



## **FAQ: Holding a Funeral or Memorial Service**

### **Who may hold a funeral/memorial at HPUMC?**

We will host services for members and their families, as well as for non-members when possible. With such a large membership, our priority must be for our members.

### **How do I report a death and request a service?**

Call the Congregational Care Ministry office at 214.523.2241, or contact one of our ministers directly. We will guide you and your family through the funeral planning process.

### **What's the difference between a funeral and a memorial service?**

In a funeral, the casket containing the body of the deceased is present. There is no casket at a memorial service, although sometimes there may be an urn containing the cremated ashes of the deceased. Caskets at HPUMC services are required to remain closed before, during and after the service.

### **May I request a particular HPUMC pastor to conduct the service?**

Yes, subject to their availability. If you don't have a preference, we will designate a pastor. You will meet with him/her to plan the service content.

### **May I have an outside pastor (including a family member) conduct the service?**

At the family's request and upon agreement with the HPUMC officiating pastor, another ordained minister may assist with the service. The HPUMC minister will serve as the lead pastor and will coordinate the service.

### **When can funerals/memorials be scheduled?**

The following times are generally available for services, although church-sponsored and SMU activities will sometimes limit availability:

- Monday & Tuesday: 1:00 or 3:00
- Wednesday & Thursday: 10:00, 1:00 or 3:00
- Friday & Saturday: 10:00
- Due to regular worship activities, we do not hold funerals or memorial services on Sundays.



### **How much lead time is required?**

To provide your family and our staff with adequate planning time, we require a minimum of three business days between the service request/reservation and the day of the service.

### **Who plans the service?**

You will meet with the officiating pastor, and possibly the music coordinator, to decide on the service's content. Other family members may participate in this meeting if desired, but it's best to appoint one person as the family contact regarding ongoing funeral decisions.

### **What does the service consist of?**

The elements of the service include scripture passages, music, creeds or responsive readings, prayer, words of remembrance from family or friends (brief eulogies), and words of faith (the pastor's message). Since this is a worship service, all content must be appropriate for this purpose.

Our church staff will prepare and conduct the service, as well as provide experienced greeters when needed, freeing your friends and extended family to support you in other ways.

### **May we include recorded or secular music in the service?**

No, only live music of a religious nature may be played in the service. Recorded or secular music *is* allowed in the reception, if you choose to hold one.

### **How do we request/plan a reception after the service?**

Whether at the church or offsite, a reception affords a more relaxed setting to visit with your guests. Most receptions are held in Fellowship Hall. Let us know if you would like to hold a reception at the church, and we will reserve the space for you. We will also provide you with contact information for our exclusive in-house food service provider, so that you can work directly with them in arranging and paying for refreshments to be served if desired.

### **Does the church provide bulletins for the service?**

Yes, we prepare and provide bulletins according to our standard format, as part of the package.

### **May we reserve seating for family or other guests?**

Yes, we will reserve seating at the front of the worship venue for family. We are unable to reserve seating for non-family groups.



### **Will the service be recorded?**

Yes, we will record the service: video for Sanctuary, audio for Cox Chapel, and email you a link to the recording within a few weeks. There is no extra charge for the recording.

### **May I bring a video slide show or photos to display at the reception?**

Yes, if desired, you may bring us a completed video DVD or PowerPoint of photos or video that you have created, with or without sound. ***Please allow at least 1 business day before the service for HPUMC testing and setup.*** Framed photos and memorabilia may be arranged on a table in the reception venue immediately prior to the service.

### **Who provides flowers for the altar?**

Altar flowers are not required. It is the family's option and expense, and you may order from your choice of florists. *If you choose to have altar flowers, please instruct your florist to deliver them on the day of the service at least one hour before the service time.* Flowers sent as gifts by others will be displayed in the narthex and other entry areas and, if you are holding an onsite reception, our staff will move them to the reception site during the service. Any flowers you wish to keep must be taken with you when you leave the church.

### **May we have the carillon (tower bells) play?**

Yes, subject to availability and at an additional cost, we can arrange for the carillon to play hymns for 20-30 minutes before the service as guests are arriving. Just let your pastor know at the planning meeting.

### **What about parking?**

We will reserve a portion of our parking lot for family, and other guests may park in our usual parking areas. If you expect a large number of guests, we recommend contracting directly with one of the HPUMC-approved services below to provide valet parking:

- Elite Valet Services | 972.247.7073
- PCA Valet Services | 469.951.6744
- Gold Crown Valet | 972.470.0000 or 972.375.6631
- Jack Boles Parking | 214.880.4452

If you do decide to offer valet parking, please let us know in advance which company you are using.



### **Is child care available?**

Upon request and subject to caregiver availability, HPUMC may provide limited care for children of the deceased's immediate family only. Please allow at least 2 business days before the service. There may be an extra charge for care.

### **When should we arrive on the day of the service?**

We recommend arriving 30 minutes to 1 hour (for larger services) before the service time, parking in the area designated for family.

### **What happens/what should we know about the day of the service?**

- Our onsite coordinator will greet you as you arrive, ensure your family settles into the family room, receive your payment, and answer any questions that arise.
- If you are setting up a photo/memorabilia display for the reception, the best time to do so is an hour before the service.
- About 10-15 minutes before the service, the pastor will meet and pray with the family in the family room.
- After the pastor leaves for the service venue, the onsite coordinator will organize and lead family members for entry to the service.
- At the end of the service, the pastor will lead the family out and into the reception venue, if holding an onsite reception. Otherwise, you will be led to the exit. To ensure a smooth exit of all guests behind you, please proceed directly to the reception or exit until released by the pastor.

### **What are the costs of holding a funeral/memorial service?**

- **Service venue:** includes worship venue, nearby family room, organist, onsite coordinator, bulletins, technical & custodial services.
  - Sanctuary (capacity 800): member \$750 / non-member \$1,000
  - Cox Chapel (capacity 175): member \$600 / non-member \$750
- **Reception venue** (Fellowship Hall): \$100, refreshments not included\*
- **\*Refreshments for reception:** Contact Preston Hollow Catering, 214.739.0350. You will work with and pay them directly.
- **Officiating pastor:** Honorarium is discretionary, but generally starts around \$300 by check payable to pastor.
- **Music options, subject to availability:**
  - Organist/pianist: included in venue cost
  - Soloist, vocal or instrumental: \$150
  - Chancel Choir: \$1,500
  - Vocal octet: \$1,200
  - Bagpiper: \$350
  - Carillon before service: \$125



- **Security:** \$180, in most cases only for Saturday services
- **Valet parking:** Optional, and recommended for large services. You will work with and pay the selected company directly. The following services are approved for HPUMC funerals and memorial services:
  - Elite Valet Services | 972.247.7073
  - PCA Valet Services | 469.951.6744
  - Gold Crown Valet | 972.470.0000 or 972.375.6631
  - Jack Boles Parking | 214.880.4452
- **Child care:** Extra cost, if applicable, to be determined when care is arranged. Subject to availability.