



COURNOYER FUNERAL HOME

& CREMATION CENTER

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Price Information Guide

Welcome to the Cournoyer Funeral Home & Cremation Center

Dear Friends,

**The funeral home you select can make a big difference at a very difficult time.
We are honored and grateful that you have considered seeking our help in this time of need.**

Family is important to us ~ the Cournoyer family has been assisting our friends and neighbors for more than a century. In 1915 Fred L. Cournoyer began our legacy when he opened our family's funeral home and started providing the Monadnock Region and beyond with the best personal and professional service he was able to provide.

Many years have passed and Funeral Service as a business has undergone many changes ~ even in our rural area. You can visit many funeral homes within a half-hour drive of Jaffrey, and you may never realize that several are owned by a very large corporation from Texas with a very strict business-like focus.

However, five generations later, the Cournoyer family continues our tradition of providing you with friendly, sincere and gentle care. As a family, we have grown up with the knowledge and understanding of all that is needed to help you and your loved ones in your greatest time of need. With our commitment to remain an independent, family owned and operated funeral home, you can be assured that we will continue to serve you for generations to come.

Being the oldest family owned funeral home in the Monadnock Region, we have not been tempted to stay idle, or to merely keep up with the times. Instead, we continue to be leaders and stay ahead of what eventually becomes the current trend in funeral service. For example, in 1959 we were among the first in the area to assist families with cremation services; our assistance with pet loss began in 1984, and personalizing and individualizing funerals has always been available here. Perhaps the most outwardly noticeable advancement was with our acquisition of New England's first and only Tombstone Motorcycle Hearse in 2007, and in 2013, we were the first in New Hampshire to offer Alkaline Hydrolysis.

Our steadfast commitment to you is to ensure that every decision you make is knowledgeable and comfortable for all. With over 100 years of experience in providing assistance, we are able to offer simple suggestions to make every service more meaningful. Additionally, we will continue to provide all families with a comfortable, safe, and homelike atmosphere, with the best personal and professional care that only a family owned funeral home can provide.

From the entire Cournoyer family, to all of our full and part-time staff, our one goal is to exceed your expectations in every way possible, before, during and after the service. We understand that every family is unique, and your needs are also unique. We will engage you in every aspect of your needs to ensure your ability to share the love, honor the life and preserve the legacy of your loved ones. And, if you are not completely satisfied with any aspect of our services, we will not charge you for what you are not happy with.

**As always, we invite you and encourage you to share your ideas, large or small,
about what more we can do, or how we can serve you better.**

Sincerely, Mark & Randy Cournoyer

Did You Know?

IT IS THE LAW. The primary intention of the Federal Trade Commission's Funeral Rule is to provide complete information on the cost of funerals to consumers to help them make more informed decisions.

- ❖ Funeral providers are required to give you a General Price List of products and services when you ask in person about funeral arrangements and you have the right to keep this list. Furthermore, funeral providers must make price information available over the telephone, so you can more easily compare costs and services and select the arrangements you want.
- ❖ In New Hampshire, embalming is not required unless there will be public viewing after 24 hours has elapsed from the time of death, or when burial will be delayed, such as when the cemeteries are closed for the winter months.
- ❖ In New Hampshire, if the body is to be cremated, 48 hours must elapse from the time of death before cremation can occur. The law also requires that the New Hampshire Medical Examiner's office must review the cause and manner of death before authorizing cremation, and the body must be cremated in a suitable solid container.
- ❖ If you select direct cremation, you may consider using an alternative container which will be less costly than a casket. Any container you select will be destroyed during the cremation process.
- ❖ In New Hampshire, there are no state laws or regulations requiring the use of grave liners or vaults. Your local cemetery officials determine if grave liners or vaults are required for burial of either caskets or urns.
- ❖ In New Hampshire, the law requires a funeral provider to deposit any money paid for preplanned funeral securely into a licensed insurance or trust company.

Things to Consider

- ❖ You may ask a friend or clergy person to assist you in making the arrangements and accompany you to the funeral home. This person should be someone you trust, and one who will be able to ask questions for you if you become distressed.
- ❖ Remember that an itemized list of all the charges must be given to you to help you plan a funeral, and you must be given an itemized list of all products and services you purchase.
- ❖ You do not have to accept any services or products that you do not want.
- ❖ You should not feel that you must choose expensive services and/or caskets or urns. Your emotional and social needs do not depend on how much money you spend.
- ❖ Preplanning your funeral eliminates the need for your family to make many of the difficult decisions while they are grieving. All of your wishes about your funeral will be observed because you have done all the planning in advance.
- ❖ If you have already prearranged your funeral, you can transfer it to another funeral home - possibly at a cost savings.
- ❖ You should be very concerned if a funeral home agrees to match or undercut a price from another funeral home. A so called 'no-walk' policy is a desperate, last resort attempt at taking at least 'some' of your money. More often than not, these practices are a great disservice to you and your family - the care you receive is always as 'discounted' as the new price is. It is important for all funeral homes to be able to compare what they offer and stand behind the prices they charge.
- ❖ You can 'shop' and compare funeral homes to choose the one that best fits your tastes, needs and budget. If the funeral home you have 'always used' hasn't 'kept up with the times' it may be time to consider a change.

Our Commitment to Knowledge and Fairness

- ❖ On the following pages, you will find our General Price List, Examples of Cash Advance Items, a Casket Price List, an Outer Burial Container Price List, a Cremation Urn Price List and a Cremation Outer Burial Container Price List. This information is being provided to you in compliance the Federal Trade Commission's Trade Regulation Rule; Funeral Industry Practices 16 CFR Part 453. These price lists are extensive and may be confusing to read. We encourage you to read this information carefully and ask any questions you may have regarding these price lists or anything else pertaining to the services or assistance we have to offer.
- ❖ We believe in the recognition and meaningful celebration of a life that has been lived and will assist in creating appropriate services and ceremonies to meet your needs. What is also important is that the arrangements be in keeping with your wishes and budget. We are a family-owned business that treats every family we serve as fairly and equally as we can. In an effort to provide the finest services possible, we are dependent upon the families we serve for making payment in a timely fashion.
- ❖ At the conclusion of making funeral arrangements, a Statement of Funeral Goods and Services Selected will be presented to you for your approval and acceptance. Your signature on the statement and contract will indicate that you personally accept the obligation and responsibility for complete payment of the funeral expenses.
- ❖ We realize that caring for the death of a loved one is often unexpected and unplanned. For legal reasons, there are limitations on what we can do financially. Please understand that the entire funeral amount is due and payable within Five (5) days of the initial arrangement conference, and before the burial or cremation takes place.
- ❖ We regret that we are no longer able to pay any cash advancements for you. Payment of all cash advance items is due at the time of the arrangement conference. The Cournoyer Funeral Home & Cremation Center accepts no responsibility for any additional or unforeseen charges, or overtime charges made by an outside agency that we have contracted with to complete the funeral arrangements you have selected. Estimated cash advance items will be corrected as soon as final amounts are made available to us. (i.e. cemetery/crematory, newspapers, caterers, etc.)
- ❖ For your convenience, we offer as many simple payment options as possible:
Bank Check ~ Personal Check (*subject to electronic funds verification*) ~ Money Order ~ Cash ~ Debit Card
Visa ~ MasterCard ~ Discover ~ American Express ~ Tribute Funding ~ Prearrangements

A 2% discount *on our services* may be available if payment in full is received at the arrangement conference and before the burial or cremation takes place. Unfortunately, we cannot offer discounts for credit card payments.

- ❖ The following are the only acceptable credit arrangements:

Tribute Funding: If you are interested in applying for financing through this program, we can assist you with the simple online application process.

Assignable Life Insurance: Life insurance may be used as a means of full or partial payment for funeral and other related expenses. (*Must be verified in advance*) We can assist the family with processing the various claims forms. If previously assigned, personally acquired life insurance policies lapse, or are insufficient, the family is responsible for the balance and our general payment policy will apply.

Entitled Benefits: With your permission, we can assist on the family's behalf with applying for any death benefits from the Veterans Administration, Town or State Welfare Departments or Nursing Home Accumulated Funds Accounts as payment towards funeral expenses. If these funds do not meet the complete cost of the services selected, the family is responsible for the balance and our general payment policy will apply.

- ❖ We regret that we are unable to accept settlement of estates through attorneys or probate court as a means of financial arrangements. The family is responsible for paying the entire balance according to our payment policy. The family is typically eligible for complete reimbursement from the estate where a funeral home is not.
- ❖ We also regret that we are unable to accept private or 'in-house' payment plans as a means of financial arrangements. Additional financial assistance may be available to you through your local bank or credit union.
- ❖ All unpaid balances after thirty days (30) from the date of death accrue late fee charges of 1.5% per month (18% per year). All late fees are incurred from the date of death.
- ❖ All unpaid balances after ninety days (90) from the date of death will be assigned to a collection agency or attorney for appropriate action. Even if we accept late or partial payments (including those marked "Paid in Full" or similar text), it will not waive any of our rights to completely collect the total amount due.



COURNOYER FUNERAL HOME & CREMATION CENTER

GENERAL PRICE LIST

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These prices are effective December 1, 2018 but are subject to change without notice.

It is your right and our desire that you have as much information as possible regarding the cost of services that we offer. The most significant factors determining cost is the time spent by our personnel and the use of funeral home facilities. Our personnel and facilities must be immediately available 24 hours a day, every day of the year. This makes ours a 168-hour work week, and not the normally accepted 40-hour work week.

Much of what we do is apparent, and some is not. Traditions, social customs, personal feelings, tastes, and a multitude of other factors affect each funeral. Our services must conform to each family's personal wishes; religious, emotional and financial needs.

