

## Additional services costs

### **Audio CD - £45 (plus postage if required)**

An audio recording of the service can be requested at the time of the arrangements being made with the Funeral Director. The CD is available 10 – 14 days after the service.

### **DVD - £50 (plus postage if required)**

A DVD recording of the service can be requested at the time of making arrangements. The DVD is available 10 – 14 days after the service. N.B The DVD will be of enhanced webcast quality.

### **Webcast - £35**

The webcast facility can be requested for cremation at the time of arranging the funeral. This facility offers family members that cannot attend services at the crematorium the ability to view the service online. If this service is requested, you

will be issued with a unique username, password and instructions meaning it is not available to the general public.

Webcast and VOD (VOD allows the option to watch again for 30 days) - £45

The service is viewed live or a recording can be viewed up to 30 days after the service with VOD.

N.B. It is the responsibility of the Funeral Director, and the Applicant for Cremation to obtain consent regarding the broadcast and/or recording of the service from the minister/officiant conducting the funeral.

Hull City Council is not responsible for the quality of the source material or for any third party /ISP disruption during the webcast. Occasionally the media can be an issue with certain players, for which the Hull City Council cannot accept responsibility.



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This document can be made available in other formats (large print, audio and Braille) and different community languages.

Please telephone 01482 300 300.



Chanterlands Crematorium – Hull  
**Music for services**



Hull  
City Council

## This guide details the process for requesting additional or unusual music for services via the Music Engine System.

We are passionate in ensuring families have the music they want for their service and want to assist Funeral Directors in asking the right questions to ensure that music is delivered.

Unique and personal music requests may still be played at the crematorium, and families still arrange their own live organist.

## Music

Our computer-based system contains the most common pieces of music played at funerals. The Chanterlands crematorium only allows for music at all funerals to be played from the Vivedia Music Engine system.

We are able to source any additional music, providing it is commercially available and we require at least two working days notice.

Each chapel has an organ, but the crematorium does not have a resident organist. The family or funeral director must make arrangements for an organist to attend.

## Webcasting and recording

We are able to provide a DVD recording of your service and also have the facility to offer a web cast service where the funeral may be viewed live (and for thirty days afterwards) on the internet (with authorisation).

Requests must be made through the Funeral Director at least two working days prior to the service.

N.B Please be aware that live streaming can be subject to influences out of our control that can affect the quality of the final presentation. Fees are applicable.

## Playlists and music libraries

Visit the Music Engine database to view all music currently available on the system:

Address: [me-info.music-engine.eu](mailto:me-info.music-engine.eu)

**Username: vivedia**

**Password: emotion**

or call Vivedia on 0845 868 7216 (automated system)

To ensure that the correct version of the music is available, it is very important that music is identified by the family. Standard tracks are significantly easier to find and less risky than unusual or one-off pieces.

Unless specifically requested, we will deliver the standard or most common version of a requested track.

To arrange for the chosen music for a funeral, call 0845 868 7216 (automated number - please note all calls are recorded)

## Online request for funeral music playlist

The completed 'request for music' form must be completed online and submitted or called through at least 48 hours prior to the service.

Visit [www.lifesbigmoments.co.uk](http://www.lifesbigmoments.co.uk) and log in, using your unique username and password. Please complete the online form plus the preliminary form with details of playlist in the correct order.

## Additional important information

- We regret that it is not possible to accept music at the time of the

service, and we would be grateful if families were made aware of this when the funeral is being arranged.

- If the family would like to use their own organist, the crematorium has two organs on site for use.
- We reserve the right to refuse to accept any piece of music that we consider to be unsuitable, or if the above instructions have not been followed.
- Complete the preliminary form with funeral playlist information – this is for reconciliation purposes only. Music playlists must be submitted online or on the designated telephone number.
- Funeral officiants and minsters are able to obtain their own unique username and password. Please speak to the team at the crematorium for further details.