

FAMILY FUNERAL DIRECTORS SINCE 1870



COMPANY INFORMATION

KILMARNOCK

96 Titchfield Street KA1 1PH

TEL: 01563 572565

GALSTON

8 Polwarth Street KA4 8HG

TEL: 01563 624025

STEWARTON

2 Main Street KA3 5AE

TEL: 01560 485366

DARVEL

3-5 West Main Street KA17 oDT

TEL: 01560 429239

BANK DETAILS

Account Name: Thomas McKellar & Sons

Sort Code: 83-45-00 Account Number: 00215262

Please use surname as reference for online payments.

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COMPANY HISTORY

The firm of Thomas McKellar & Sons was established in 1870 when the present owner's great-grandfather migrated from Mull to the small Ayrshire village of Moscow. Duncan McKellar setup his carpentry and undertakers business there for a few years before moving to the historic covenanting village of Fenwick.

He married Catherine Parker, a farmer's daughter from Galston, and one of their sons became a blacksmith in Kirkoswald. Another son, Thomas, joined his father in the business and married Annie Watt Cameron of Langside Farm, Fenwick.

They had three sons, Duncan, William and Thomas, who expanded the trade of joiners, building contractors, motor body builders and funeral undertakers in the areas of Fenwick, Stewarton, Dunlop, Kilmaurs and Kilmarnock.

In 1993 the company changed to Funeral Directors only, and now has offices in Stewarton, Kilmarnock, Galston and Darvel. Duncan McKellar married Jean Craig Picken, from Dunlop, in 1951. The business is owned today by their son, Tom, the fourth generation of the family, who has two children, Louise and Cameron.

Tom is a member of Kilmarnock Rotary Club and his main interest is music; formerly singing with the Royal Scottish National Orchestra Chorus for many years, and organist and choirmaster at Holy Trinity Church, Kilmarnock.

Louise joined the family business full-time in 2012. She has a degree in Psychology and Sociology, and was awarded the Dip. FD in 2019, the highest national qualification in funeral directing.

Cameron is a qualified Sound Technician, working most recently with Disney. He has worked part-time in the family business since he was 16 and returned from working abroad to become full-time with the company in 2017.

The aim of this entirely independent family funeral directors is to provide the local community with a service they require at a difficult and vulnerable time in their lives, offered with professionalism, compassion and dignity.

OUR FAMILY TAKING CARE OF YOUR FAMILY

Arranging a funeral for a family member is one of the most emotionally challenging times in our lives. Even if the death is expected, nothing can prepare you for losing someone close.

As your family funeral directors, we are here to help and advise in whatever way we can, whenever you need us, to help you through this difficult time and ensure that your loved one's funeral is a fitting tribute to the life they have lived.

We hope that the information in this brochure will allow you to reflect upon your initial meeting with the funeral director and may help to answer any queries you have regarding the funeral arrangements.

We understand that it can be difficult to make some decisions straight away and feel it is important for families to have time for discussion and the opportunity to reflect.

Should you have any questions prior to the funeral or if you would like to make changes to the arrangements, please do not hesitate to contact us at any time.





"Everything was handled so sensitively and professionally. As you can imagine, this was a very difficult time for me, but your friendly and caring approach made things so much easier."

REGISTRATION OF A DEATH

The Medical Certificate of Death (Form 11) from the GP surgery or hospital will be issued and then sent electronically to your chosen registrar office. You will be required to contact the registrar as soon as possible to provide your contact details and register the death over the telephone. There may be a delay in the Medical Certificate of Death being issued if the case has been referred to the Procurator Fiscal.

The death can be registered by any person who is familiar with the details of the deceased. The following documents would be useful to have during the appointment, although the registrar can obtain these online, if they are available:

- Birth Certificate of the deceased
- Marriage/Civil Partnership Certificate of the deceased (if applicable)

Registration of a death is free of charge and you will be issued with an abbreviated extract of the death certificate. It will cost £10 each to order any full copies of the death certificate, which you may require for any insurance policies etc. The 'Tell Us Once' service can be used to cancel the passport and driving licence and contact the DWP regarding any benefits or pensions. The registrar will give you information regarding this service.

