FUNERALS WITHOUT FRONTIERS

Mears Repatriation
Dear Readers,

The United Kingdom has become one of the most multicultural countries in the world and many people living here, in the unfortunate event of their deaths, wish to be returned to their spiritual ‘homeland’.

Similarly, the families of British nationals who pass away overseas, usually wish that their loved ones are returned to the United Kingdom for their funerals.

This is what we do at Mears Repatriation, respectfully and efficiently transporting the deceased to or from any country in the world, from or to any part of the British Isles. We work with members of the public and with Funeral Directors in local communities to ensure that repatriations run as quickly and smoothly as possible, whilst complying with all international regulations and legal requirements. In short, we offer “funerals without frontiers”.

Our aim is to deliver the most professional, transparent and efficient repatriation service possible. To this end, we have created Progress Tracker, an easy-to-use online tool that allows you to follow every step of the deceased’s journey to their final resting place. Full details are shown on page 8 of this brochure.

My team and I stand ready to serve you, your family and the memory of your loved one. I look forward to speaking to you.

Yours faithfully,

Steven Mears

Steven Mears  Dip FD
Founder & Managing Director
Our Operations Centre at Biggin Hill Airport is just south of London and within easy reach of both Heathrow and Gatwick international airports. Additionally, our Manchester office serves regional airports across the United Kingdom.

ABOUT

M E A R S  R E P A T R I A T I O N

A Wealth of Experience

For more than 25 years, Steven Mears and Mears Repatriation have been helping families, friends and communities repatriate their loved ones to and from all four corners of the globe, leveraging experience from four generations of Funeral Directors to deliver a truly professional service.

From our Operations Centre in Biggin Hill and our regional office in Manchester, we are able to assist with repatriations to or from any country in the world, from or to any part of the UK. We have staff that speak English, Arabic, French, German, Italian, Spanish, Polish and Russian. In addition we have access to translators to many other languages.

Our Commitment

We know that arranging a loved one's repatriation can sometimes seem like a daunting task. We are here to help – to ease your worries, take away the complexity and ensure that everything runs smoothly. We promise that...

• We will always act in a respectful, professional and efficient manner.

• When you entrust your loved one to us, you will be given the name and contact details of one of our staff. He/she will take personal responsibility for your repatriation and will be available to answer your queries throughout.

• Your wishes are paramount. We will offer you a completely flexible service, taking care of as much or as little as you want; from document processing and flight booking, to the preparation of the deceased for international travel and liaison with the Funeral Directors at the other end of the journey.
**Arranging a Repatriation**

**A Personal Service**

Every repatriation is different and, whether a death is anticipated or unexpected, there is always plenty to think about. At Mears Repatriation, you will find an experienced, compassionate team who will lead you through every step, gently and at your own pace.

**Outgoing Repatriations**

In the first instance, you will need to register the death and provide us with a copy of the Death Certificate or Interim Certificate. This allows us to apply for a Coroner’s Out Of England (OOE) Certificate, the starting point for all the paperwork. The Coroner is given up to four working days to issue this document but in practice we usually receive it in one or two days. Once the OOE Certificate has been issued, we can take the deceased into our care and prepare him or her for international travel.

Whilst the rest of the documentation is prepared, we will talk to you about your wishes, the choices surrounding clothes and personal effects, coffins and caskets and a local service (if required). We will also start to liaise with overseas Funeral Directors and the airlines to book a suitable flight.

Once everything is in order, we will transport the deceased to the airport and ensure smooth progress through customs. On arrival, we will confirm that your loved one has reached their final resting place. You will be able to follow the entire journey using our unique online Progress Tracker tool (see page 8 for details).

**Incoming Repatriations**

We treat inbound repatriations on a case-by-case basis as every country handles authorisation to export a deceased differently. In the first instance, please simply contact us for advice.

**Private Charter Flights**

Sometimes there may be no scheduled flights to a destination, or available flights may not be convenient. In such cases, a private charter aircraft may be the only option. With a private charter, family members can usually travel with the coffin, passengers can check in shortly before flexible departure times and personal catering can be arranged. Such arrangements are, however, significantly more expensive than scheduled flights.

**Getting Started**

All you need to provide initially is the deceased’s Death Certificate. A faxed or emailed copy allows us to start work immediately.

