be pleased to help and advise on music to be played during the service.

Should we visit the Chapel of Rest?

This is a very personal choice. There is no right or wrong answer. Many people gain considerable comfort in visiting to pay their final respects, whilst others prefer to keep their personal memories of happier times.

You can ask for the coffin to be brought home so you can pay your respects there if you wish, or it may rest at our Chapel of Rest.

We normally supply a gown styled robe to dress the person who has died. You may prefer to supply us with some personal clothes.

Certainly, spectacles or dentures if normally used help us to present a more natural appearance.

Artefacts such as photographs or cards, perhaps a small flower may be placed in the coffin. You may need to decide whether items or jewellery should be left on or returned to the family.

If you wish to visit the Chapel of Rest we ask you to telephone to make a mutually convenient appointment.

Who will carry the coffin?

We provide bearers in all cases. Members of the family or friends may wish to assist. This is possible, but they would probably need some simple instruction beforehand.

What transport will we need?

The only essential vehicle required for a funeral is a hearse. We provide a hearse for all our funerals.

A limousine can be provided. Each limousine seats seven passengers. Our limousines are equipped with umbrellas for use in inclement weather.

How will the funeral proceed?

Most families choose the address at which the family will assemble before the funeral service. There are three options:

- The funeral procession may

leave from the family house. This is the most traditional method.

- The limousine can collect the family from a chosen address and travel directly to the place of service.
- You could meet for the funeral at the place of service.

Are there any differences in procedure for a church service?

As well as the choices above, there are even more options available for a church service:

- You may wish that the coffin is received into church before the service starts so that when you arrive it is similar to the way in which you would start a normal Sunday service.
- After a church service, you may not want to go to the crematorium for the committal. We can liaise with the minister and perhaps arrange for the service and committal to take place in church. This alleviates the necessity of attending the crematorium, leaving you at the church to meet the people who have attended the service. Sometimes we can arrange to leave the flowers at the church too.
- You may want to attend the

committal as a small private family unit and have a large thanksgiving service to follow. This can be achieved by arranging a back to front funeral, when a private committal service takes place before the thanksgiving service. This leaves you far more flexibility to arrange a convenient time for the thanksgiving service at the church with the minister.

There are many options and we would be pleased to advise in all circumstances.

How do we get home after the funeral?

Our limousines will return the family to the home address, or if previously advised, some other local address afterwards.

What will the funeral cost?

The cost of a funeral is made up of two parts;

- Our funeral charges
- Disbursements

To determine the total cost of a funeral the two separate parts have to be added together.

The funeral charges

The cost of the funeral varies depending on the choice of coffin

or casket chosen and the services provided.

All our normal services are included within the cost; these are the transportation to the Chapel of Rest, hygienic treatment, viewing at the Chapel of Rest, arranging the funeral, providing a hearse and bearers, attendance of the funeral director throughout proceedings and administration of all appropriate documentation. We also offer a basic funeral which provides the essential requirements.

Disbursements

These are fees that the funeral director pays on your behalf and includes in your final account.

Disbursements items might include fees at the crematorium or cemetery, the minister's fee or fees for a church service, the organist's fee and for a cremation, the doctor's fees for completing the statutory cremation forms, newspaper notices, floral tributes, printing of Order of Service sheets and so on.

There may be additional charges for the disposal of cremated remains.

If the death occurred, or the funeral is to take place, some distance from the office, a mileage charge might apply.

Explanation of costs

All charges will be explained verbally at the initial arrangements, and a total estimated cost will be provided in writing before the funeral takes place.

Our fully itemised funeral account is sent after the funeral.

What do we need to know about flowers?

If you decide that floral tributes are appropriate, in memory of the person who died, you may invite people to send flowers in a variety of ways.

Essentially there are four options:

- All flowers – anyone who would like to send flowers can send them to our offices.
- Family flowers only with donation to a charity of your choice.
- Either flowers or donations – giving people a choice.
- Some people request no flowers at all, and people may donate to a charity if they wish.

We will gladly order flowers for the immediate family or recommend a florist. After the funeral we are often asked to take cut flowers to a local nursing home or cemetery.

What do we do about donations?

If you decide that donations are appropriate the family nominate a charity and invite people to donate to that charity in memory of the person who has died. We are pleased to collect the donations on behalf of the family.

We acknowledge receipt of donations to the donor. The total amount collected is passed to the nominated charity. The family is provided with a list of donors approximately one month after the funeral.

How do I place a newspaper notice?

You can contact the paper directly or we can assist you. We can assist you to draft a newspaper notice and can provide suitable words, quotes or verses if required. You may like to announce the funeral and the choice of flowers or donations. We can place the notice for you in any local or national newspaper.

What will the mourners do after the funeral?

Family members and friends usually get together after a funeral. This may be at their house, a village or church hall, a hotel or a club or public house. We will be pleased to recommend venues or caterers and

make all the necessary arrangements on your behalf.

How do we pay for the funeral?

Payment can be made by cash or cheque, card or bank transfer.

Can I get help from the DSS towards the cost of a funeral?

You will need to get from SF 200 from the DSS which needs to be completed and returned within three months of the funeral.

You may qualify for assistance if the person responsible for arranging the funeral is receiving: Income Support, Income based Jobseekers Allowance, Income related Employment and Support Allowance, Housing Benefit, Pension Credit, Child Tax Credit, Universal Credit or the disability or severe disability element of Working Tax Credit.

Dealing with the Estate

Depending on the size of the estate and if a will has been left, the probate office may need to be contacted, or legal advice obtained.

