

Special Customer Service Request

Service Requested: _____

Location: _____

Name of Deceased: _____

Property Owner: _____

How to Contact You

Name: _____

Address: _____

City/State: _____ Zip: _____

Telephone # () _____

MAIL TO:



TEMPLE

Garden of Memories

AND CREMATORY

8101 Old Highway 81

Temple, TX 76501

254-742-0441

General Regulations

Floral Regulations: In order to maintain safety and preserve the beauty of Temple Garden of Memories these rules and regulations are designed to ensure that Temple Garden of Memories remains a place of abiding beauty and a source of continual satisfaction for all parties interested.

1. Cemetery visiting hours are from sunrise to sunset.
2. Our cemetery office is open Mon.-Fri. from 8:30 A.M. to 5:00 P.M.
3. The speed limit in the park is 15 mph.
4. Parking is allowed on the roadway or in identified parking areas only. Please refrain from parking on the grass.
5. Dogs and other pets are not allowed except when kept within an automobile or on a leash.
6. No weapons are permitted within the cemetery.
7. All maintenance will be performed by cemetery personnel only.
8. Special Requests concerning birthdays, anniversaries and other important dates contact cemetery office for any special requests.
9. *Temple Garden of Memories Clean Off Schedule:*
Christmas: (January 15)
Spring: (March 1 - March 15)
Fall: (Nov. 1 - Nov. 15)
10. *Temple Garden of Memories* is not responsible for damaged or stolen items.

How To File A "Special Customer Service Request"

Temple Garden of Memories occasionally receives inquiries about a particular condition or problem. When you have a complaint or suggestion, we ask that you fill out our "Special Service Request" form in this brochure, then bring, mail, or email to our office.

We will give individual attention to each request as it is made. Due to our normal load, we must ask for your patience. It may be a week or two before your request can be answered.

The management may not always be aware of a particular condition. We appreciate your concern being brought to our attention. Thank you for taking the time to complete the form. you will receive a reply explaining the action taken within a few weeks after making the request.

In certain instances, we may be unable to fulfill your request in its entirety. However, we assure you that each request will be thoroughly examined and considered before any decision is made.

We know you agree the LIVING BEAUTY of nature is the finest tribute we can pay to our loved ones. To keep the park beautiful and in god taste at all times, we respectfully request and thank you for your cooperation with the regulations contained herein.



TEMPLE

Garden of Memories

AND CREMATORY

Floral Regulations

Decoration of Cemetery Space



8101 Old Highway 81

Temple, TX 76501

254-742-0441

www.templecemetery.com

Memorial Gardens

Temple Garden of Memories provides one of the most beautiful cemeteries in central Texas. This has been brought about by the mutual understanding and cooperation of all those interested in Temple Garden of Memories, especially the cemetery lot owners and the families of such persons. Your adherence to the regulations listed below will be appreciated.

Floral guidelines for flush memorial sections:

Flowers are only permitted in company approved vase containers...bronze, granite units.

Floral guidelines for flush monument sections:

Saddles, approved vase containers; plantings, bedding flowers, and mulch are permitted. Killeen Memorial Park is not responsible for the replacement or damage of items that are removed.

Silk or Artificial Flowers:

Are permitted in approved vase containers. However, if faded, in disrepair or not in an approved container will be removed. Arrangements that become unsightly and create an impression of neglect rather than remembrance will be removed.

Other items:

Dwarf-shrubs and plantings that create an impression of neglect will be removed.

Benches:

Company approved Granite/Marble benches will be permitted within the designated and approved areas with the appropriate foundations, per company standards. All other benches will be removed immediately.

Veteran:

American Flags are permitted in both the upright monument sections and in the flush memorial sections, along the granite base. American Flags that are in disrepair will be removed.



Special Occasions: (please contact office)

(Holidays, birthdays, anniversaries, special occasions, etc.) During special requests, per new company procedure, families are welcome to visit the office and request to have non-compliant items on their loved ones grave, not exceeding ten (10) days. It will be the responsibility of the family to remove those items by the date specified on the work order or the maintenance staff will remove them.

