A PRACTICAL GUIDE

Our funeral services options and prices

C.P.J. Field.

More than a funeral director since 1690.

Our Philosophy

As a family business we understand that bereavement can be ever so tough – especially when you're alone. We'll be by your side every step of the way. Looking after your loved one as if they were one of our own, helping you celebrate the unique life they lived, being there when you need us.

Caring for both the living and the dead is who we are and what we do.

It is our job to walk beside those who are going through a difficult time and those who are experiencing the unpredictable and unexpected nature of grief.

We won't stop looking for ways in which we can continue to do this, and to strive to be the very best at what we do.

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Why do we have funerals?

Funerals provide us with the opportunity to gather and support those who experience loss, to share memories and stories with fellow mourners, while saying goodbye to a person we love and will miss. In this way, we help each other have the chance of the best start possible to a new life without that person in it.

Funerals are about the person who has died and for the people grieving their death.

The following pages cover our services, what they include, and what they cost. If you have any questions, call us any time.

Our Ballard & Shortall funeral home in East Grinstead

Why do we visit someone who has died?

Starting the journey to understanding what life is going to be like without the person who has died is, in many ways, the most important function of a funeral.

A key initial step on that journey is the experience gained from visiting the person who has died. This is possibly one of the hardest decisions to be made, yet we believe it is worthwhile because visiting the deceased person can help to make the connection between the person that was and the body they have left behind.

You can make a private appointment to come in to the funeral home, or you can arrange for friends and family to be present at the same time. We find that the community which your friends and family bring is an important source of support and comfort for those in grief.

The sharing of stories, memories and maybe even a bite to eat can have a positive effect on the early days of a bereavement.

If you would like to visit, let your funeral director know. We can arrange a private visit, or a time for family and friends to come together.

THINGS TO CONSIDER

Taking into our care
When and how should this happen?

Visiting
Spending time with your loved one before the funeral

Coffin
What is the most appropriate coffin, given its role in the funeral?

Transport
What sort of hearse is appropriate and how will the principal mourners travel?

Memorials
What sort of permanent memorial would you like?

Ceremonies
In how many parts and where?

Order of Service & Music
How will this support the funeral?

Notices
How do you wish to inform people?

Tributes
Will there be tributes such as flowers, donations, a condolence book etc?

Reception
Where will the reception take place; what do you have in mind?

Estate & administration
What can we help you with?

After cremation
Ashes interment ceremony, scattering, keepsakes

Special requests
What else can we help you with?

Our services explained

BEFORE THE FUNERAL

Collection and care
We collect the person who has died, any time of day or night, and bring them into our care at our nearest funeral home.

Professional preparation
We wash, prepare, and dress them in their own clothes or a gown chosen by you. They are looked after as if they were one of our own.

The Islay coffin
An oak veneered coffin with brass effect handles, included in your funeral fee. Other coffins are available and your funeral director will talk you through the options.

Arrangements and administration
Your funeral director handles all the paperwork, registrations, and coordination. You do not have to chase anything.

Coordination with third parties
We liaise with the celebrant, crematorium, musicians, florists, printers and caterers. One point of contact for everything.

ON THE DAY

Hearse
A hearse to transport the coffin from our funeral home to the venue, via a route of your choosing.

Your funeral director
With you throughout the day. To oversee, to conduct, and to make sure everything goes the way you want it to.

Ceremony
A tailored service at a venue of your choice. Religious or non-religious. Your music, your readings, your tributes.

Stationery and order of service
Printed orders of service for the ceremony, designed to reflect the person who died.

AFTER THE FUNERAL

Collection and storage of ashes
We collect the ashes and keep them safe for up to three months while you decide what you would like to do.

Post-funeral administration
Charitable donations, condolence pages and any remaining paperwork. We take care of it.

Online condolence and memorial page
A page for friends and family to leave messages, share photographs and make donations in their memory.

Never Alone
Our free community programme. Open to anyone. Coffee mornings, walking groups and more at our funeral homes and in community venues across the areas we serve.

GOOD TO KNOW

*Your estimate will also include third-party costs such as the **crematorium or burial fee** and the **celebrant or minister's fee**. Your funeral director will set everything out clearly so you know exactly what each part costs.*

Other services we offer

Here are some examples, each at additional cost. There is more we can do, and your funeral director will talk you through what each part costs.

