BILLOW’S
A Tradition of Dignity and Respect Since 1875

SERVICE GUIDE & GENERAL PRICE LIST

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BILLOWFUNERALHOMES.COM

PROFESSIONALISM • COMPASSION • INTEGRITY • DIGNITY • RESPECT
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DEAR FRIEND,

We are honored that you have placed your confidence in the Billow family to serve you, and we hope that information contained in this guide will assist you as you select the services that will celebrate the life of your loved one.

The Billow Funeral Homes & Crematory has played an integral role in the Akron community since my great-great grandfather founded the Billow Undertaking Co. in 1875. My family and I are incredibly humbled to continue his legacy as operators of Akron’s premier full-service funeral home and crematory. We strive to be the most trusted funeral home in the area.

There are no adequate words to describe the depth of emotions when experiencing the loss of a dear loved one. My team of professionally-trained funeral directors and funeral associates stand ready to help guide you through this time. I can assure you that the men and women at Billow’s will adhere to the very same values that our firm was founded on over 143 years ago: Professionalism. Compassion. Integrity. Dignity. Respect. These are the values that form the very foundation of our company.

When you need us the most, we promise you our very best.

Sincerely,
Charles M. Billow
President and 5th Generation Owner
WHAT DOES IT MEAN TO SERVE?

In 1875, Captain George Billow returned home from serving in the Civil War as an Officer in Union Army. He stabled his team of horses in downtown Akron on Ash Street and offered his services and his compassion to local neighbors as one of Akron’s very first undertakers.

George founded his company on the fundamental belief that every person deserves to be treated with dignity and respect, stemming from his deep belief that we are all children of Almighty God.

He realized the importance of authentically living out these ideals—and passing them down to his children—to ensure that everyone we serve experiences the highest levels of care and compassion.

We continue in this tradition today, as we promise to:

• Celebrate every life with dignity and respect
• Serve every family with our highest levels of attention, care, and compassion

This tradition is the fundamental mission of The Billow Funeral Homes & Crematory — it’s who we are and what we stand for.

OUR LOCATIONS

Captain George and his sons built the first funeral home in Akron. The Billow Funeral Parlor, located at 118 Ash Street next to the old Quaker Oats silos, is believe to be one of the first funeral homes in the entire country.

As the city of Akron expanded with the rise of the Rubber Industry, so did Billow’s. We opened the comfortable, inviting, and well-furnished Cuyahoga Falls Chapel in 1954, which, to this day, remains as the finest funeral facility in the Falls.

When the original Akron location was forced to close to make way for the Innerbelt Expressway (OH-59) in 1967, we were given an opportunity to relocate to the spacious, modern and thoughtfully-designed Fairlawn Chapel, which is one of Akron’s premiere funeral facilities today. We understand that your family deserves the very best and we are proud to offer you the finest funeral facilities in Northeast Ohio.
PERSONALIZATION AND MEMORIALIZATION

From choices regarding a funeral or memorial service, whether traditional, or contemporary—we are here to guide you every step of the way and offer our services at any location and any time, in any way that you desire.

Your choices include the location of the funeral or memorial service, the date and time of the services, the musical selections, the prayers, poems, and kind words you would like said, and the hymns and songs you would like sung. We will gladly arrange to have our on-staff organist play at the service. We will assist you in finding a bagpiper and can also arrange for a release of doves, butterflies, or balloons. In certain communities, we can also assist you in arranging for an environmentally friendly “green burial.”

Additionally, we’ll assist you in creating meaningful memorialization by transforming the funeral home, church or third party location into a dedicated space for family and friends to gather to remember your loved one. A permanent place to reflect on your loved will truly honor the relationship you will always have with that person.

TRANSPARENCY AND VALUE

Our core values center around celebrating every life with dignity and respect while serving every family with the highest levels of attention, care, and compassion.

As a local, family owned and operated business, we strive to offer our friends and neighbors the highest levels of service at affordable prices that will fit any budget. We are confident that you will find tremendous value in our services and we hope that you will be completely delighted with the level care we extend to your family.

AFTER CARE

You’re not alone. With our in-person and online grief support you’re assured of our commitment to helping you through this difficult time. It doesn’t matter what time of day, or what day of the week you need support, we’re here for you. You can access online counseling services, join in group grief support, or watch our interactive videos, anytime: 24/7. No matter how you feel at this moment, you have our commitment—you’re never alone.
A Family of Firsts

OUR STORY OF FIRSTS
As a sixth-generation family-owned and operated business, the Billow Funeral Homes & Crematory is the oldest firm, regardless of industry, in Summit County.