The registrar will provide the Certificate of Registration of Death (Form 14), which will be electronically sent to the funeral director and is required for the funeral to take place. If randomly selected for a medical review, the Form 14 and death certificates may not be issued straight away. The review process checks the doctors paperwork and may take either 24-hours or up to 2-3 days to complete, depending on the level of review required.

EAST AYRSHIRE REGISTRATION SERVICES

Burns Monument Centre, Kay Park, Kilmarnock **TEL: 01563 554460**

The following information should be treated as guidance as we are not able to guarantee the availability of financial help.

If you are responsible for making the funeral arrangements and you or your partner are receiving a qualifying benefit or tax credits, you may be able to make a claim for a Funeral Support Payment from the Scottish Government.

The Funeral Support Payment will not cover the total cost of the funeral, rather it is a contribution towards funeral costs. The Funeral Support Payment can be claimed up to six months after your loved one has passed away, even if you have already paid the funeral account. However, the amount of the Funeral Support Payment will be reduced by any available assets of the deceased, including money in bank or building society accounts, savings and investments, insurance policies, or pre-paid funeral plans.

If you are under state pension age and your spouse dies, you may be eligible for a one off, tax-free lump sum payment. This is known as the Bereavement Support Payment and a higher rate is available if you are claiming child benefit.

The contact phone numbers can be found below or in the 'useful contacts' section of this brochure.

FUNERAL SUPPORT PAYMENT

TEL: 0800 1822222

WEBISTE: www.mygov.scot/funeral-support-payment

BEREAVEMENT SUPPORT PAYMENT

TEL: 0800 7310469

WEBSITE: www.gov.uk/bereavement-support-payment



Planned by you. Sorted for them.

From a traditional funeral to fuss-free direct cremation, plan the send-off you want with Golden Charter and your local independent funeral director.

The Independent Way pre-paid funeral plan: Exclusive to your local independent funeral director





A funeral plan is an easy way to arrange the funeral you want in advance. A plan allows you to specify your wishes and pay for the funeral director's services included in your plan. As customers often tell us, that can bring peace of mind to you and your family.

A plan from Golden Charter also includes an allowance towards third party costs. These are essential, non-funeral director services such as the cremation or burial fees, plus the minister or officiant's fee to perform the service. The value of the allowance included in your plan may grow over time. There will only be more to pay at the time of the funeral if the third party costs exceed the allowance when you buy your plan, or if the costs increase by more than the growth of your plan.

At Thomas McKellar & Sons, we work in partnership with Golden Charter to provide you with a simple way to plan ahead. As one of the UK's largest funeral plan providers¹, Golden Charter has helped nearly 1 million people to plan ahead², so we're completely confident in offering their plans to you.

Everyone has different needs when it comes to funeral planning, so we make sure the plans we offer are as flexible as possible. When you get in touch, we'll be happy to discuss your funeral requirements and tailor a plan to suit you. Rest assured a plan from Golden Charter is available to all UK residents, regardless of age or state of health.

Would you like to know more information about how a Golden Charter funeral plan could work for you? We can provide you with all of the information you need to make an informed decision for you and your family, so get in touch today!



¹Based on a Golden Charter analysis and independent research of the funeral plan market size as at December 2024.

²Correct at September 2024.

Thomas McKellar & Sons is an appointed representative of Golden Charter Limited trading as Golden Charter Funeral Plans which is authorised and regulated by the Financial Conduct Authority (FRN:965279).

ARRANGING A FUNERAL

Our services to you start when you contact us and often extend way beyond the day of the funeral. On first contact we will ask for your details, information of your loved one and then arrange to meet you to discuss the funeral arrangements, and take your loved one into our care. An appointment can be made for the family to visit our chapel of rest and pay their last respects before the day of the funeral, should they wish to do so.