The goods and services shown below are those we can provide to our customers. You may choose only the items 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.

This list does not include prices for certain items that you may ask us to buy for you, such as cemetery or crematory services, flowers, and newspaper notices. The prices for those items will be shown on your bill or the statement describing the funeral goods and services you selected. We do not charge you for our services in buying these items.

We cannot guarantee the availability of our staff or facilities if we are not consulted with prior to establishing the time and date of visitation or service.

No visitation or service will be scheduled on these holidays: Easter, Memorial Day, Fourth of July, Labor Day, Veterans Day, Thanksgiving, Christmas Eve, Christmas Day, New Year's Eve, or New Year's Day.

BASIC SERVICES OF FUNERAL DIRECTOR AND STAFF ~ \$ 2,495.00

Our fee for the basic services of funeral director and staff includes, but is not limited to, staff to respond to initial request for service; arrangement conference with family and responsible parties; arrangement of funeral; preparation and filing of necessary authorizations and permits; recording vital statistics; preparation and placement of obituary notice; shelter of remains; and coordination with those providing other portions of the funeral, e.g., cemetery, crematory, vault companies and others as required. Also included in this charge are overhead expenses relative to our facilities such as professional licensing, legal and accounting fees, insurance, building and utility expenses, parking lot and grounds, maintenance, taxes, equipment, furnishings, inventory costs, record keeping, and secretarial and administrative expenses.

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

GENERAL PRICE LIST

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~ CARE OF THE DECEASED ~

EMBALMING ~ \$ 895.00

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 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 direct cremation or immediate burial.

~ OTHER PREPARATION OF THE BODY ~

Optional use of Formaldehyde Free and Environmentally Safe (Green) Products	No Additional Charge
Dressing, Casketing, Cosmetology and Professional Hairdressing <i>when applicable</i>	\$ 250.00
Dressing and Casketing only	\$ 100.00
Additional specialized care of autopsied or organ donor remains	\$ 350.00
Reconstructive Restoration when necessary <i>(per hour)</i>	\$ 150.00
Removal of Pacemaker or Defibrillator for Cremation	\$ 100.00
Specialized preparation and care of remains for Alkaline Hydrolysis	\$ 250.00
Additional Refrigeration <i>(per day)</i>	\$ 50.00

SANITARY CARE ~ \$ 350.00

When there is no embalming and in the event of delayed disposition, this will include minimal topical disinfection, dressing and encasement of the unembalmed remains, a waterproof pouch as required by the State of New Hampshire, and up to 48 hours of refrigeration prior to burial, cremation or other disposition. This also includes the care and disposal of regulated medical waste in compliance with OSHA Regulations (Standards - 29 CFR) Blood borne Pathogens - 1910.1030.

CUSTODIAL CARE *(Per Day)* ~ \$ 75.00

If, for any reason, human remains are to be held at the funeral home for any length of time, this charge will be applied per day, or any portion thereof, beyond the initial 48 hours. This charge will not apply to the days when embalming or topical disinfection occurs, visitation is held, or a funeral or memorial service is conducted.

~ USE OF AUTOMOTIVE EQUIPMENT ~

(For all Automotive Equipment, the prices listed below are for any services provided within our 50 mile local service radius. Unless otherwise noted, we will add \$3.00 for each additional mile outside this 50-mile radius. Depending on the location of the service or burial, and the service schedule, additional charges for overnight accommodations may be required.)

Transfer of remains to the funeral home <i>(standard)</i>	\$ 395.00
- With additional personnel for remains in excess of 300 pounds (on location and/or at funeral home)	\$ 495.00
- With additional personnel, equipment and care for advanced decomposition	\$ 595.00
- Out of State Assistance <i>(additional)</i>	\$ 395.00

Service Vehicles when used for any of the following:	\$ 395.00
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- General purposes – i.e. securing necessary Certificates, Permits, Physicians / M.E. Authorizations, etc.
- Transportation to / from the Crematorium or other location.
- Transportation of Equipment, Flowers, Pallbearers and / or Escort a Procession to a Cemetery or other location.

Transportation to/from Alkaline Hydrolysis Facility	\$ 695.00
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Limousine	\$ 595.00
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Standard Funeral Coach	\$ 345.00
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SPECIALTY FUNERAL VEHICLES ~ At our funeral home and available for your personal inspection:

Your choices include, but are not limited to, all of our service vehicles, plus our exclusive:

- 1941 Dodge WC-13 – Restored Antique Military Vehicle
 - 1947 Dodge WF-32 – Restored Antique Truck
 - 2010 Ford F350 – Up to 5 Family members may accompany casket or urn to the ceremony
 - When used at a service conducted by the Cournoyer Funeral Home & Cremation Center \$ 345.00
 - For any other Funeral Home or Family requesting assistance throughout New England *all start at* \$ 995.00
- Also available* ~ An Antique Horse-Drawn Hearse *{very limited use of up to 3 miles}* ~ *Billed Separately As Quoted*
~ Tombstone® Harley Davidson Motorcycle-Drawn Hearse ~ *Billed Separately As Quoted*

Insurance restrictions prevent the use of our Specialty Funeral Vehicles by anyone not employed by the Cournoyer Funeral Home, Inc. Our Specialty Funeral Vehicles shall not be used for disinterment purposes or for the initial removal and transfer from the original location of death.

GENERAL PRICE LIST

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~ ADDITIONAL SERVICES AND FACILITIES FEES ~

PLEASE NOTE: In order to provide for the immediate needs of the families we serve and to comply with the federal overtime provisions contained in the U.S. Department of Labor Wage and Hour Division Fair Labor Standards Act, services or gatherings scheduled for weekends or allowed holidays will be subject to a surcharge of up to \$500.00 in addition to any overtime fees charged by third party agencies hired to provide services outside the normal work week.

These fees may be waived for services or gatherings held on a weekend within three (3) days of the date of death.

For any gathering, (*Visitation, Wake, Calling Hours, Funeral Service, Memorial Service, Celebration of Life, Graveside Service, etc.*) Our assistance includes the coordination of arrangements, coordination of participants, setup of necessary equipment at the chosen location, placement of encased remains, placement of personal items, display of floral arrangements, setup of electronic devices for memorialization, parking assistance, and attention to all guest needs and their personal safety and well-being during the gatherings.

• Visitation at the Funeral Home	(Weekends & Holidays ~ \$695.00)	\$ 495.00
	Includes 30 minutes of private family time and up to two (2) hours of public visitation. <i>(Additional time, until time of staff departure is \$100.00 per hour, or any portion thereof)</i>	
• Private Family Viewing		\$ 195.00
	Limited to immediate family members for a period of up to 1 hour during normal business hours. No published announcements and no ceremonies. Additional time or attendance will result in full visitation charge <i>(Weekends & Holidays ~ \$345.00)</i>	
• Identification Viewing		\$ 95.00
	Our services include the removal of hospital dressings and other interventions, washing, disinfection, composing of features, and brief use (<i>maximum of fifteen (15) minutes</i>) of the chapel by immediate family members only (as defined in NH RSA 290:16) during normal business hours and strictly for the purposes of verifying identification with no rites or ceremonies conducted.	
	• We regret that this cannot be offered when trauma or decomposition is present, after an autopsy, or when organ donation has occurred. <i>(Weekends & Holidays ~ \$245.00)</i>	
• Visitation at other Facility	(Weekends & Holidays ~ \$845.00)	\$ 645.00
	Includes our assistance and care for 30 minutes of private family time and up to three (3) hours of public visitation. <i>(Additional time, until time of staff departure is \$100.00 per hour, or any portion thereof)</i>	
• Funeral or Memorial Service - at funeral home or other facility	(Weekends & Holidays ~ \$695.00)	\$ 495.00
• Funeral or Memorial Service - at funeral home or other facility	(Weekends & Holidays ~ \$895.00)	\$ 695.00
	with up to 2 hours of Visitation before or after service <i>(Additional time is \$100.00 per hour)</i>	
• Public Graveside Service	(Weekends & Holidays ~ \$695.00)	\$ 495.00
• Private Graveside Assistance	(Weekends & Holidays ~ \$445.00)	\$ 245.00
• Delayed Interments - either by family choice or necessary for seasonal cemetery closures		\$ 245.00
	<i>(Springtime scheduling is strictly limited to Monday through Thursday, from 10:00 AM to 1:00 PM)</i> <i>(Weekends & Holidays ~ \$445.00)</i>	
• Living Funeral Ceremony - at the funeral home or other facility	(Weekends & Holidays ~ \$845.00)	\$ 645.00
	Use of Funeral Home and Staff for a gathering while your loved one is still alive and able to enjoy the visitors, hear the stories and share in the hugs and laughter.	
• Memorial Gatherings - at the funeral home or other facility		\$ 895.00
	<i>(when our funeral home was not involved in initial care or disposition of the deceased)</i>	
• Use of the reception area for any gatherings not Funeral or Memorial Service related	(Weekends & Holidays ~ \$695.00)	\$ 495.00

GENERAL PRICE LIST

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~ ADDITIONAL SERVICES AND FACILITIES FEES ~

Catering is available for any gathering ~ either at our facility or in your home.

When family and friends gather to begin coping with a death, they often find added comfort with each other during a meal or reception. At our funeral home, we can provide all you need to enjoy a nice gathering with your friends and family. If you would like, we can take care of everything such as ordering the food and utensils, setting up, and staff to assist with serving and clean up so you don't have to worry.