OUR FOUNDING
In 1875, Captain George Billow, a Civil War veteran who served in the Union Army, founded The Billow Undertaking Company. After the conclusion of the war, he learned the embalming trade and upon returning home, Akron's first funeral home was born. As a testament to his legacy, you'll see Captain George's portrait hanging in the main foyer of both Billow's Fairlawn and Cuyahoga Falls Chapels.

In 1881, after establishing one of the industry's premiere funeral homes, the Billow family became one of the first founding members of the Ohio Funeral Directors Association, an association that provides innovative leadership development programs to hundreds of member firms statewide. Billow's was also one of the first firms to join the National Funeral Directors Association, and the Billow family helped to set the national standard for funeral service.

“We take pride in our rich history, which is fueled by the trust and loyalty that Akron families have placed in our family. Akron is our home and we feel a tremendous responsibility to serve to the best of our ability,” shares Nathanael Billow, Vice President and Treasurer of Billow Funeral Homes & Crematory.

The Billow family served Akron outside of their successful funeral business, as well. In 1911, the family saw a need in the community for citizens to be delivered quickly to the hospital in the event of emergencies. The Billow family partnered with Akron City Hospital and operated the area's first ambulance service.
OUR INDUSTRY LEADERSHIP

Additionally, since 1933, Billow’s has been a member of Selected Independent Funeral Homes (SIFH), the industry’s premier trade association. Membership in SIFH is exclusive, with membership limited to only those privately-owned firms who display a commitment to compassion, integrity, and ethics, while delivering the highest levels of service. Billow’s was one of the first firms in the country to be invited.

“We view ourselves as stewards of the funeral profession, which is why we have been, and continue to be so involved in the state and national funeral associations. One of the best aspects of serving as President of Selected is that I am given a national platform to share some of the best practices that our firm is known for back in Akron,” explains Chip.

OUR GROWTH

In 1984, sensing a change in family preferences, Chip Billow sought ways to ensure a consistent level of service across the spectrum of all funeral-related options, including cremation. Billow’s became the first funeral home in greater Akron to install its own crematory, which allowed the Billow family to guarantee that those families who prefer cremation will receive both peace of mind and the highest levels of service. Today, a number of other funeral homes in Northeast Ohio also trust Billow’s Crematory to assist with their own cremation needs.

Chip’s children, Nathanael and Stacy, are now actively involved in the company and are poised to continue building on their family’s legacy as leaders of one of the preeminent funeral homes in the United States.

Nathanael Billow may have summed up his family’s business best: “For generations, the Billow’s have been a family of firsts. The only way my sister and I can properly honor the legacy of our ancestors is by continuing our family’s tradition of placing the dignity of local families and their departed loved ones first.”
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 price list is offered to comply with the Federal Trade Commission’s Trade Regulation Rule; Funeral Industry Practices 16 CFR Part 453. Our fees are established in consultation with a professional accounting firm, exclusively serving funeral homes.

### Services of Funeral Director & Staff
This charge includes: 24-hour accessibility; general and administrative expenses; arrangements conference with a licensed funeral director; planning, supervising, and coordinating service details with those involved in the funeral service; securing, preparing, and filing necessary permits, certificates, authorizations, and consents; clerical and record keeping. This fee for our basic services and overhead will be added to the total cost of the funeral arrangements you selected. This fee is already included in our charges for direct cremations, immediate burials, and forwarding or receiving remains.

- Embalming: $695
- Washing & Bathing of Unembalmed Body: $150
- Refrigeration (per day): $85
- Other Preparation of the Body: $225

### Use of Facilities & Staff
- Viewing or Visitation (per day): $525
- Extra Day of Viewing or Visitation: $435
- Same Day Viewing or Visitation: $370
- Funeral Ceremony (Funeral Home, Church or Other Location): $525
- Graveside Service (Equipment & Staff): $275
- Memorial Service: $525
- Transfer of Remains to Funeral Home: $425
- Funeral Coach (Hearse): $375
- Limousine: $375
- Service (Utility Vehicles): $150
- Delivery of Urn to Cemetery: $75

### Automotive Equipment (within 35 miles, $2.50 per additional mile, one-way)
- Caskets (A complete price list available at the funeral home): $1,095 to $14,295
- Outer Burial Containers (A complete price list available at the funeral home): $875 to $15,995

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*Our Price List*

*Prices effective January 1, 2019 - Subject to change without notice*
OTHER SERVICES

Forwarding of Remains to another Funeral Home .......................................................... $2,895
This charge includes: 24-hour accessibility; general and administrative expenses; arrangements conference
with a licensed funeral director; planning, supervising, and coordinating service details; securing, preparing,
and filing necessary documents; clerical and record keeping; embalming; other preparation of the body;
transfer of remains; utility vehicle; and local transportation of the deceased to the airport (excludes
shipping charges).