During the initial appointment, the funeral director will advise on the costs of the funeral and provide a written quotation. The funeral account will be divided into two separate parts - the funeral director's charges and the disbursements paid on your behalf. Our charges will include all professional services involved in making the funeral arrangements, caring for your loved one until the funeral, the provision of a coffin and all vehicles and staff involved in conducting the funeral.

The disbursements are third party charges such as crematorium or burial fees, church fees, celebrant fees, obituary notices, flowers and order of service sheets. We will provide an estimate of the approximate cost, but we have no direct control over these charges and they could therefore be subject to slight variations.

"We want to thank you for managing our mother's funeral arrangements. Your professionalism and knowledge, perfectly balanced by your sensitivity and caring attention to every detail made the experience so much easier to get through."

Our direct cremation service provides a dignified, unattended cremation without the ceremony or expense associated with a traditional funeral. Simple and traditional funeral options are also available and we can organise bespoke funerals according to your wishes.

There are strict regulations for cremation and the funeral director will ask whether your loved one has a pacemaker, which we will attend to at no extra cost, and will be able to advise on the suitability for cremation of any items of clothing or tributes that the family wish to have placed in the coffin.

The ashes can be scattered in the crematorium gardens of remembrance or at a place of your choice, or you may choose to have them interred in a cemetery. Alternatively, you may want to keep the ashes in an urn or incorporate some of the ashes into jewellery or glassware.

We can advise on these options and although it can be a difficult decision to make, in our experience, it is often better to make the choice sooner rather than later to help with the closure after a bereavement.

It also helps some people to have a place to visit and remember their loved one in the time after the funeral.

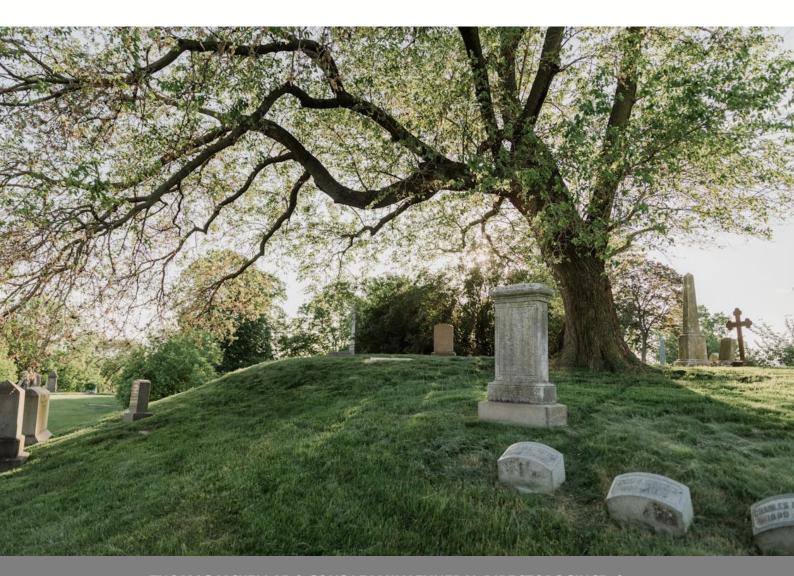


BURIALS

If the family already own a burial plot, there should be a Lair Certificate which the funeral director will require. However, if the Lair Certificate cannot be found, it would be useful to know the last time the lair was opened and the name of the lair owner, so that the details can be traced by the cemetery department. If there is no existing lair, an application can be made for a new lair during the initial appointment with the funeral director.

It is traditional in Scotland to have eight cords attached to the coffin, which are taken by family members and close friends to assist with the lowering of the coffin into the grave. The first cord is traditionally taken by the chief mourner, usually the next-of-kin or closest family member, and the funeral director will call forward the other seven gentlemen or ladies in numerical order and give them the necessary instructions.

