



# TWEED HEADS MEMORIAL GARDENS

CREMATORIUM

## RULES AND REGULATIONS

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The Park is owned and operated by InvoCare Australia Pty Limited and its related bodies corporate ("InvoCare").

We strive to maintain high standards of beauty, peace and tranquility in the Park. The following Rules and Regulations (the "Rules") are designed to support this objective as well as seeking to protect the safety of all those that visit and work in the Park.

- Prohibited items** – We may refuse, rectify or remove any ornamentation or changes to a Memorial or Site. For example, we will not allow and will remove items such as artificial flowers, statues, permanent wreaths or floral sprays, boxes, shells and toys and anything that we consider detracts from the beauty of the Park or is a safety hazard, or is in conflict with these Rules.
- Use of our vases only** – Only the vases we provide may be used in the Park. These may only be used in accordance with our instructions.
- Markers** – Only InvoCare can mark and define burial and/or cremation spaces throughout the Park. Any such markers must remain undisturbed unless removed by InvoCare.
- Temporary markers** – Where we provide a temporary marker it will be removed after 90 days.
- Removal of flowers** – For maintenance of the Park we may remove flowers on a regular basis. Maintenance schedule details are available from the office. We will not be held responsible for removal of flowers by members of the public.
- Removal of trees** – If any tree or shrub in the Park or on a site becomes dangerous, detrimental, unsightly or annoying, we may remove it, or any part of it.
- Landscape** – Landscaping is our responsibility. We have complete discretion in relation to decisions on landscaping and any other building or structures in the Park. No person may plant, place or remove any grass, shrub, tree or any other structure without our prior consent.
- Alterations** – For reasons of beauty, maintenance and safety of the Park, we and only we may realign or alter the position of memorials, burial and/or cremation spaces (including lifting and levelling of plaques).
- Access** – We may drive, walk or otherwise travel across any part of the Park (including a Site) to enable burial or for any other reasonable purpose.
- Events** – From time to time we may allow cultural, religious or other events to be held in any area of the Park.
- Removal of people from the Park** – Any person engaging in offensive, inappropriate or improper conduct may be removed from the Park.
- Plants and animals** – No one may gather or damage any plants or feed or disturb the birds, fish or other animal life.
- Children** – Children must be properly supervised at all times. Unaccompanied children are not permitted in the Park.
- Entering the Park** – The Park may not be used as a thoroughfare.
- Conditions on Access** – We reserve the right to impose conditions on the access to and use of the Park.
- Safety** – While we take all reasonable care for the safety of visitors to the Park and their belongings, it is the responsibility of those visitors to ensure their own safety and the protection of their possessions. InvoCare is not liable for personal injury, property damage or theft that occurs within the Park unless solely caused by the gross negligence or wilful misconduct of our employees or agents.
- Images of the Park** – We can use for any lawful purpose, including online, any visual representations (such as photographs, drawings, maps, film or video) of any portion of the Park, including memorials. We may share these visual representations with online memorial service providers.
- Park development** – We may at any time alter or change any feature (including plants), improvement or structure of the Park.
- Changes to Rules and Regulations** – In the interest of protecting our high standards of beauty, peace and tranquility, these Rules and Regulations may be subject to change.
- Privacy Statement** – We are committed to protecting your personal information. A copy of our Privacy Policy is available online at [www.invocare.com.au](http://www.invocare.com.au).

The personal information provided by you in this agreement is primarily collected and used by us and our related companies for the purpose of providing funeral and memorial related products and services you have requested InvoCare to provide, such as the purchase of a Site or Memorial. In addition to the information provided by you on this agreement, various State legislation requires that we collect and hold additional information in relation to cremations and burials carried out by us.

We may share your personal information with our related companies, regulatory authorities, memorial service providers and with contractors and agents we engage to provide products and services on our behalf, but only if it is necessary for the purposes of providing products and services to you or complying with our legal obligations. Should we arrange a repatriation or transfer of ashes to an overseas destination, we may also be required to disclose next of kin details to a funeral services provider at the overseas destination.

If you wish to access or correct your information, complain about a breach of your privacy or if you have queries regarding our privacy policy, please contact our Privacy Officer C/- InvoCare Australia Pty Limited, Locked Bag 8000, Crows Nest, NSW 1585; Phone (02) 9978 5200; Email [privacy@invocare.com.au](mailto:privacy@invocare.com.au). InvoCare's Privacy Policy also contains information about these matters.