Appetizer Reception - Many local caterers are available to help us offer the highest quality receptions to our families, using the freshest cuisine and finest staff to serve you. Whether you hold a gathering in the afternoon or evening, a light appetizer reception is perfect for every occasion.

Luncheon Reception - If you are feeling overwhelmed about planning a meal for friends and family, some of which may be from out of town, turn to us. We can take care of all the catering arrangements, so you can spend time with your loved ones.

- **Coffee Service at Visitation or Services** Bottomless carafes of regular and decaf coffee **\$ 100.00**
- **Catering assistance and care at any service at the funeral home** *(in addition to the cost of the event, caterer and/or refreshments)* **\$ 200.00**
If excessive cleaning is needed after an event, \$500.00
- **Live Acoustical Music at Visitation or Services** *(Performed by local musicians)* **Starts at \$ 150.00**

~ OUR SIMPLEST CHOICES OF CARE ~

IMMEDIATE BURIAL ~ DIRECT CREMATION

We continually strive to be the best full-service funeral home in the Monadnock Region, and not a direct disposition service. We have carefully selected the highest trained professionals in the region to assist you with every detail; however, we do not want to take any portion of personal care away from anyone who may wish to perform the care themselves. Our level of assistance with burials can range from complete care to simple care, such as with our Immediate Burial package. Our assistance with simple burial services can be modified to fit your specific needs or particular budget and be exactly the level of care you desire.

IMMEDIATE BURIAL ** ~ \$ 4,225.00* to \$ 4,820.00*

~ Simplest burial assistance without allowance for visitations, rites or ceremonies, public or private. ~

The charge for immediate burial includes:

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|--|---|
| • Basic services of funeral director and staff | • Use of service vehicles |
| • Standard transfer of remains | • Local transportation to cemetery (Standard Funeral Coach) |
| • Sanitary care | • Private Graveside Assistance ~ Not a public service |

This charge does not include cost of obituaries, certified copies of the death certificate, casket, outer burial container, or any additional merchandise, or the use of facilities and staff for any visitation or ceremony, public or private, prior to or after the burial.

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|---|---------------|
| A. Immediate burial with casket provided by purchaser | \$ 4,225.00 * |
| B. Immediate burial with casket selected from our funeral home <i>(in addition to cost of casket)</i> | \$ 4,225.00 * |

CASKETS...A complete price list will be provided at the funeral home.....\$ 795.00 to \$ 3,795.00

OUTER BURIAL CONTAINERS...A complete price list will be provided at the funeral home.....\$ 1,145.00 to \$ 9,595.00

Not Available Separately in Immediate Burial - Private Family Viewing - Arrangement for any aspect of services at any location

* These prices do not include any additional Cash Advances, Merchandise or Services.

** These packages may not be used in part. If additional services or assistance is requested, pricing must be itemized.

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~ CREMATION OPTIONS ~

Choosing cremation rather than burial does not diminish the value of someone's life. In fact, cremation creates many more different and unique options than burial does, to honor the individual and their life. Cremation, like burial, is simply the disposition of the physical body of the deceased. It does not preclude you from having a gathering of remembrance or creating a permanent memorial in a cemetery, columbarium or memorial garden, that can be visited regularly by family and friends.

We continually strive to be the best full-service funeral home in the Monadnock Region, and not a direct disposition service. We have carefully selected the highest trained professionals in the region to assist you with every detail; however, we do not want to take any portion of personal care away from anyone who may wish to perform the care themselves. Our level of assistance with cremation can range from complete care to simple care such as with our Direct Cremation package. Our assistance with cremation can be modified to fit your specific needs or particular budget and be exactly the level of care you desire.

DIRECT CREMATION \$ 2,895.00* to \$ 4,995.00**

~ Simplest cremation assistance without allowance for visitations, rites or ceremonies, public or private, before or after cremation. ~

Our charge for a direct cremation includes:

- Discounted basic services of funeral director and staff
- Standard transfer of remains
- Sanitary care
- Use of service vehicles
- Preparation / filing of certificates and permits
- Local transportation to and from crematory
- NH Medical Examiner fee & standard crematory fee
- Weekday family pickup of cremated remains

This charge does not include any merchandise or cash advances such as the obituaries or certified copies of the death certificate. If you want to arrange a direct cremation, you can use an alternative container. Alternative containers encase the body and can be made of materials like fiberboard or composition materials (with or without an outside covering). The containers we provide are unfinished boxes made of particleboard, pine and cardboard.

A. Direct cremation with a container provided by purchaser	\$ 2,895.00 *
B. Direct cremation with a standard minimum required alternative container provided by our funeral home	\$ 2,990.00 *
C. Direct cremation with a cremation casket selected from our funeral home (<i>in addition to the cost of the casket</i>)	\$ 2,895.00 *

For Cremation: The items listed below may be deemed necessary and utilized in place of standard items as needed without prior consent. These include, but are not limited to:

<input type="checkbox"/> Additional Assistance needed at Transfer of Care	\$ 100.00 ~ \$ 495.00
<input type="checkbox"/> Oversize Alternative Container	Minimum Requirement – NH RSA 325 \$ 345.00
<input type="checkbox"/> Additional Crematory Fee	(when in excess of 300 pounds) \$ 295.00
<input type="checkbox"/> Extreme Duty / Oversize / Dissolvable Pouch	\$ 195.00
<input type="checkbox"/> Crematory fee for family witnessed cremation and/or expedited cremation care	\$ 275.00

CREMATION CASKETS A complete price list will be provided at the funeral home \$ 695.00 to \$ 2,795.00
Unless a casket or container is purchased or provided, an alternative cremation container will be used as per NH RSA 325-A:4.

CREMATION CONTAINERS A complete price list will be provided at the funeral home \$ 95.00 to \$ 695.00
Unlike cremation caskets, if burial in a cemetery setting is desired, cremation containers may not be used.

CREMATION URNS A complete price list will be provided at the funeral home \$ 25.00 to \$ 1,495.00
Unless an urn is purchased or provided, we will return the cremated body in a temporary cardboard or plastic container.

CREMATION URN OUTER BURIAL CONTAINERS A complete price list will be provided at the funeral home \$ 95.00 to \$ 545.00
If burial of the cremated body in a cemetery setting is desired, many cemeteries require the use of an outer burial container.

CAREFUL PACKAGING AND SHIPPING OF CREMATED REMAINS \$ 145.00
This charge applies when we are requested to return the cremated remains to a family using the United States Postal Service, to any domestic location. Additional fees and requirements will apply to international requests.

CEREMONIAL SCATTERING OF CREMATED REMAINS \$ 445.00
Our services include coordination and supervision of the complete or partial scattering of the cremated remains.
The method of scattering may be by hand, plane, boat or any other respectful manner and may be done in the area of ones choice. Scattering may take place with or without the family and/or clergy present.
(Add \$3.00 for each additional mile outside 50 mile local service radius)

* These prices do not include any additional Cash Advances, Merchandise or Services.

** These packages may not be used in part. If additional services or assistance is requested, pricing must be itemized.

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RECEIVING CREMATED REMAINS

This charge includes receiving of cremated remains, and local transportation to the cemetery. This charge does not include the use of facilities and staff for any visitation, rites, or ceremony, public or private, prior to or after the burial. Additional charges for Custodial Care and Storage of Cremated Remains may also apply.

A.	With arranging the complete public visitation, memorial gathering and/or graveside service	\$ 1,495.00 *
B.	With arranging the complete weekend graveside committal service and family in attendance	\$ 995.00 *
C.	With arranging the complete weekday graveside committal service and family in attendance	\$ 795.00 *
D.	With arranging interment at our convenience and no one in attendance	\$ 395.00 *
E.	To simply hold for an undetermined length of time, with or without arranging for services	\$ 500.00 *

TEMPORARY STORAGE OF CREMATED REMAINS \$ 500.00

(When family does not take immediate custody of cremated body, and/or plans for final disposition have not been selected)

After thirty (30) days, a fee of \$25.00 will be assessed per month, or any portion thereof, for shelter and secure storage of the cremated remains. Upon final disposition, or release of Cremated Remains, the entire amount may be refunded to the Next-of-Kin as defined in RSA 290:16, IV, or any Designated Agent under RSA 290:17.

After ninety (90) Days, and after no contact from the family or responsible party, cremated remains left at the funeral home will be considered as unclaimed and/or abandoned. This fee will cover expenses associated with legal attempts in locating and/or notifying the next of kin, and the respectful disposition of the remains according to NH RSA 325-A:27.

~ USE OF THE FUNERAL ARK ~

When families choose cremation, and when conditions allow, the Funeral Ark may be used at the Memorial and Graveside Service. The Funeral Ark helps provide the greatest level of respect and care that everyone deserves. The Funeral Ark allows the involvement of pallbearers and gives the relatives and friends of the deceased a feeling of being able to perform one last act of kindness by helping in this manner. The Funeral Ark allows us to transport the urn in our hearse or specialty funeral vehicles in the same respectful manner caskets are. The Funeral Ark also provides an opportunity for everyone in attendance to proceed to the cemetery in a safe and organized funeral procession from a chapel, church or other location of the memorial service.

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| ▪ When used at a service conducted by our funeral home | No Charge |
| ▪ For any other funeral home, group or family | \$ 495.00 |

FORWARDING REMAINS TO ANOTHER FUNERAL HOME

~ Local assistance and transportation without any visitation, rites or ceremonies, public or private. ~

This charge includes:

- | | |
|--|--|
| - Basic services of funeral director and staff | - Dressing and encasement of remains |
| - Standard transfer of remains | - Use of service vehicles |
| - Embalming | - Transportation to the Manchester Airport |

This charge does not include the use of facilities and staff for any visitation, rites or ceremonies, public or private, prior to or after forwarding of the remains. If the remains are to be transported to another funeral home by automobile, the additional mileage fees will be determined by location, distance, and which funeral home provides transportation.