ON THE DAY

Six-seater limousine for mourners

Four-seater car for mourners

Use of our service chapel for a ceremony

Design and print of orders of service

Take the coffin to a place of worship or venue before the funeral

Weekend or bank holiday surcharge

Additional mileage for funerals more than 20 miles

Complex or unusually involved funeral arrangement surcharge

AFTER THE FUNERAL

Ashes burial or scattering, with or without a funeral director

Headstone removal and replacement for a further burial

Ashes storage beyond three months

Delivery of ashes to an address of your choosing

Headstones, memorials, and ashes tablets

OTHER

Assistance with DIY funerals

Guidance with booking and paperwork

Receive and fit a coffin from a third-party supplier

Daily mortuary storage

Our electric hearse is available for any service

	Essential	Basic	Liberty (Direct Cremation)
Before the Funeral			
Collection and care	✓	✓	✓
Professional preparation	✓	✓	
The Islay coffin	✓	✓	✓
Arrangements and administration	✓	✓	
Coordination with third parties	✓		
On the day			
Hearse	✓	✓	
Your funeral director on the day	✓	✓	
Ceremony	✓		
Stationery and order of service	✓		
After the funeral			
Collection and storage of ashes	✓	✓	Scatter / return
Post-funeral administration	✓	✓	
Online condolence & memorial page	✓	✓	
Cremation fee included			✓
Ongoing			
Never Alone community programme	✓	✓	✓

Every funeral starts here. Where it goes is yours to choose.

A horse-drawn hearse. A congregation in their team's football colours.
The song they always sang in the car.

Whatever feels like them, we will help you make it happen.

It starts with a conversation about the person who died and
what feels right for you and them.

To see our full and up-to-date prices,
scan the QR code to visit our website.

The coffin

A small selection of the wide variety available

The Islay (included in your fee)

Oak veneer with a flat lid and brass effect handles. A traditional coffin with a warm, understated finish.

The Brighton

Solid pine with a natural matt finish and four pinewood handles. Light and simple. Some families feel that says everything it needs to.

The Ascot

Solid oak with a raised lid and six brass coloured bar handles. Polished to a high gloss. A coffin with real stature.

The Oakham

Solid oak, polished to a high gloss with deep wood moulds to the base and lid. A step up in weight and presence.

The Barnard

Solid oak with deep panels to the sides and ends, a high raised lid, and a rich gloss finish. Six brass coloured bar handles. The most detailed coffin in our range. For someone who deserved a grand farewell.

Wicker/Willow

Hand-woven natural willow. A gentle, natural choice for families who want something closer to the earth.

To see our complete range of coffins and finishes, scan the QR code to view our coffin selection brochure.