Receiving Remains from another Funeral Home .......................................................... $2,725
This charge includes: 24-hour accessibility; general and administrative expenses; arrangements conference
with a licensed funeral director; planning, supervising, and coordinating service details; securing, preparing,
and filing necessary documents; clerical and record keeping; other preparation of the body; transfer of
remains; utility vehicle; local transportation of the deceased from the airport; local transportation of the
deceased to the final place of burial; and use of staff and equipment for graveside service.

Direct Cremation (Crematory Fee Extra) ................................................................. $2,395 to $15,290
This charge includes: 24-hour accessibility; general and administrative expenses; arrangements conference
with a licensed funeral director; planning, supervising, and coordinating service details; securing, preparing,
and filing necessary documents; clerical and record keeping; other preparation of the body; transfer of
remains.

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
outside covering). The containers we provide are cardboard with wood bottom inserts.

A. Direct Cremation with any casket selected from our funeral home (service only) ............... $2,395

Range of direct cremations with a casket from our Selection Room ................................. $3,490 to $15,290

B. Direct Cremation with a container provided by the purchaser ........................................ $2,395
   
C. Direct Cremation with an alternative container ........................................................... $2,650

Immediate Burials ........................................................................................................ $3,150 to $17,445
This charge includes: 24-hour accessibility; general and administrative expenses; arrangements conference
with a licensed funeral director; planning, supervising, and coordinating service details; securing, preparing,
and filing necessary documents; clerical and record keeping; other preparation of the body; transfer of
remains; utility vehicle; use of staff & equipment.

A. Immediate Burial with any casket selected from our funeral home (service only) ............... $3,150
   
Range of immediate burials with a casket from our Selection Room ................................. $4,245 to $17,445

B. Immediate Burial with a container provided by the purchaser ........................................ $3,150
CREMATION SERVICE PACKAGES*  

Classic Cremation Service ........................................................................................................................................... $4,620

This charge includes: 24-hour accessibility; general & administrative expenses; arrangements conference with a licensed funeral director; planning, supervising, coordinating service details with those involved in the funeral service; securing, preparing, and filing necessary permits, certificates, authorizations and consents; clerical and record keeping; transfer of remains; embalming; other preparation of the body; viewing & visitation; funeral ceremony at funeral home or other location.

Contemporary Cremation Service ................................................................................................................................. $3,175

This charge includes: 24-hour accessibility; general & administrative expenses; arrangements conference with a licensed funeral director; planning, supervising, coordinating service details with those involved in the funeral service; securing, preparing, and filing necessary permits, certificates, authorizations, and consents; clerical and record keeping; transfer of remains; refrigeration of remains; washing and bathing of un-embalmed body; memorial service at funeral home or other location.

Direct Cremation .............................................................................................................................................................. $2,395

This charge includes: 24-hour accessibility; general & administrative expenses; arrangements conference with licensed funeral director; planning, supervising, coordinating details; securing, preparing, and filing necessary permits, certificates, authorizations and consents; clerical and record keeping; transfer of remains; refrigeration of remains; washing and bathing of un-embalmed body.

Cremation Containers ....................................................................................................................................................... $255 to $12,895

Includes Mahogany, Walnut, Hickory, Cherry, Oak, Maple, Pine, Poplar, Ash, Cloth Covered Wood & Cardboard.

Urns: Cremation urns range from ..................................................................................................................................... $195 to $1,095

Vaults: Cremation urn vaults range from .......................................................................................................................... $100 to $1,130

*Crematory Charges are Additional (Currently $295)
THE CREMATION PROCESS

Many funeral homes in Akron partner with large industrial crematories that are located offsite. At the Billow Funeral Homes & Crematory, we can promise you that once your loved one is brought into our care, he or she will never leave our care.

We operate a state-of-the-art crematory on our premises. This means that each step of the cremation process is handled by one of our fully-licensed and certified cremation professionals. And, should you wish to witness the cremation, you will be able to do so at our onsite Cremation Chapel.

While some funeral homes advertise that they offer cremation services, many providers subcontract this sensitive process to distant, off-site industrial crematories. By operating our own modern cremation facility, we offer you and your family a priceless commodity: true peace-of-mind.

Our crematory operators are professionally trained and they follow disciplined procedures to ensure your loved one is treated with the dignity that they deserve. Our cremation professionals are certified by the Cremation Association of North America (CANA) and they adhere to the Code of Good Conduct that is a requirement of our membership in Selected Independent Funeral Homes (SIFH). Our state-of-the-art equipment is maintained at the highest standards in the profession and is operated in compliance with the Environmental Protection Agency to ensure safety for the environment.