A.	With minimum airline approved shipping container (\$495.00)	\$ 4,775.00 *
B.	With casket selected from our funeral home (in addition to the cost of the casket)	\$ 4,280.00 *

RECEIVING REMAINS FROM ANOTHER FUNERAL HOME ~ \$ 2,495.00 *

This charge includes receiving of remains, local transportation to the cemetery or crematory and discounted basic services of staff. This charge does not include the use of facilities and staff for any visitation, rites, or ceremony, public or private, prior to or after burial.

** These prices do not include any additional Cash Advances, Merchandise or Services.*

*** These packages may not be used in part. If additional services or assistance is requested, pricing must be itemized.*

GENERAL PRICE LIST

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~ NATURAL or 'GREEN' OPTIONS ~

FORMALDEHYDE-FREE EMBALMING ~ \$ 895.00

(No additional charge from standard embalming)

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 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 direct cremation or immediate burial.

NATURAL BURIAL ** ~ \$ 3,880.00* to \$ 4,475.00*

~ Natural Burial assistance with visitation, rites or ceremonies, public or private. ~

The charge for natural burial includes:

- | | |
|--|---|
| - Basic services of funeral director and staff | - Use of service vehicles |
| - Standard transfer of remains | - Local transportation to place of burial (service vehicle) |
| - Sanitary care using formaldehyde-free products | - Private graveside assistance ~ Not a public service |

This charge does not include cost of obituaries, certified copies of the death certificate, casket, outer burial container, or any additional merchandise or the use of facilities and staff for any visitation or ceremony, public or private, prior to or after the burial.

A. Natural burial with casket provided by purchaser	\$ 3,880.00 *
B. Natural burial with green casket selected from our funeral home (in addition to cost of casket)	\$ 3,880.00 *

NATURAL or GREEN CASKETS...A complete price list will be provided at the funeral home.....\$ 795.00 to \$ 1,695.00

GRAVE LINER for NATURAL BURIAL....A complete price list will be provided at the funeral home.....\$ 1,145.00

ALKALINE HYDROLYSIS ** ~ \$ 5,995.00*

~ Alkaline Hydrolysis assistance with visitation, rites or ceremonies, public or private. ~

The charge for assisting with Alkaline Hydrolysis includes:

- | | |
|--|---|
| - Basic services of funeral director and staff | - Use of service vehicles |
| - Standard transfer of remains | - Transportation to the facility in Maine |
| - Specialized care / refrigeration | - Alkaline Hydrolysis process fee |
| - Dissolvable shroud / body pouch | - New Hampshire Medical Examiner fee |

This charge does not include cost of obituaries, certified copies of the death certificate, or any additional merchandise or the use of facilities and staff for any visitation or ceremony, public or private, prior to or after the cremation or alkaline hydrolysis. If you want to arrange a direct cremation, you can use an alternative container. Alternative containers encase the body and can be made of materials like fiberboard or composition materials (with or without an outside covering). The containers we provide are unfinished boxes made of particleboard, pine and cardboard. If you want to arrange for alkaline hydrolysis, no caskets or containers are allowed or required for this chemical process. An urn or similar type of container will be needed after the alkaline hydrolysis process is complete.

NATURAL or GREEN URNS.....A complete price list will be provided at the funeral home.....\$ 45.00 to \$ 295.00

* These prices do not include any additional Cash Advances, Merchandise or Services.

** These packages may not be used in part. If additional services or assistance is requested, pricing must be itemized.

GENERAL PRICE LIST

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ONLINE OBITUARY PLACEMENT ~ www.cournoyerfh.com ~ No Charge

We always encourage families to consider the *permanent placement* of a complete and unedited obituary on our website. As newspapers continue to charge significant fees for obituary placement in a single edition, families are often eliminating these traditional printed notices and relying more on online obituaries. This online obituary placement provides family and friends with the perfect opportunity to create a beautiful online memorial, complete with the option of uploading photos from home for a photo gallery, videos, and even the funeral webcast if one is desired. It also provides an online guest book for visitors to share memories and condolences.

SERVICE WEBCAST ~ No additional charge if our assistance is being provided at the service
For family members and friends who may not be able to be present at the service. (If selected separately, \$295.00)

MEMORIAL TRIBUTE SLIDESHOW ~ 50 photos or less = \$ 45.00 over 50 = \$ 95.00

Production of a Photo Slideshow Tribute to be used at a service or gathering.
Includes placement on the online obituary and one copy on DVD. Rental of our projector is only \$95.00 per day.

PHOTO EDITING or TOUCH UP ~ \$ 35.00 each

*Additional DVD Copies of Memorial Tribute or Webcast ~ \$ 25.00 each
Reusable 16 GB USB Thumb drive of Memorial Tribute and Webcast ~ \$ 45.00 each*

REMEMBRANCE PACKAGE ~ \$ 195.00**

This includes a Register Book, (either style), 16 Laminated Prayer Cards, 100 Non-Laminated Prayer Cards,
1 Memorial Candle and 50 Acknowledgment Cards.

When Remembrance Items are purchased separately, in addition to, or instead of the package:

Premium Plastic Prayer Cards	\$ 5.00 each	Laminated Prayer Cards (per 16)	\$ 45.00
Standard Prayer Cards (per 100)	\$ 45.00	Laminated Book Marks (per 16)	\$ 45.00
Professional Prayer Cards	\$ As Quoted	Acknowledgement Cards (box of 25)	\$ 15.00
Memorial Tapestry (plus shipping)	\$ 125.00	Memorial Candles	\$ 30.00
Memorial Portrait (plus shipping)	\$ 195.00	Register Book	\$ 75.00
Service Programs (per 100)	\$ 95.00	Cross or Crucifix	\$ 25.00

~ CONCIERGE SERVICES ~

Here at the Cournoyer Funeral Home & Cremation Center, we are always trying to find ways to provide additional assistance to those we serve and therefore are generally able to assist you with any special needs. We have great relationships with many local inns, restaurants, florists and other services, and our friends here in the Monadnock Region are who we can turn to when trying to assist you further.

Please allow us to assist you, your family or guests with the following:

- ❖ Memorial Luncheons
- ❖ Dining Reservations
- ❖ Hotel Reservations
- ❖ Ordering Flowers
- ❖ Transportation to and from Airports, home, or other locations
- ❖ Providing emergency toiletries and baby needs
- ❖ Coordinating baby-sitting or house-sitting
- ❖or any other special request you may have...

~ PREARRANGEMENT & PREPAID FUNERAL PLANS ~

The Cournoyer Funeral Home & Cremation Center offers three basic types of prearrangement plans.

- You may prepay for the services and merchandise you desire in advance which secures the cost of the items you select. This means *our service and merchandise costs* will never change,
- You may also prearrange the services you desire before the death takes place and not pay anything in advance. In this case our costs will change in the future.
- You may also prearrange the services you desire and assign the funeral home as the beneficiary of an existing insurance policy as a form of pre-payment. In this case, our costs may change in the future, as the values of policies not written by one of the licensed agents here at the funeral home, may not be as stable as the policies we offer.

In all three cases, the costs of third-party providers are impossible to accurately predict and therefore guarantee. Current costs are used in the prearrangement process as a means of estimation of final expenses. All efforts will be made to honor the prearranged prices.

The Cournoyer Funeral Home & Cremation Center will also make every effort to completely honor other funeral homes prepaid funeral plans which are valid and currently in force.

GENERAL PRICE LIST

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~ SPECIAL SITUATIONS ~

Stillborn or Infant Services

We make no charges for our assistance, services, facilities or equipment.
Merchandise selected and cash advance charges are provided at our cost.

Child Services (age 5-15 years) ~ or ~ Line of Duty (*Military or Public Safety*)

We donate the standard charge for the Basic Services of Funeral Director and Staff (presently \$ 2,495.00).
All other charges are from the General Price List.*

Anatomical Donation to a Medical School with no additional assistance ~ \$ 1,495.00*

Anatomical Donation to a Medical School with traditional assistance ~ \$ 2,495.00*

Our standard charge for Basic Services of Funeral Director and Staff shall apply to Anatomical Donation. Typically, the Medical Schools in the Northeast, (*Dartmouth, Harvard, Tufts, UMass, UVM, etc.*) compensate us for a portion of the removal and transfer of remains to the appropriate location. All other aspects of our assistance and memorial or celebration of life plans can proceed normally.

Please note: Many Anatomical Donations are rejected at the time of death for various reasons by the medical schools.
It is always wise to be prepared with alternate burial or cremation plans for final disposition in case rejection occurs.

Transfer of care to or from an organ bank or other provider after normal business hours ~ \$ 395.00*

Typically, the New England Organ Bank will compensate us for expenses related to any measure of their involvement.
Others may not. All other aspects of our assistance and memorial or celebration of life plans can proceed normally.

Electronic Filing of Death Records ~ \$ 250.00

This charge is for the required electronic filing of a Death Record and the issuing of a Burial Permit as per the requirements set forth in NH RSA 290:1. This charge shall apply to Funeral Directors not licensed or operating in the State of New Hampshire and/or any Next-of-Kin as defined in RSA 290:16, IV, or any Designated Agent under RSA 290:17.

Corrections to the Death Certificate after filing ~ \$ 45.00 (plus cost of replacements)

Use of Professional Equipment ~ \$ 295.00

This charge is for the temporary use of any professional equipment necessary for aiding the process of removal or transport of the deceased. (*other than our funeral vehicles*) This charge shall apply to Funeral Directors not licensed or operating in the State of New Hampshire and/or any Next-of-Kin as defined in RSA 290:16, IV, or any Designated Agent under RSA 290:17.