WHAT FAMILIES HAVE CHOSEN

His mates rode with him one last time

A service at his church

He loved his donkeys

Pink was her colour

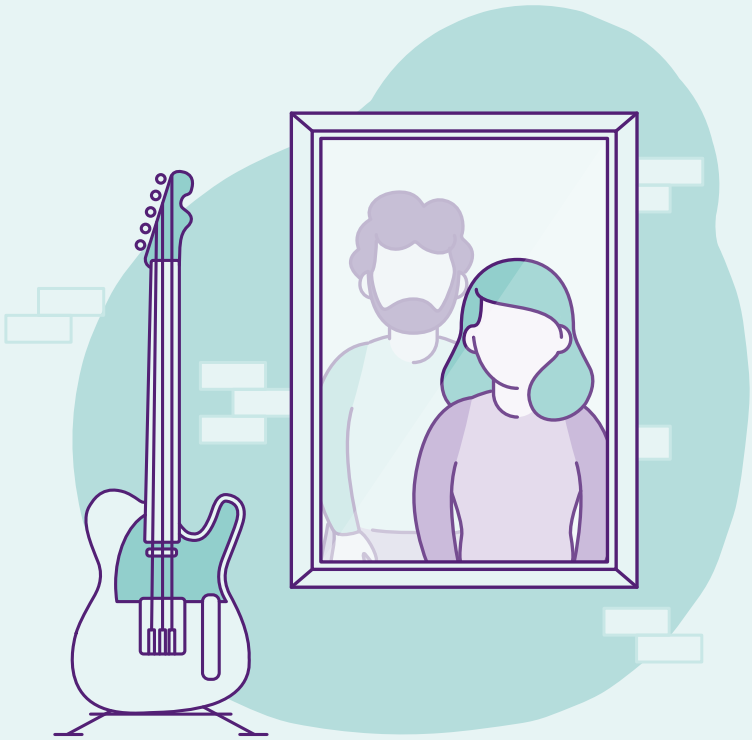
A natural burial, just as they wished

His truck was everything to him

She loved an adventure

Her favourite singer came along for the ride

Her friends made every stitch



After the funeral

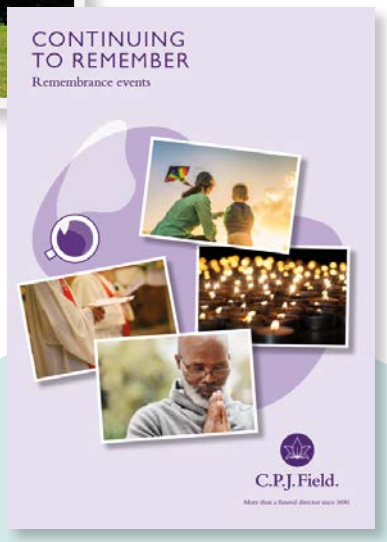
Once the funeral has taken place, there are a few things you might want to think about. None of them are urgent, and you can call us any time to discuss.

Finding a way to remember them can bring real comfort. A headstone, a memorial, a bench, a garden plaque. When the time feels right, we can talk you through what is possible.

If we are collecting the ashes from the crematorium on your behalf, we will let you know when they are back with us. We can scatter of bury them, deliver them to an address you choose, or keep them safe until you are ready to decide. There is no deadline. Some families know straight away. Others take months. Both are fine.

If you would like to bring people together at a later date, we can help you arrange that. A memorial service, a scattery ceremony, or something less formal. Whenever you are ready.

With your permission, we will get in touch three months after the funeral to see how you are and offer our help.



There is no time limit on saying goodbye. Some families find that a gathering feels right later on. Weeks, months, even a year from now.

We have been working with local venues, florists, caterers and musicians for years. We can help you plan something that feels right.

When you are ready, we are here.

For ideas on bringing people together to remember them, scan the QR code to see our Continuing to Remember guide.

Ways to remember

Headstones, cremation plaques & tablets

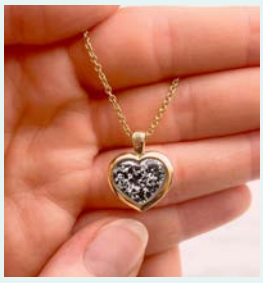
A memorial gives you somewhere to go. A place where they are always present. We can help you choose a headstone, a plaque, or a tablet that feels right. Every detail can be personalised, from the stone and the finish to the words you choose.

Many families find it helps to wait a few months before deciding. When you are ready, we are here.

To see our full range of memorials, scan the QR code to view our masonry brochure.

Memorial Jewellery

Some families choose to keep a small part of them close. Memorial jewellery holds or incorporates ashes into pieces you can wear every day.



Keepsakes

Not everything needs to be permanent. From ashes in glass to fingerprint keepsakes, there are small, personal ways to keep them with you.

To see our full range of memorial jewellery and keepakes, scan the QR code to visit our website.

"There are three needs of the griever:
To find the words for the loss, to say
the words aloud and to know that
the words have been heard"
Victoria Alexander
CPJ FIELD
5-STAR
3,000+ GOOGLE REVIEWS

Tea and cake

Community choir

Never Alone™

From C.P.J. Field

Loneliness can arrive without warning. It does not always have an obvious cause. Sometimes it follows a bereavement, a move, a retirement, a change in health. Sometimes it is just there. We see it in our communities every day. It is why we created Never Alone.

Every week, people gather at our funeral homes and in community venues across the areas we serve. For a cup of tea. A walk. A chat.

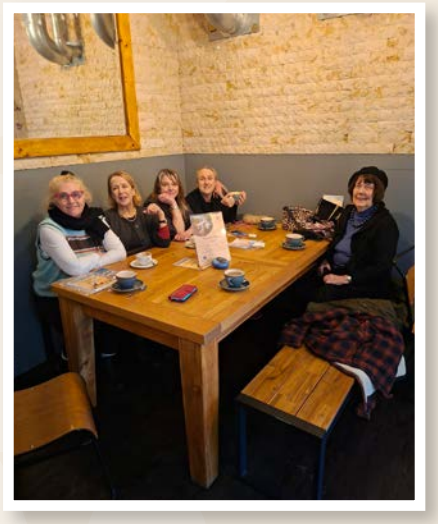
Some have recently lost someone. Some have just moved to the area. Some are retired and the days feel long. Some just needed somewhere to go.

