



Online Streaming FAQ's

What is online streaming of a funeral?

- Funeral online streaming is an increasingly popular way to enable family and friends from anywhere in the UK (or the world) to attend a funeral in real time from their homes.

How do I book?

- Before the funeral, the applicant must request an online streaming service directly with their Funeral Director.
- The Funeral Director will then send the request to the Crematorium.
- A link and password will then be sent back to the Funeral Director, who will issue it back to the applicant only.

How much time is needed to make a booking?

- At least 48 working hours before the funeral, with no exceptions.

Is there a cost for this service?

- Set-up for the streaming service is £66. This includes the ability to be able to download a copy of the video from the link you will be provided. If you have booked a double time service at the crematorium and wish to have streaming, the cost remains the same. This fee is paid to your Funeral Director in-line with their invoicing, and they then pay us. You will not need to pay us directly.

Can I cancel a streaming booking after it has been requested?

- Yes, you can. You need to instruct your Funeral Director to email the dedicated live streaming email address to request a cancellation. Please be advised a cancellation AFTER you have received the link will incur a £12 administrative fee. This fee will be added to your Funeral Directors' bill, then they pay us. You will not need to pay this to us directly.

Is there a maximum number of viewers who can watch the service at any one time?

- No, the family can decide who has access to the link and there are no restrictions on numbers.

Is the service private and secure?

- Yes. Each applicant is provided with a unique link and password to ensure only those that receive the credentials can view that service. This service link and password is provided by the Funeral Director to the family prior to the service, and the family alone decides who to share the link with.

When can I view (log onto) the service?

- It is advisable to log in to the service in advance of the start time to ensure access is successful. This way, any issues can be rectified long before the service.
- The start time of the online streaming relates to the start time of your service.

How long does an online stream run for?

- The length of a stream is dependent on which length of service you have booked. A single time slot stream will run for 30 minutes, whereas a double time slot will run for 1 hour and 15 minutes. This allows for entry and exit to the chapel, as well as

the service itself. Please speak to your Funeral Director regarding your length of booking if you are unsure.

What happens if the stream ends before the service has finished?

- Please be aware your service must start on time if you chose to have it streamed. If a service overruns due to funeral content exceeding the 30-minute streaming time frame (or longer for a double lot); or due to late arrivals and start time delays etc, then the lost footage cannot be retrieved. We must adhere to timings of a funeral to look after ALL families on the day and ensure smooth running of the service.

What can I watch the service on?

- Most modern devices that can connect to the internet and play video will work.

Do I need to make an account on Vimeo to watch my stream?

- No. Simply follow the link we provide you and enter your unique password. You do not need to create an account on Vimeo or pay a membership fee to gain access. If you need assistance accessing your link, please speak to your Funeral Director.

Can viewers attend from any country?

- Yes, as long as they have internet access.

Can I re-watch the service after the funeral has taken place?

- Yes, absolutely. Using the same link and password you can access the recording for up to 2 weeks after the funeral has taken place. If you wish to keep a permanent copy of the recording, there is a 'Download' button on the Vimeo page underneath the video box.

Disclaimer: Our web streaming service is designed to be as reliable as possible and work across a wide range of devices. However, internet streaming relies on a number of factors, many of which are outside of our control. We strive to deliver an excellent service; however, we cannot accept liability if this is unavailable.

Updated: 26th Apr 2023