(Our insurance prohibits the use of our professional vehicles by anyone not employed by our funeral home.)

Composition and Placement of Death Notices and/or Obituaries ~ \$ 195.00*

If we provide only this service we charge \$ 195.00 in addition to the cost charged by the newspapers or websites for the notice.
If the family composes the complete obituary, and emails it to us to submit and confirm only, the charge is \$95.00

Disinterments ~ \$ 1,495.00*

Disinterment / reinterment assistance is only available on a weekday. It will also involve charges from a Vault Company (who does the actual transfer) as well as grave opening charges of the two cemeteries involved. Conditions and/or circumstances may necessitate the purchase of a new outer burial container for the transfer, and there are generally permit charges.

Depending on the location of the reinterment, additional charges for travel expenses may apply.

** Plus any additional Cash Advances, Merchandise and Services selected.*

GENERAL PRICE LIST

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~ PET ASSISTANCE ~

People say pets are almost like family. We disagree. Our pets are just as much of a part of our family as our children are! Our pets live with us and play with us. They require much of the same affection and care as our children do, and they all give us their love, affection and obedience in return.

When a pet dies, no one typically thinks of a funeral home as being able to help with the loss of an animal. Contrary to this belief, we stand ready to provide you with the same quality of care and attention to detail that our families have come to know and expect from us, even when your beloved pet dies.

After a pet dies, many families are able to bring their pets to us. For those who can't, we can pick them up from your home or veterinarian office for a small fee. (\$50.00) After hours or weekend assistance is also available for only \$75.00. We proudly serve the Monadnock Region and the immediate area with our pet assistance.

We use both the Hillside Pet Crematorium located in Concord, New Hampshire, and Greener Pastures Pet Crematory here in Jaffrey. Your pet will be brought to the crematory and will also return to our funeral home personally, by an individual, who cares, not by a common courier. Usually, it takes about one week for return service. (Because all cremations are performed individually)

We only offer assistance with individual cremations, not communal cremations (where several pets are cremated together). Therefore, you are assured and comforted knowing that you are receiving only your pet's cremated remains when we return them to you. This is a dignified process and your pet's privacy is assured at all times. Individual cremations also make it possible for family members to be present for the cremation if they wish and may remain there throughout the entire process.

Prices start at \$ 150.00 for a small pet and depending on the weight, prices increase incrementally. We have helped with dogs, cats, rabbits, ferrets, alpacas, guinea pigs, and countless other smaller animals. We regret that we are unable to offer cremation for horses or other large animals.

A very simple metal urn is included in the price of cremation for your pet. A simple wooden urn costs an additional \$30.00. We also offer a full line of urns and memorial jewelry if you would prefer to honor your pet in a more personalized manner.

Pet Cremation Price List

Prices for pet cremation are set by the size and weight of the animal.

50 Lbs. and under	\$ 150.00
51-75 Lbs.	\$ 200.00
76-100 Lbs.	\$ 225.00
101-150 Lbs.	\$ 250.00
151- 200 Lbs.	\$ 275.00

Staff member presence for witnessing cremation process with same day return of cremated remains \$ 100.00

With our pet assistance, we aim to provide more personal attention, while attempting to be less expensive than what veterinarians charge when they utilize third party services in order to provide similar help. We are required to pay the crematory when we deliver your pet, so prior payment is always preferred.

For your convenience, we offer as many simple payment options as possible: Personal Check (*subject to electronic funds verification*) ~ Bank Check ~ Money Order ~ Cash ~ Visa ~ MasterCard ~ Discover ~ American Express ~ Debit Card ~

Examples of our Pet Urns

Faux Rock Pet Urn	\$ 195.00
Traditional Wood Urns with Photo and Figurine	\$ 195.00
Traditional Wood Urns with Figurine	\$ 175.00
Tower Photo Wood Urns with Engraving	\$ 165.00
Traditional Wood Urns with Photo	\$ 145.00
Traditional Wood Urns with Engraving	\$ 125.00
Huggable Teddy Bear Urn	\$ 85.00
Granite Pet Burial Marker	\$ 395.00
Marble Image Marker	\$ 595.00

EXAMPLES OF CASH ADVANCE ITEMS

These prices are effective as of December 1, 2018 but are subject to change without notice.

The items shown below are those items known as Cash Advances and/or Cash advance payments.

As an accommodation, the funeral home will pay a third party that provides services and merchandise to the Buyer in connection with the funeral, and will list those charges as "cash advances" on the Statement of Funeral Goods and Services Selected which is provided to the Buyer at the end of the funeral arrangements. Notwithstanding the fact that the funeral home is arranging payment to the third party, the contractual arrangement is between the Buyer and the third party. The funeral home is not in control of the third-party providing services or merchandise to the Buyer and will not be responsible for any of the third party's acts or omissions." Since these prices are set by third parties, the prices on this list are subject to change without notice, and therefore, never guaranteed.

These items must be paid for in advance and include, but are not limited to:

Overtime Fees

\$ 100.00 to \$ 1,000.00

Most third party providers have established certain overtime fees for any services, including travel time that begin before normal working hours, extend beyond normal working hours, or are on a Federal / State Holiday, Saturday, or Sunday.

Grave Opening Charges

\$ 200.00 to \$ 2,850.00

These rates vary according to which cemetery is selected, if it is a cremation urn or a casket burial, and if the cemetery has different rates for summer and winter burials, or weekend and holiday overtime charges.

Other Cemetery Fees (Use of Tomb, Artificial Grave Grass, Lowering Devices, Cemetery Tents, etc.) **\$ 100.00 to \$ 500.00**
This fee is set by the vault companies for the rental and use of these items. Please see the Outer Burial Container Price List for details.

Crematorium Fee

\$ 395.00 to \$ 895.00

Expedited Care

\$ 275.00

Family Member Witnessed Cremation

\$ 275.00

Alkaline Hydrolysis Fee

\$ 1,495.00

State of New Hampshire Medical Examiner Fee

\$ 60.00

State of Massachusetts Medical Examiner Fee

\$ 100.00

Church Fees: *These rates vary according to which church is used.*

Clergy Honorariums	\$ 200.00 to \$ 450.00	each
Musician Charges	\$ 150.00 to \$ 250.00	each
Vocalist Charges	\$ 75.00 to \$ 150.00	each
Sexton / Administration Charges	\$ 25.00 to \$ 100.00	each
Non-Member Fees	\$ 150.00 to \$ 450.00	each
Parish Hall / Sanctuary Fees	\$ 45.00 to \$ 200.00	each

Certified Copies of the Death Certificate

Varied

These rates vary according to what state the death occurs in. (*New Hampshire charges \$ 15.00 for the first certified copy and \$ 10.00 for each additional copy*). These rates apply each time we request certified copies for you.

Obituaries and Paid Death Notices

Varied

All newspaper rates vary according to which newspapers are selected and how long the notice or obituary is.

For example, the Keene Sentinel charges \$119.00. For the Monadnock Ledger-Transcript, the Union Leader, and most other newspapers, their fees start at \$129.00 and go up from there. (*It is not uncommon for obituaries to cost several hundred dollars.*)

Air Transportation Charges

(Determined by location and airline used)

Varied

TSA Screening Charges

Varied

In the 9/11 Act, Congress established new screening mandates for aircraft carrying both passengers and cargo. All cargo that is to be shipped by passenger aircraft, including Human Remains, is subject to additional, specialized security screening and measures.

Out of Town / Out of State Funeral Director charges and Burial Permit fees

Varied

These rates vary according to what services are requested or required from the other Funeral Director and where the death occurs.

Caterers

Varied

These rates vary according to which caterer is selected, type of meal, and number of people expected. Many of our local caterers charge approximately \$ 15.00 per person. Some locations also have a room rental fee for room use, staff, linen cleaning, etc.

Grave Markers, Engraving and/or Cleaning

Varied

These rates vary according to which monument company is selected and how much information needs to be cut into the marker. Generally, the minimum amount is \$245.00 for engraving the date. Cleaning starts at \$145.00, and a 1'x 2' flat marker starts at \$895.00.



COURNOYER FUNERAL HOME & CREMATION CENTER

CASKET PRICE LIST (Page 1 of 3)

These prices are effective as of December 1, 2018 but are subject to change without notice.

Personalization

We support and encourage families to personalize the funeral in every way possible. One way is with the casket. Many of the caskets we have can be personalized with special cap panel inserts, life symbols corners and laser engraving, or with anything else you can bring from home which may help show who the individual really was.