Everyone is welcome. There is always a seat and the kettle is always on.

See what is happening near you at www.never-alone.co.uk

Bingo

Knit & Natter



Dog walking

Coffee and a catch up

Never Alone buddies

Arts and crafts

Coffee morning

Days out

For more information on our activities, please ask a member of the team or visit our website: www.never-alone.co.uk

HOMELAND INTERNATIONAL

Trusted to care in a diverse world

When someone dies overseas, families are suddenly faced with an overwhelming and heartbreaking question: how do we bring them home?

In a moment already filled with grief, the practical and logistical challenges of international repatriation can feel impossible to navigate alone.

That's why our specialist repatriation team, Homeland International, is here. We support families who need to bring a loved one home from anywhere in the world, handling every detail with compassion, dignity, and care. Whether it's arranging international transportation, managing essential documentation, or helping with the safe transfer of ashes overseas, we guide you through each step so you never have to face it by yourself.

Whatever the circumstances, we are here to help, day or night.

To find out more, call us on +44 03300 417 265, visit homeland-international.co.uk, or scan the QR code.

Liberty Cremations

This is a direct cremation service. This means the person who has died is collected, cremated, and their ashes are either returned to you or scattered according to your wishes, without the option to meet with us in person or hold a funeral ceremony.

The fee for this service includes collection of the person who has died, storage in a mortuary located conveniently for us, transport to our partner crematorium for an unattended cremation, the cremation fee, and the return of ashes.

Liberty Cremations is part of the CPJ Field & Co. family. If you would like to understand this service in more detail, you are welcome to speak with us at your local funeral home. Should this be the right choice for you, it will be delivered by our dedicated team, available online or by phone 24 hours a day, 7 days a week.

To find out more, call us on 0800 008 6867, visit libertycremations.co.uk, or scan the QR code.

Planning Ahead

Many families tell us this process made them think about their own wishes for the first time. If that thought has crossed your mind, it is worth the conversation.

Planning ahead means the people you love won't have to make difficult decisions while they are grieving. They will know what you wanted. They can honour that, instead of guessing.

You can plan as much or as llittle as you like. Come back to it whenever you are ready.