OUR PHILOSOPHY ON PRICING

Our prices reflect the values that form our very foundation: Professionalism. Compassion. Integrity. Dignity. Respect.

We view ourselves as educators whose goal is to enlighten you on the variety of services and goods available to fit your family’s budget. We promise you complete transparency, with no hidden fees. Because of the personalized services and products we offer to your family, our costs vary depending on the services and goods that you select. You are given the power to choose and you will only pay for those services and goods that you select. We aim to deliver our values at a price that is comfortable for you.

We invite you to compare our pricing structure with other funeral homes. However, in that comparison, one must be careful to evaluate like goods and services as well as the total price. Some funeral homes will underprice their service charges and overprice their merchandise. The merchandise itself must be considered on the same level (the gauge or thickness of metal caskets, the workmanship and quality of hardwood caskets, the reinforced strength of burial vaults, etc).

Please review our general price list and call our team with any questions. We proudly offer complimentary consultations, with no cost and no obligation.
From the Center for Loss & Life Transition:

Funerals and other ceremonies at a time of death help us process our most profound thoughts and feelings. They make a significant difference in helping us channel our grief toward healing.

When everyday words and actions are inadequate, the ritual of ceremony provides a needed structure of what to say and do.

Funerals also help us acknowledge the reality of the death, remember the life that was lived, support one another in our grief, express our grief outside of ourselves, consider the meaning of life, and begin the long, hard process of coming to transcend our grief and move toward a new wholeness.

“People who take the time and make the effort to create meaningful funeral arrangements when someone loved dies often end up making new arrangements in their own lives. They remember and reconnect with what is most meaningful to them in life. They strengthen bonds with family members and friends. They emerge changed, more authentic and purposeful. The best funerals remind us how we should live.” — Dr. Alan Wolfelt
The Billow Funeral Homes & Crematory has a rich tradition that spans six-generations of honoring every single life with dignity and respect, while holding fast to an unwavering commitment to provide compassionate healing experiences for the families they are privileged to serve.

WE’VE BEEN PRIVILEGED TO SERVE THE FAMILIES OF OUR COMMUNITY, AND WE WANTED TO SHARE A FEW OF THEIR THOUGHTS WITH YOU.

“We can’t thank you enough for all of the help, comfort and support you’ve given our family through this difficult time. Your professionalism is exemplary, yet provided with a compassionate & personal touch. We truly appreciate all that you’ve done.” — The Auld Family

“Thank you for all of your help with the calling hours & Mother’s funeral. You were a pleasure to work with and brought light moments in some very dark days. I hope we were memorable with our Christmas Theme. It definitely helped us to see bright colors and joy to celebrate Mother’s life.”
— Sincerely, Denise & Patti Van Doros

“I wanted to thank you and the Billow’s staff for your support and thoughtfulness at such a sad time for my family. The room and flowers looked so nice for the calling hours and not even the snow and bitter cold weather could keep the sun away from the graveside service. I thought everything was lovely. You were so very helpful to me and I truly appreciated your kindness.” — Sincerely, Diane Reiss Reid

“On behalf of my five siblings and myself, thank you for your informative, thoughtful, and patient assistance with the funeral and other arrangements related to our mother’s death. Yes, we realize that is your job, but not everyone would perform with the courtesy and in the exemplary manner as you. A difficult and emotional time was made easier thanks to you. Our family would not hesitate to recommend Billow’s.”
— Very truly yours, Janice Romanoski

“Having met with a few funeral homes by circumstance first, we put our trust and confidence with Billow’s for our father subsequently making one of the best decisions we have ever made to an already tough situation to deal with. Our phenomenal director was Mark, however the ‘entire’ Billow’s team was more than professional, meticulous, and ensured we had support in all avenues of the process. I will forever be grateful for Billow’s helping us make our father’s memorial service personal to him and ensuring they met our individual needs. We are genuinely grateful for everything.”
— Jacqueline Sabo Millican
Meet the Billow Family

The Billow Funeral Homes & Crematory has a rich tradition that spans six-generations of honoring every single life with dignity and respect, while holding fast to an unwavering commitment to provide compassionate healing experiences for the families they are privileged to serve.

Our highly-trained team is available whenever you need us—every day and every night.

When you need us the most, we promise you our very best.

Charles M Billow
President/CEO

Nathanael M. Billow
Executive Vice President

Ann Billow Grebelsky
Corporate Secretary & Funeral Director

Anastasia M. Billow
Funeral Director
THANK YOU

We are honored that you have placed your confidence in the Billow family to serve you, and we hope that information contained in this service guide will assist you as you select the services that will celebrate the life of your loved one. From our family to yours, thank you for choosing Billow’s!