Please consider the many choices of personalization methods in our selection room and pamphlets for ideas. **Whenever possible, many of these personalization methods are provided at no additional cost to you.**

Casket Options Displayed in our Showroom

Name	Material	Interior	Price
Monarch	18 Gauge Steel	Crepe (Color Depends on Casket Color)	\$ 1,995.00
Civic	18 Gauge Steel	Crepe (Color Depends on Casket Color)	\$ 1,895.00
Jessup	20 Gauge Steel	Crepe (Color Depends on Casket Color)	\$ 1,495.00
Florence	Poplar	Rosetan / Pink Crepe	\$ 1,995.00
Monadnock Suffield	Poplar (natural)	Rosetan / Pink / Blue Crepe	\$ 1,895.00
Endicott	Poplar	Rosetone Crepe	\$ 1,895.00
Baton (oval top)	Pine (natural or stain)	Rosetan Crepe	\$ 1,495.00
Suffield (flat top)	Pine (natural or stain)	Rosetan Crepe	\$ 1,495.00
Modest	Pine	None	\$ 895.00

Natural Choice or 'Green' Wood Casket Offerings

All of these caskets and several of our biodegradable urns have been approved by the Green Burial Council

Name	Material	Interior	Price
Willow / Seagrass	Woven	Cotton	\$ 1,695.00
Adom Unfinished	Pine	White Linen	\$ 1,495.00
Shouldered	Pine	No Interior	\$ 895.00
Nahum	Pine	No Interior	\$ 795.00

Cremation Containers

Name	Material	Interior	Price
Sebring	Cloth Covered CB	Ivory Crepe	\$ 695.00
Dawson	Cloth Covered CB	Rosetan / Blue Crepe	\$ 595.00
Union / Utility	Cloth Covered CB / None	Ivory Paper	\$ 495.00
Alternative Container	Corrugated Board / Pine	No Interior	\$ 95.00

Cremation Rental Casket

Name	Material	Removable Interior Insert	Price
Gatewood	Cherry	Rosetan Velour	\$ 995.00

CASKET PRICE LIST

(Page 2 of 3)

Traditional Style Hardwood Caskets

<i>Name</i>	<i>Material</i>	<i>Interior</i>	<i>Price</i>
Burlington	Maple	Rosetan Crepe	\$ 3,795.00
Montgomery	Ash	Rosetan Crepe	\$ 3,595.00
Du Valais	Oak	Rosetan Crepe	\$ 3,195.00
Country	Pine	Champagne Linwood Weave	\$ 3,095.00
Adirondack	Pine	Rosetone Crepe	\$ 2,195.00
Concord	Pine	Starlight Crepe	\$ 1,895.00
Pieta	Poplar	Rosetan Crepe	\$ 3,495.00
Provincial	Poplar	Rosetan Crepe	\$ 3,495.00
Cameo/Longwood	Poplar	Pink/Almond Velvet	\$ 3,395.00
Harrington	Poplar	Rosetan Crepe	\$ 3,195.00
Harris	Poplar	Bamboo Weave	\$ 2,795.00
Kingsport	Poplar	Arbutus Velvet	\$ 2,795.00
Frederick	Poplar	Ivory Basketweave	\$ 2,695.00
Graham	Poplar	Rosetan Crepe	\$ 2,995.00
Daniel	Poplar	Rosetan Crepe	\$ 2,395.00
Whitmire	Poplar	Rosetan Crepe	\$ 1,995.00
Clivedon	Poplar	Rosetone Crepe	\$ 1,695.00
Ashford	Poplar	Rosetone Crepe	\$ 1,695.00
Cambridge	Poplar	Rosetone Crepe	\$ 1,595.00

Traditional Veneer and Cremation Style Caskets

<i>Name</i>	<i>Material</i>	<i>Interior</i>	<i>Price</i>
Livingston	Oak Veneer	Rosetone Crepe	\$ 2,795.00
Rockdale	Cherry Veneer	Rosetan Crepe	\$ 1,895.00
Shellbrook	Cherry Veneer	Rosetan Crepe	\$ 1,295.00
Walden	Carte Veneer	Rosetan Crepe	\$ 1,395.00
Cameron	Carte Veneer	White Crepe	\$ 1,195.00
Longley (2 Stains)	Carte Veneer	Rosetan / Blue Crepe	\$ 1,195.00
Hastings Oak	Carte Veneer	Pink Crepe	\$ 1,095.00
Norfolk Pine	Carte Veneer	Ivory Crepe	\$ 995.00
Fiera (2 Colors)	Cloth Covered CB	Rosetan / Blue Crepe	\$ 995.00
Denton/Faith	Cloth Covered CB	Rosetone Crepe	\$ 895.00
Wesley	Cloth Covered CB	Ivory Crepe	\$ 895.00
Kinsey (Corelite)	Cloth Covered CB	Ivory Crepe	\$ 795.00

Custom Wood Offerings

<i>Name</i>	<i>Material</i>	<i>Interior</i>	<i>Price</i>
Provincial Grande Satin	Poplar	Rosetan Crepe	\$ 3,495.00
Vista Satin	Poplar	Rosetan Crepe	\$ 3,295.00
Viscount Satin	Poplar	Rosetan Crepe	\$ 2,795.00
Rosebrook	Cherry Veneer	Rosetan Crepe	\$ 1,695.00
Galaxy	Cloth Covered	Ivory Crepe	\$ 1,495.00
Cosmic	Cloth Covered	Ivory Crepe	\$ 1,195.00
Standard Cloth Covered	Particle Board	Drexel Crepe	\$ 1,145.00

CASKET PRICE LIST

(Page 3 of 3)

Steel Caskets

<i>Name</i>	<i>Material</i>	<i>Interior</i>	<i>Price</i>
Burgundy Rose	18 Gauge Steel	Natural Velvet	\$ 3,595.00
Silver Rose	18 Gauge Steel	Pink Velvet	\$ 3,595.00
Cameo Rose	18 Gauge Steel	Pink Velvet	\$ 3,495.00
Pieta (3 Colors)	18 Gauge Steel	Arbutus Velvet / Blue Velvet	\$ 3,195.00
Hyacinth	18 Gauge Steel	Pink Crepe	\$ 2,895.00
Springfield (5 Colors)	18 Gauge Steel	Arbutus Velvet	\$ 2,695.00
Sheffield (4 Colors)	18 Gauge Steel	Silver/Pink/Almond Velvet	\$ 2,695.00
Pierce (3 Colors)	18 Gauge Steel	Ivory Basketweave	\$ 2,595.00
Sterling (7 Colors)	18 Gauge Steel	Crepe (Color Depends on Casket Color)	\$ 2,295.00
Affinity (4 Colors)	20 Gauge Steel	Crepe (Color Depends on Casket Color)	\$ 2,395.00
Monarch (5 Colors)	20 Gauge Steel	Crepe (Color Depends on Casket Color)	\$ 1,995.00
Mercury (4 Colors)	20 Gauge Steel	Ivory Crepe	\$ 1,595.00
Valencia (5 Colors)	20 Gauge Steel	Crepe (Color Depends on Casket Color)	\$ 1,495.00
Coleman (4 Colors)	20 Gauge Steel	Crepe (Color Depends on Casket Color)	\$ 1,395.00
Spencer	20 Gauge Steel	Moselle Crepe	\$ 1,395.00
Sutton (5 Colors)	20 Gauge Steel n/g	Crepe (Color Depends on Casket Color)	\$ 1,195.00
Bradford (5 Colors)	20 Gauge Steel n/g	Crepe (Color Depends on Casket Color)	\$ 1,095.00
Baron (4 Colors)	20 Gauge Steel n/g	Crepe (Color Depends on Casket Color)	\$ 1,095.00
Redding Silver	20 Gauge Steel n/g	White Crepe	\$ 995.00

Custom Metal Offerings

<i>Name</i>	<i>Material</i>	<i>Interior</i>	<i>Price</i>
Neopolitan Grande	18 Gauge Steel	Blue Crepe	\$ 3,695.00
Sierra	18 Gauge Steel	Rosetan Crepe	\$ 3,195.00
Hunter Green	18 Gauge Steel	Champagne Velour	\$ 2,795.00
White Sand	18 Gauge Steel	Rosetan Crepe	\$ 2,795.00
Classic (2 Colors)	18 Gauge Steel	Rosetan / White Crepe	\$ 2,395.00
Ridgefield 29	18 Gauge Steel	Crepe (Color Depends on Casket Color)	\$ 2,895.00
Whitney 35	20 Gauge Steel	White Crepe	\$ 3,395.00
McKinley	20 Gauge Steel	Crepe (Color Depends on Casket Color)	\$ 1,995.00
Majestic Sunset Gold	20 Gauge Steel	Moselle Crepe	\$ 1,595.00

Bronze, Copper & Stainless Steel Caskets, Premium Hardwood Caskets

~ All are available upon special request and able to be seen on electronic catalogs. ~



COURNOYER FUNERAL HOME & CREMATION CENTER

OUTER BURIAL CONTAINER PRICE LIST

These prices are effective as of December 1, 2018 but are subject to change without notice.

In most areas of the country, state or local law does not require that you buy a container to surround the casket in the grave. However, many cemeteries require that you have such a container so that the grave will not sink in. Either a grave liner or a burial vault will satisfy these requirements.