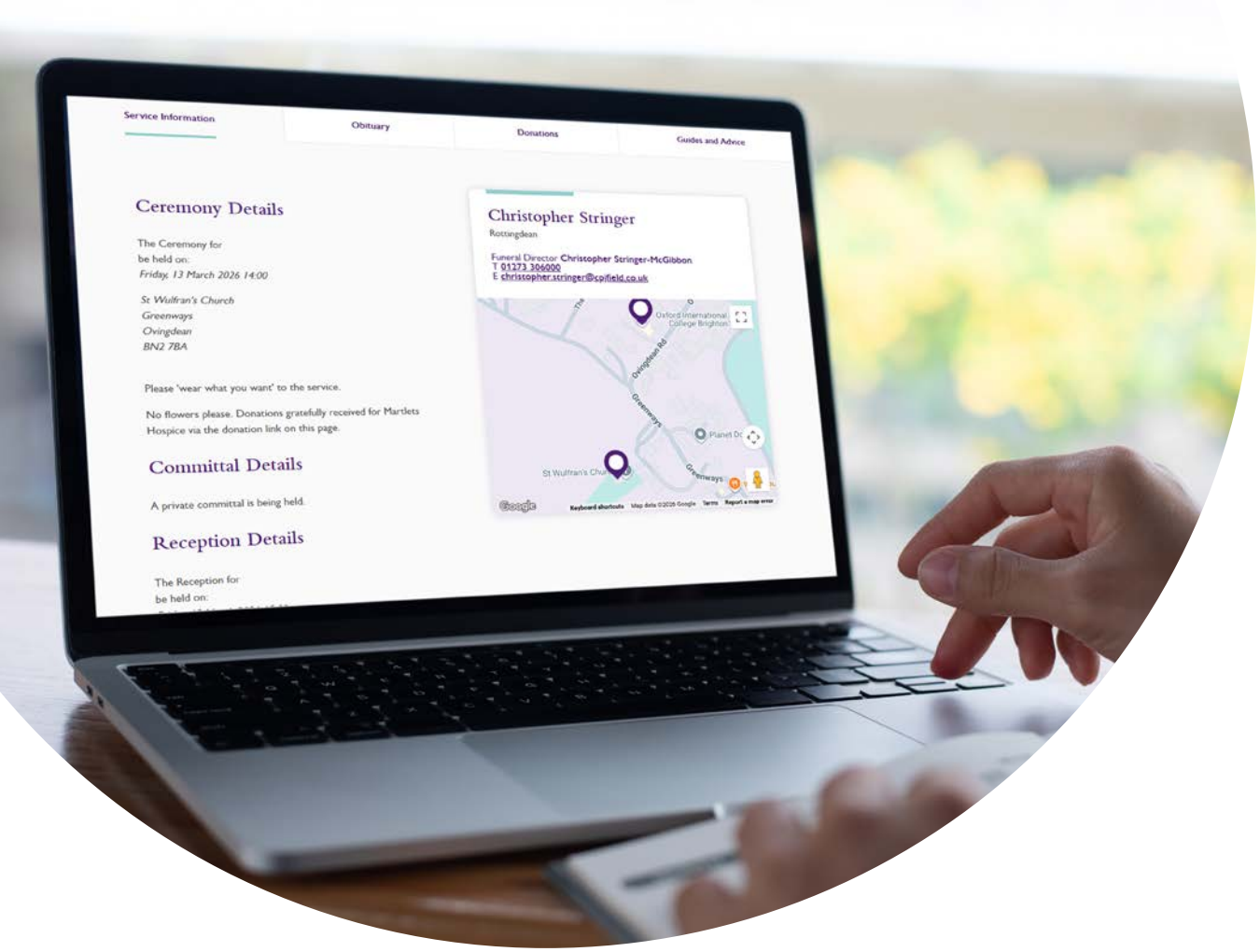
If you choose a pre-paid plan, the cost is fixed at today's prices and your money is protected. Our plans are FCA-authorised through Golden Leaves.

Pick up a pre-planning pack at your local funeral home, or ask your funeral director.

Golden Leaves
Funeral Plans

Scan to find out more about our pre-paid funeral plans.

Download our funeral wishes document. A simple way to start, in your own time.



Our online portal

Helping to manage your funeral online

Our client portal gives you the ability to publish the details of the funeral on our website and share updates with family and friends. You can also:

- Personalise the page with photographs and wording about the person who has died
- Approve messages of condolence left by your friends and family
- An area for family and friends to leave photos, memories and messages
- View 'live' estimate online
- Collect online donations and condolence messages
- Light a candle in memory
- Share funeral service information, if desired, via your social media account, for example WhatsApp
- View the funeral costs including disbursements
- Pay deposit / final account online
- Make a debit / credit card payment

Our terms and conditions

It is our practice to collect the estimated out of pocket expenses incurred with the third parties in the course of providing the funeral (known as disbursements) and half of our estimated fees in advance of the funeral. We will provide a final account for the funeral costs seven days after the day of the funeral which should be settled upon receipt. Scan the QR code to find out more.

We are the Field family of CPJ Field, family funeral directors operating across South East England.

All of our funeral homes operate under their original names and have a long heritage to draw on.

Our family includes: Attree & Kent, Ballard & Shortall, Christopher Stringer, Constable & Toop, Cooper & Son, Deric-Scott, Edmund & Sons, Haine & Son, Heritage & Sons, S.E. Skinner & Sons, and Shires.

Over the past three centuries, CPJ Field has been actively owned and managed by the Field family through ten generations.

It is our solemn promise to help you to make your funeral experience as personal and individual as possible.

Jeremy, Emily & Charlie

C.P.J. Field.

More than a funeral director since 1690.

APRIL 2026

Ballard & Shortall

Part of C.P.J. Field

More than a funeral director since 1690.

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1 Wellington Road, Horsham, West Sussex RH12 1DD
01403 257 243 | ballard.shortall.horsham@cpjfield.co.uk

69 Victoria Road, Horley, Surrey RH6 7QH
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Because every life is unique

www.cpjfield.co.uk

National Association of Funeral Directors® Est 1905