Tel: +44 (0)20 3455 0305    Fax: +44 (0)20 3137 7389
Email: international@mearsrepatriation.com

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**What We Offer**

- Advice on all aspects of repatriation, including matters related to:
  - UK authorities
  - International authorities
  - All major airlines
- Collection and delivery of Coroner’s Out of England certificates
- Collection and delivery of the deceased across the UK, 24 hours per day, 7 days a week
- Embalming and preparation of the deceased for international transportation
- Provision of zinc-lined coffins and metal caskets conforming to international transportation regulations (choices available)
- Translation of key documents
- Flight booking services, including both scheduled and private charter flights
- Air waybill production
- Use of our Chapel of Rest in Biggin Hill
- Local services using our fleet of traditional hearses and limousines
- 24/7 access to our unique online Progress Tracker tool
- Any special requests (provided they are permitted under international regulations)
We always try to communicate clearly but there are some words and phrases that have specific meanings in relation to international repatriations. Some of the most common are presented below for reference but if there is ever anything that you do not understand, please do not hesitate to ask us to explain.

- **Air Waybill (AWB)**
  An official document which evidences the contract between the shipper and the airline carrier. We typically produce the air waybills for repatriations.

- **Charter Flight (sometimes Private Charter Flight)**
  A flight booked by a group or consortium responsible for all the seats on the flight. An alternative to a Scheduled Flight (q.v.).

- **Death Certificate**
  Once a death has been registered, you will usually receive a Death Certificate. This is the starting point of the repatriation process. If an Interim Certificate (q.v.) is issued by the Coroner, you will not receive a Death Certificate.

- **Embalm**
  The restoration of the deceased’s dignity, enabling loved ones to view the body safely and with no unpleasantness or embarrassment. Embalming is usually mandatory for repatriations due to the additional time involved (exceptions on faith grounds can sometimes be arranged – please contact us for details).

  The embalmer will shower the deceased and ensure nails are clipped and hair is styled. Gentlemen are shaved and women are made up if this is how they were normally presented.

- **Embassy Approval**
  Some countries insist that consular staff inspect the coffin and seal it before it leaves the country. This is known as embassy approval.

- **Freedom From Infection (FFI) Certificate**
  An FFI certificate is required to allow a deceased person to leave the United Kingdom. We will obtain this certificate on your behalf. If the deceased is not free from infection, then a separate document can be issued that states that the remains are in a sanitary condition and present no risk to the public. This is produced following specialist embalming. (If you are aware of any infection, please inform us. This information is always treated in the strictest confidence).

- **Hermetic Seal**
  Coffins and caskets used for repatriation must have a hermetic seal, meaning the container is airtight. This is most often achieved using a zinc lining (q.v.)

- **IATA**
  International Air Transport Association, the global trade association for the airline industry.

- **Incoming Repatriation**
  When the deceased dies abroad and is repatriated to the UK for the funeral.

- **Interim Certificate**
  If the Coroner decides an inquest is required, you will be issued with an Interim Certificate instead of a Death Certificate (q.v.).

- **Outgoing Repatriation**
  When the deceased dies in the UK and is repatriated to another country for the funeral.

- **Out of England (OOE) Certificate**
  Required to allow the deceased to be removed from the United Kingdom. Can be applied for once a copy of the Death Certificate (q.v.) or Interim Certificate (q.v.) is available.

- **Passports**
  Some destination countries require the deceased’s passport or ID card. We will confirm what is needed when you first speak to us.

- **Scheduled Flight**
  A plane service that leaves at a regular time each day or week.

- **Waiver**
  An official document only required for repatriations to Nigeria. It can be obtained by the client, the Nigerian Funeral Directors or ourselves.

- **Zinc Lining**
  Zinc linings are used for repatriation coffins to provide the airtight seal required by the airline carriers. Zinc is used because it doesn’t prevent checks by X-ray machines which are a necessary part of airline security.
THINK LOCAL, ACT GLOBAL

To Anywhere in the World...

We offer international repatriation services to every country in the world. Even if we have not been there before (and we probably have), our multilingual team is experienced enough to know how to find out about any special regulations regarding the country concerned and to put together a solution that meets all local requirements.

Thank you for all of your assistance with the repatriation of the late Mrs ****** to us. Her remains arrived as scheduled and in excellent condition. Although the family choose not to view her at the time of her funeral service, we were able to provide her son with a photo and let him know that your company had taken very good care of her. We were very impressed with the zinc liner that your company uses.

Thank you again for all the care that was shown to the ****** family.