Lined - Protective Burial Vaults

from Wilbert® and Doric®

~ Premium Protection ~

Doric Olympian	<i>Ultimate triple reinforced concrete with Bronze inner liner and carapace, and a high-impact plastic liner</i>	\$ 9,595.00
Doric Bronze	<i>Finest double reinforced concrete with Bronze inner liner and carapace, and a high-impact plastic liner</i>	\$ 3,395.00
Lydian Copper	<i>Double reinforced concrete with Copper inner liner and carapace, and a high-impact plastic liner</i>	\$ 2,995.00

~ Standard Protection ~

Athenian / Floral	<i>Personalized Stainless Steel options</i>	\$ 2,595.00
Stainless Steel	<i>Double wall, reinforced concrete with Stainless Steel inner liner and carapace, and a high-impact plastic liner</i>	\$ 2,595.00

~ Basic Protection ~

Patrician	<i>Finest single-wall reinforced concrete with a plastic liner ~ good for personalization</i>	\$ 1,895.00
Phoenix	<i>Mid-line, single-wall reinforced concrete with a plastic liner and extra strong cover</i>	\$ 1,595.00
Citadel	<i>Ideal for personalization ~ Single-reinforced concrete walls with a plastic liner</i>	\$ 1,595.00
Tiara	<i>Single reinforced concrete walls with a plastic liner and exclusive military theme</i>	\$ 1,445.00
Titan	<i>Single-reinforced concrete walls with a plastic liner</i>	\$ 1,445.00

Unlined - Non-Protective Concrete Grave Liners

Oversize Grave Liner	\$ 1,495.00
Double Depth Grave Liner	\$ 1,395.00
Royal Grave Liner	\$ 1,295.00
Grave Liner	\$ 1,145.00
Grave Liner for Natural Burials (no floor)	\$ 1,145.00

Associated Cash Advances from Vault Companies

- Artificial Grave Grass and Lowering Device Use \$ 125.00
- Cemetery Tent (*if weather is questionable*) \$ 200.00
- Cemetery Tent, Grass and/or Device without a vault \$ 300.00
- Above Ground Sealing \$ 250.00
- Weekdays After 4:00 PM \$ 120.00
- Weekend Charges (*Saturdays before 12:00 Noon*) \$ 150.00
- Weekend Charges (*Saturdays after 12:00 Noon*) \$ 300.00
- Sunday & Holiday Charges \$ 500.00



COURNOYER FUNERAL HOME & CREMATION CENTER

CREMATION URN PRICE LIST

(Page 1 of 4)

These prices are effective as of December 1, 2018 but are subject to change without notice.

Please Note: These are all of the urns that we have on display here at our funeral home. Many manufacturers are represented in our selections; however, these are not the only urns available to you. Perhaps something from your home may be of more sentimental value than what you see here. Please do not hesitate to ask for our assistance if you are not able to find an urn that meets your interests or needs listed here. Many catalogues displaying countless urns may be downloaded from our website or obtained in person while you are visiting.

Ask us about our locally available laser engraving for even more personalized options!

All prices include transferring cremated remains into the urn. Urns not purchased through the funeral home shall be subject to the transfer fee of \$45.00. We are not able to accommodate all transfer requests.

Daily Use of our Vermont Solid Cherry Rental Urn	\$ 45.00
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Solid Hardwood Urns

*Unless otherwise indicated, all of our hardwood urn styles are available in Cherry, Oak, Walnut, Pine and Maple.
(Personalization and ornamentation available)*

Vermont 'Londonderry' Military Urn	\$ 295.00
Vermont 'Weston' Urn	\$ 295.00
Vermont 'Woodstock' Urn	\$ 295.00
Vermont 'St. Johnsbury' Urn	\$ 295.00
Vermont 'Groton' Urn	\$ 295.00
Vermont 'Vergennes' Urn	\$ 295.00
Vermont 'Westminster' Urn	\$ 295.00
Vermont 'Green Natural Pine' Urn	\$ 295.00
Vermont 'Fairlee' Urn	\$ 295.00
Vermont 'Chester' Urn	\$ 295.00
Turner Hand Painted Urns	\$ 445.00
Turner 'New England' Laser Engraved Series Urns	\$ 395.00

Companion Urns

Vermont 'Chester' Companion Urn	\$ 395.00
Vermont 'Vergennes' Companion Urn	\$ 395.00
Turner Custom Photo Laser Engraved Companion Urn	\$ 595.00
Turner 'Together at Sunset' Companion Urn	\$ 845.00
Turner 'Together Forever' Dimensional Companion Urn	\$ 595.00
Turner 'Kensington' Cherry Companion Urn	\$ 695.00
Turner 'Remembrance' Rosewood Companion Memory Chest Urn	\$ 395.00
Turner 'Swan Lake' Cloisonné Companion Urn	\$ 495.00
MacKenzie 'Classic' Cultured Marble Companion Urn-Vault	\$ 395.00
MacKenzie 'Niche' Cultured Marble Companion Urn-Vault	\$ 395.00

CREMATION URN PRICE LIST

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Artistic Urns

Firefighters 'Final Honor' Fire Extinguisher Urn	\$ 595.00
Genuine Harpswell, Maine Slate Urns	\$ 395.00
Nadco 'Garden' – Solid Granite Urn	\$ 495.00
Dodge Synthetic Marble Urns	\$ 295.00
Dodge 'Contemporary' Urn	\$ 245.00
Dodge 'Eleganté' Urns	\$ 195.00
Dodge 'Anoka Blue' Urn	\$ 195.00
Dodge "Grecian Marble" Parquet Urn	\$ 195.00
Dodge 'Celeste Indigo' Urn	\$ 195.00
Dodge 'Andover Mocha' Alloy Urn	\$ 195.00
Nadco Dogwood Marble Urn	\$ 295.00
Turner 'Teardrop' Urn	\$ 295.00
Vermont Pottery 'Pine Cone' Clay Urn	\$ 295.00
Vermont Pottery 'Lighthouse' Clay Urn	\$ 295.00
Wilbert Hand Blown Glass Urns	\$ 695.00
Matthews 'Cloisonné' Urns	\$ 495.00
Matthews 'Scroll' Cloisonné Urns	\$ 295.00
Matthews 'Sophisticated Metal' Urns	\$ 195.00
Matthews 'Anthos' Urn	\$ 195.00

Bronze Urns

Options 'Pieta' Cast Bronze Statuary Urn	\$ 1,495.00
Options 'Birdbath' Cast Bronze Garden Urn	\$ 995.00
Matthews Bronze Chest and Cube Urns	\$ 650.00

Pet Urns

Faux Rock Pet Urn	\$ 195.00
Traditional Wood Urns with Photo and Figurine	\$ 195.00
Traditional Wood Urns with Figurine	\$ 175.00
Tower Photo Wood Urns with Engraving	\$ 165.00
Traditional Wood Urns with Photo	\$ 145.00
Traditional Wood Urns with Engraving	\$ 125.00
Huggable Teddy Bear Urn	\$ 85.00
Granite Pet Burial Marker	\$ 395.00
Granite or Marble Flat Grave Marker with Image	(up to) \$ 895.00

CREMATION URN PRICE LIST

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Keepsake Urns

Vermont 'Weston' Keepsake Urn	\$ 125.00
Vermont 'St. Johnsbury' Keepsake Urn	\$ 125.00
Vermont 'Woodstock' Keepsake Urn	\$ 125.00
Options Cast Bronze Keepsake Urns	\$ 595.00
Genuine Harpswell, Maine Slate Keepsake Urns	\$ 195.00
Turner Brass Keepsake Urns	\$ 85.00
Turner Teddy Bear Keepsake Urns	\$ 85.00
Turner Heartfelt Keepsake Urns	\$ 195.00
Turner Heartfelt Companion Keepsake Urns	\$ 295.00
Turner 'Reflections' (Large) Wind chimes Keepsake Urn	\$ 180.00
Turner 'Amazing Grace' (Small) Wind chimes Keepsake Urn	\$ 140.00
Turner 'Reflections' (Small) Aluminum Wind chimes Keepsake Urn	\$ 130.00
G.M. International Gold Trim Keepsake Urns	\$ 85.00
Wilbert 5" 'Remembrance' Keepsake Urn	\$ 375.00
Wilbert Hand Blown Glass Keepsake Urns	\$ 195.00
Wilbert 'Arlington' Solid Pewter Keepsake Urn	\$ 145.00
Matthews Cloisonné Keepsake Urn	\$ 85.00
Matthews Cloisonné Keepsake Memento	\$ 145.00
Wilbert 'Avondale' Keepsake Urns (All Styles & Colors)	\$ 85.00
Wilbert 'Antique English' Keepsake Cloisonné Urn	\$ 85.00
Terrapin Hand-blown Glass Flower Mementos (Colors Vary)	\$ 85.00
Terrapin Hand-blown Glass Large Memento (Colors Vary)	\$ 145.00
Terrapin Hand-blown Glass Medium Memento (Colors Vary)	\$ 145.00
Terrapin Hand-blown Glass Small Memento (Colors Vary)	\$ 85.00
Monumental Woods Medium Keepsake Urns (All Styles)	\$ 85.00
Legacy Marble Keepsake Urn (Black/Gray/White)	\$ 85.00
MacKenzie Synthetic Marble Keepsake Urns (All Styles & Colors)	\$ 95.00
MacKenzie Synthetic Marble Classic 25 Urns (All Styles & Colors)	\$ 125.00
MacKenzie Synthetic Marble Classic 50 Urns (All Styles & Colors)	\$ 145.00
Dodge 'Elegante' / 'Imperial' Keepsake Urns	\$ 85.00
Dodge 'Anoka' Keepsake Urns	\$ 85.00
Dodge Cloisonné Keepsake Urns	\$ 85.00
Dodge Celeste Keepsake Urns	\$ 85.00
Dodge Contemporary Keepsake Urns	\$ 85.00
Dodge 'Grecian Marble' Keepsake Urns	\$ 85.00
Dodge 'Cambridge' Keepsake Urns	\$ 85.00

CREMATION URN PRICE LIST

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Jewelry Keepsake Urns

Madelyn Titanium Necklace or Bracelet Keepsake Urns	\$ 430.00
Madelyn Bronze Cylinder Pendant Keepsake Urn	\$ 150.00
Madelyn Sterling Silver Teardrop Pendant Keepsake Urn	\$ 160.00
Madelyn Gold Vermeil Italian Horn Pendant Keepsake Urn	\$ 160.00
Madelyn Sterling Silver Infinity Pendant Keepsake Urn	\$ 180.00
Madelyn Sterling Silver Small Heart Pendant Keepsake Urn	\$ 150.00
Madelyn Gold Vermeil Plated Cross Pendant Keepsake Urn	\$ 170.00
Madelyn Sterling Silver Filigree Glass Cylinder Pendant Keepsake Urn	\$ 170.00
Madelyn Brass/Pewter Cross/Heart Pendant Keepsake Urn	\$ 90.00
Madelyn Fillable Pewter Base with Glass Dome for Pendant Keepsake Urn	\$ 80.00
Madelyn Box Chains for Pendants	\$ 70.00
Madelyn Snake Chains for Pendants	\$ 84.00
Capture Bead Keepsake Rosaries	\$ 145.00
Capture Bead Keepsake Rosary Bracelet	\$ 95.00
Capture Bead Keepsake Bracelet	\$ 95.00
Capture Bead Keepsake Bracelet Charm / Dangle	\$ 65.00
Capture Bead Keepsake Earrings	\$ 65.00