Memorials

We will be pleased to give advice or arrange the memorial.





PRE - PAYMENT PLANS

At Alexander Burn we understand the increasing interest in funeral pre payment.

Like everything else the cost of a funeral increases year after year. Due to the diminishing availability of burial space and the need by crematoria to meet stringent regulations, combined with increased fees for doctors and clergy, funeral costs have increased ahead of inflation.

So, it is not surprising that over 600,000 people in the UK have now planned and paid for their funerals in advance. By doing so they have demonstrated their thoughtfulness and care for their family and friends by removing not only the burden of funeral costs but also easing the stress of making the arrangements.

Over 160,00 people have done so through Golden Charter; a British company, which is the UK's largest funeral planning network. Over 2,100 locally owned and run independent funeral

directors throughout the UK now accept Golden Charter plans and recommend them to the families they serve.

Why? Because Golden Charter allows the client to cover all the funeral director's costs related to the funeral. This means that the funeral director can guarantee the family will never be asked to pay more money for the services the client has selected.

WHY GOLDEN CHARTER?

Golden Charter is the leading plan provider to the independent funeral sector in the UK.

The company was formed in 1989 to provide independent funeral directors with nationally available pre-paid funeral plans.

The company has established the largest funeral-planning network in the UK. Over 2100 funeral directors throughout the country accept Golden Charter funeral plans.

Golden Charter is an independent British owned and run company. In March 2006 the SAIF Charter Association acquired a 100% shareholding in Golden Charter and the company is now effectively owned by the independent funeral directors it serves.

Golden Charter plans allow the public freedom of choice in the selection of a funeral director and are the only plans to be recommended by the National Society of Allied & Independent Funeral Directors (SAIF). SAIF exclusively represents independent funeral directors. The independent sector conducts over 60% of the funerals in the UK.

A Golden Charter plan holder is guaranteed that, once the plan is fully paid, their relatives or estate will not be asked for another penny for the costs within the control of the funeral director.

A Golden Charter plan enables the plan holder to make provision for all the costs involved in a funeral. There are some costs known as disbursements that are not within the control of the funeral director. Only if these costs increase beyond the increase allowed for in the plan might there be a balance to pay at the time of need.

“It was comforting to know that everything would be taken care of. You lifted a huge burden of responsibility from our shoulders.”

CHECKLIST

In the period following the loss of a loved one, the amount of administration can seem overwhelming. The following checklist has been prepared as a succinct reminder of the various matters which will require your attention.

INFORM :

- ☐ Doctor, and hospital the deceased was attending
- ☐ Registrar
- ☐ Department of Work and Pensions
- ☐ Social Services
- ☐ Inland Revenue
- ☐ Bank, building society and credit card companies
- ☐ Insurance companies
- ☐ Private pension provider
- ☐ Employer
- ☐ Relevant Housing (if applicable)

CANCEL / CHANGE :

Cancel or change the name of the person responsible for:

- ☐ Gas
- ☐ Electricity
- ☐ Water rates
- ☐ Council tax
- ☐ Telephone
- ☐ TV licence. Rental
- ☐ Post
- ☐ Regular deliveries (milk, newspaper etc.)
- ☐ Vehicle Registration Document

RETURN :

- ☐ Order books, payable orders or giro cheques
- ☐ Passport
- ☐ Season tickets, membership cards etc
- ☐ Library books
- ☐ Any NHS/ social services equipment, such as wheelchair, hearing aids etc.

FURTHER SUPPORT

BEREAVEMENT CARE

Bereavement can take many shapes and forms at all sorts of different times. It affects individual people in different ways. We will always be here to care, but we understand that people, on occasions, may wish to talk anonymously and at any time of the day or night about how they feel.

The Bereavement Advice Centre provides access to bereavement counselling, professional advice on inheritance tax and handling estates and wills as well as information on various welfare benefits

Contact can be made by calling 0800 634 9494. Monday – Friday 9.00am – 5.00pm

In addition, your local clergy are also available for support, as are the charitable organisations listed here;

WINSTON'S WISH

Spa House, 17 Royal Crescent,
Cheltenham, GL50 3DA

General enquiries: 01242 515157
Helpline: 08088 020021
Email: info@winstonswish.org.uk

CRUSE BEREAVEMENT CARE

31 St. George's Road, Cheltenham,
GL50 3DU

Tel: 01242 252518
www.crusebereavment.org.uk

SAMARITANS

Victoria House
Back Of Albert Place, Pittville,
Cheltenham, GL52 2HN

Tel: 01242 515777

CITIZEN'S ADVICE BUREAU

3 St. Georges Place, Cheltenham,
GL50 3LA

T: 01452 527202



A FINAL THOUGHT

ALL IS WELL

Death is nothing at all,
I have only slipped into the next room
I am I and you are you
Whatever we were to each other, that we are still.
Call me by my old familiar name,
Speak to me in the easy way which you always used
Put no difference in your tone,
Wear no forced air of solemnity or sorrow
Laugh as we always laughed at the little jokes we enjoyed together.
Play, smile, think of me, pray for me.
Let my name be ever the household word that is always was,
Let it be spoken without effect, without the trace of shadow on it.
Life means all that it ever meant.
Is it the same as it ever was, there is unbroken continuity.
Why should I be out of mind because I am out of sight?
I am waiting for you, for an interval, somewhere very near,
Just around the corner.
All is well.

By Henry Scott Holland (1847-1918)
Canon of St Paul's Cathedral



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