...from Anywhere in the UK

Our Operations Centre is at Biggin Hill, just south of London and within easy reach of both Heathrow and Gatwick. Biggin Hill airport itself offers private charter services and our Manchester office manages flights out of Manchester, Birmingham, Scotland and Northern Ireland. Such an array of options ensures the most competitive prices and the most convenient flight times.

Thank you ever so much for arranging the repatriation of ****** back to Ireland. You made a difficult situation very easy and the family appreciate how the company dealt with it in such an organised and efficient manner and how we could confirm the arrival of his body using the online tracker. An excellent service provided at a difficult time.

We would like to take this opportunity to thank you and your team for your assistance in transporting ****** to St Maarten, for his onward journey to Anguilla, his final resting place.

We were on a tight time frame and your firm was able to accomplish a flight out within 5 days, enabling family members who were already in the Caribbean on holiday, to organise and complete funeral arrangements before returning home.
At AJ Lloyd we have used a few repatriation companies, most have been really helpful. However, Steven Mears and his team always seem to be able to go that extra mile. So much so that AJ Lloyd will only now use Mears Repatriation services. Whether it’s repatriation to Ireland or a more complex case, then Mears and their team are always happy to help.

Darren Lloyd, Managing Director, AJ Lloyd

Mears Repatriation recently provided me with exactly the service I required, at a time that suited my clients, in a manner that was both friendly and professional and at a competitive cost. I would have no hesitation in recommending their services.

Where in the World Are We?

Progress Tracker, our unique online tool, allows both Funeral Directors and their clients to follow the deceased all the way from the UK to their final resting place. Linked into our live information systems, we advise flight bookings and confirm departure and arrival times to ensure that you know what is happening at every stage of the journey.
Using Progress Tracker could not be easier. Simply go to our website, www.mearsrepatriation.com, enter your unique reference number and click the ‘Track’ button.

- Immediate visibility of target arrival date and overall progress indicator.
- Real-time data, constantly updated.
- Available 24 hours a day, 365 days a year, anywhere in the world.
- Clear explanations and status of every step of the process.
- Full description of the selected coffin or casket, including a picture.
- Details of local service arrangements where appropriate.
- Easily sharable with family and friends.

As a client of Mears Repatriation, you have 24/7 access to Progress Tracker, our unique on-line tool that allows you to track your loved one’s journey to their final resting place.

We detail every stage of the process so you always know what is happening.

We also make it easy to share progress with family and friends, helping to keep everyone updated.

To see a live demonstration, please visit: www.mearsrepatriation.com/ptdemo
Some people prefer to organise their repatriation through a local Funeral Director rather than directly with us. Perhaps it is a company that you have come to know and trust over the years, or maybe the Funeral Director is already taking care of some elements of the repatriation, collecting the deceased or arranging a local church service prior to the onward journey, for example.

Whatever the reason, this is not a problem, you can still benefit from our professional, transparent and efficient service. We work behind the scenes with Funeral Directors up and down the United Kingdom, ensuring that repatriations run as quickly and smoothly as possible, whilst at the same time complying with all international regulations and legal requirements.

In the first instance, simply give us a call with the name of your preferred Funeral Director and we will co-ordinate with them directly.

When we are not arranging repatriations ourselves, we are out in the community training local companies. Our network of trusted Funeral Director partners is growing all the time.

Arranging your repatriation through a local Funeral Director does not mean that you lose access to our unique Progress Tracker tool. We simply update it to include the name of your local company.
## EMBASSIES, CONSULATES & HIGH COMMISSIONS

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<th>Country</th>
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<tr>
<td><strong>Australia</strong></td>
<td><strong>Australia House, Strand</strong>&lt;br&gt;London WC2B 4LA&lt;br&gt;Tel: +44 (0)207 379 4334</td>
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<td><strong>Bangladesh</strong></td>
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<td><strong>Bosnia &amp; Herzegovina</strong></td>
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<td><strong>Canada</strong></td>
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<td><strong>China</strong></td>
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<td><strong>Cote D'Ivoire (Ivory Coast)</strong></td>
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<td><strong>Cyprus</strong></td>
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<td><strong>Grenada</strong></td>
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<td><strong>Guyana</strong></td>
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<td><strong>Sierra Leone</strong></td>
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<td><strong>Spain</strong></td>
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<td><strong>Sri Lanka</strong></td>
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<td><strong>Trinidad &amp; Tobago</strong></td>
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<td><strong>Turkey</strong></td>
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<td><strong>United States of America</strong></td>
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