Biodegradable Urns

Passages Unity Floral Companion Biodegradable Earthurn	\$ 295.00
Passages 'Oceane' Sand & Gelatin Urns	\$ 285.00
Passages Unity Large Heart or Journey Biodegradable Earthurn	\$ 185.00
Passages Unity Small Heart Biodegradable Earthurn	\$ 145.00
Passages Medium Scattering Tube	\$ 85.00
Passages Small Scattering Tube	\$ 45.00
Passages Biodegradable Mini Turtles	\$ 85.00
Nadco 'Eco-Friendly' Biodegradable Bamboo Urns	\$ 195.00
Turner Sand & Gelatin Biodegradable Urns	\$ 245.00
Turner 'Oceane Sand' Biodegradable Urn	\$ 285.00
Turner 'Himalayan Rock Salt' Biodegradable Urn	\$ 345.00



COURNOYER FUNERAL HOME & CREMATION CENTER

CREMATION URN OUTER BURIAL CONTAINER PRICE LIST

These prices are effective as of December 1, 2018 but are subject to change without notice.

In most areas of the country, state or local law does not require that you buy a container to surround the urn in the grave. However, many cemeteries require that you have such a container so that the grave will not sink in. Either a grave liner or a burial vault will satisfy these requirements.

Lined - Protective Urn Vaults

WILBERT	Veteran / Cameo Rose	Stainless Steel	\$ 545.00
WILBERT	Venetian		\$ 445.00
WILBERT	Monticello		\$ 345.00
WILBERT	Regal (Round) / Tribute (Square)	(Marble or Pebble Dust)	\$ 295.00
TRIGARD	Aegean		\$ 395.00
TRIGARD	Millennium		\$ 295.00
GRANITEMATE	Large Marble & Granite Designs		\$ 295.00
GRANITEMATE	Small Marble & Granite Designs		\$ 195.00
MACKENZIE	Companion - Cultured Marble	(All Styles and Colors)	\$ 395.00
MACKENZIE	'Niche' Companion - Cultured Marble	(All Styles and Colors)	\$ 395.00
MACKENZIE	'Classic' Cultured Marble	(All Polished Styles and Colors)	\$ 295.00
MACKENZIE	'Grecian' / 'Olympus'	(All Colors)	\$ 295.00
MACKENZIE	'Classic' Stone-Tone	(All NON-Polished Styles and Colors)	\$ 195.00
MACKENZIE	Classic 50 - Cultured Marble	(All Polished Styles and Colors)	\$ 145.00
MACKENZIE	Classic 25 - Cultured Marble	(All Polished Styles and Colors)	\$ 125.00
MACKENZIE	Classic Keepsake - Cultured Marble	(All Polished Styles and Colors)	\$ 95.00
OPTIONS	Pebble Cove		\$ 295.00
CROWNE	Polyguard		\$ 195.00
DODGE	Imperial		\$ 295.00
DODGE	Dorchester		\$ 295.00
DODGE	Cultured Marble		\$ 295.00
DODGE	Cambridge		\$ 295.00
TRIPLE H	Pyramid	Antique Gold / White	Both Sizes & Colors
VANTAGE	Oversize	White / Black	\$ 395.00

Unlined - Non-Protective

Large Grave Liner	12"x 12"x 12"	\$ 295.00
Small Grave Liner	8"x 8"x 10"	\$ 245.00

FUNERAL PRICING WORKSHEET

For your convenience...

...and for readers of this guide who may be comparing expenses at home, we have prepared this worksheet to simplify the estimation of the cost of a funeral or memorial service. After considering all of the options in this guide, you may be able to arrive at a fair estimate before personally meeting with us, or with any other funeral home.

FUNERAL HOME COSTS:

- ❖ Begin with the selection of a basic package: (1 Item)

Direct Cremation	\$2,895.00	
Immediate Burial	\$4,225.00	
Traditional Burial	\$4,775.00	
Natural Burial	\$3,880.00	
Alkaline Hydrolysis	\$5,995.00	Insert selected amount here: _____ +

- ❖ Add a Casket or Cremation Container
(1 item) \$ 95.00 ~ \$ 3,795.00 Insert casket cost here: _____ +

- ❖ Add an Outer Burial Container
(1 item) \$ 1,145.00 ~ \$ 9,595.00 Insert container cost here: _____ +

-OR -

- ❖ Add an Urn or Urn-Vault
(up to 2 separate items) \$ 65.00 ~ \$ 1,725.00 Insert urn cost here: _____ +

- ❖ Add Visitation and Services
(up to 4 separate events) \$ 95.00 ~ \$ 895.00 Insert total amount here: _____ +

- ❖ Add Remembrance Items
(Typical package of multiple items is \$195.00) \$ 5.00 ~ \$ 195.00 Insert total amount here: _____ +

OTHER ASSOCIATED COSTS: (other than funeral home)

- ❖ Add Obituary Costs
(for each newspaper) \$ 90.00 ~ \$ 5,000.00+ Insert total amount here: _____ +

- ❖ Add State Paperwork Costs
(per certified copy / permit) \$ 15.00 ~ \$ 35.00 Insert total amount here: _____ +

- ❖ Add Church/Clergy Costs
(up to 10 separate items) \$ 200.00 ~ \$ 1,000.00 Insert total amount here: _____ +

- ❖ Add Crematory Costs
(up to 6 separate items) \$ 395.00 ~ \$ 895.00 Insert total amount here: _____ +

- ❖ Add Medical Examiner Costs
(up to 6 separate items) \$ 60.00 ~ \$ 150.00 Insert total amount here: _____ +

- ❖ Add Cemetery Costs
(up to 6 separate items) \$ 100.00 ~ \$ 2,850.00 Insert total amount here: _____ +

- ❖ Add any Weekend Overtime Costs
(up to 4 separate items) \$ 100.00 ~ \$ 1,000.00 Insert total amount here: _____ +

- ❖ Add Flower Arrangement Costs
(up to 3 separate items) \$ 100.00 ~ \$ 500.00 Insert total amount here: _____ +

- ❖ Add Catering Costs # of guests _____ X \$ 12.00 ~ \$ 20.00 Insert total amount here: _____ +

- ❖ Add Reception Location Costs
(up to 2 separate items) \$ 200.00 ~ \$ 3,000.00 Insert total amount here: _____ +

Approximate Funeral Cost: = \$ _____

Service Animals Welcome



We always allow service animals on our premises in order to provide people with disabilities complete and equal access to our services. "Service Animal" means any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. Emotional Support Animals are not service animals.

Other species of animals, whether wild or domestic, trained or untrained, are not service animals for the purpose of this definition. The work or tasks performed by a service animal must be directly related to the handler's disability. Examples of work or tasks performed include, but are not limited to, assisting individuals who are blind or have low vision with navigation and other tasks, alerting individuals who are deaf or hard of hearing to the presence of people or sounds, providing non-violent protection or rescue work, pulling a wheelchair, assisting an individual during a seizure, alerting an individual to the presence of allergens, retrieving items such as medicine or the telephone, providing physical support and assistance with balance and stability to individuals with mobility disabilities, and helping persons with psychiatric and neurological disabilities by preventing or interrupting impulsive or destructive behaviors. The crime deterrent effects of an animal's presence and the provision of emotional support, well-being, comfort, or companionship do not constitute work or tasks for the purpose of this definition." (Service animal as defined by the ADA, Title III, subpart A 36.104 definitions, July 2010)

Under the provisions of ADA, we may ask if the dog is a service dog and may ask what tasks the dog performs for the handler.

For extended visits, we will assist in any way possible with feeding, watering, exercise and elimination.

What we expect from a service animal:

- Must be under the control of the handler at all times.
- Must be on a short leash at all times (some allowances are made under certain circumstances).
- Must not show aggression towards people or other animals.
- Does not bark, growl or whine. (However, a service dog may be trained to bark in the case of an emergency affecting the handler)
- Does not solicit attention, food or other items from the general public, nor annoy any member of the general public.
- Does not disrupt the normal course of business.
- Must be clean, well groomed, and does not have an offensive odor
- Does not urinate or defecate inside or in inappropriate locations.

We reserve the right to remove a service animal or other animal from our facility for any disruptive behavior.

Interpreters and Translation Providers

We will be pleased to provide qualified communication access professionals with adequate advanced notice.

The Randyl P. Cournoyer Memorial Library

Randyl P. Cournoyer was born on March 17, 1915. He grew up here in Jaffrey, joined his father in the operation of our family's business, and continued to be actively involved here until his death on January 1, 2001. Randyl cared very much about his home town and the residents of Jaffrey and the many surrounding communities. He was truly a gentle man who helped ease the pain for many generations of local families. His assistance and guidance helped many through their grieving process. We strive to perpetuate the memory of Randyl and his caring ways with this library - a great resource for generations to come. The public is encouraged to borrow the many publications on hand to assist in their healing and recovery. The library is located in the room adjacent our main office area.