Mausoleum Crypts and Cremation Niches

We encourage the use of artificial flowers in the mausoleums and niche areas. For your safety, attention should be given to the following:

1. Do not use arrangements which are too high or too bulky for the crypt or niche vase. These may not only tend to obscure the engraving, but may make the vase top heavy.
2. Do not put sand, gravel, etc. in a crypt or niche vase to hold flowers in place. If some heavy weighted vases were to fall it could cause serious injury. The use of Styrofoam is suggested to hold flowers upright.
3. Do not use wire to fasten arrangements to a vase. Wire rusts and can stain crypt and niche fronts.
4. No glass or ceramic containers are allowed in the mausoleum or niche areas where breakage might result in injury.
5. Arrangements, flags, or decals, etc. may not be taped or wired to a crypt or niche front. The tape and decals are unsightly and difficult to remove.

Clean Offs:

Christmas: (January 15)
Spring: (March 1 - March 15)
Fall: (Nov. 1 - Nov. 15)

Christmas type ornaments, wreaths, and arrangements are permitted from the day after Thanksgiving until January 15th.

Temple Garden of Memories is not responsible for the replacement or damage of items that are removed during clean offs

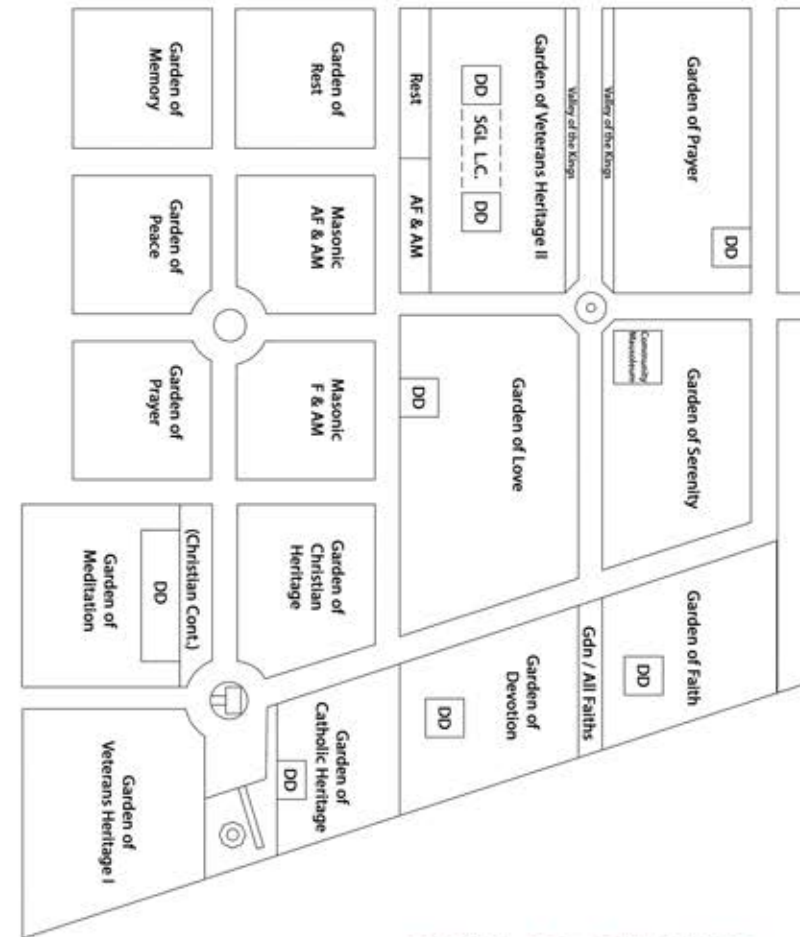
General maintenance of the cemetery will be performed weekly, including the removal of neglected flowers and non-approved items.



Burial Service Flowers:

Cemetery personnel will remove burial service flowers three (3) to five (5) days following the service.

In order to maintain safety and preserve the beauty of Temple Garden of Memories we reserve the right to change or modify these rules and regulations that are designed to ensure a place of abiding beauty and a source of continual satisfaction for all parties interested.



FULL PARK MAP