Eco friendly woodland burials are also available as an alternative to a traditional cemetery burial. Please contact us for further information.



At our first meeting, we will ask whether the funeral service will be religious or non-religious. The funeral service can either be conducted by the parish clergy or by a funeral celebrant. We will usually make the first contact with them and arrange for them to meet you to discuss the eulogy and all other aspects of the service.

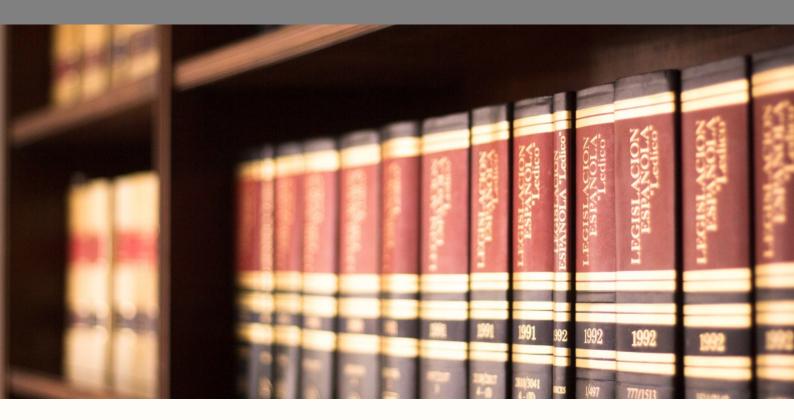
Alternatively, you may choose to have a family member or close friend conduct the service and we will be able to offer advice to help them prepare for the service. There is a fee for a funeral celebrant and there would usually be costs for the church organist and church officer, which would be added to the funeral account. Although there is no fee for members of the clergy, most families would give a donation to the minister or priest in a card of thanks on the day of the funeral.

If you would like a church service before the committal at the cemetery or crematorium, the coffin can either be taken into the church before the arrival of the mourners or, if the hearse is to leave from the house, the cortege would arrive just before the service starts.

Our Kilmarnock premises can be used for smaller funeral services of up to 30 people, and we have a lectern, sound system and LCD screen, which can be used for a photo tribute.

"The service provided can only be described as first class and very professional which was noted by everyone in attendance at my father's funeral. Again thanks to all of you for everything you have done to help and support us."

CONSULT A SOLICITOR



In most circumstances, it is advisable for you to consult a solicitor, to take control of wills, problems of intestacy, outstanding debts, grants and letters of administration.

The executor should gather together the deceased's paperwork and contact the solicitor as soon as possible to deal with the estate (the money, property and possessions left by the deceased). The solicitor can advise on the payment of debts and distribution of the estate to those entitled. The will should also be consulted for any instructions regarding the funeral arrangements.

When dealing with the financial affairs of the deceased you may be told to obtain 'confirmation' before any money or property can be released. The Sheriff Clerk of Court nearest to where the person died will issue a document called the Confirmation, which is necessary to release assets to the executor.

A fee is chargeable depending on the size of the estate. A small estate is defined as money or property worth less than £36,000. You may not require the assistance of a solicitor when dealing with a small estate, as you will be able to make an appointment at the Sheriff Court for assistance with the paperwork.

Confirmation is sometimes not needed if the amount of the estate is small or if the money can be released without the holder of the estate requiring a confirmation document.



Our Mercedes-Benz fleet are chauffeur driven and we pride ourselves on keeping our vehicles extremely well maintained. Our dedicated staff ensure each vehicle is well presented for every funeral that we conduct.

Each limousine will comfortably carry up to seven passengers, while our saloon car is suitable for up to four passengers.

We will collect the family for the funeral service, often following the hearse, and after the funeral we will take you to your desired destination for the funeral tea.

Our private ambulance offers a dignified and discreet collection of your loved one from home, a care home or hospital all carried out with dignity and respect. Our hybrid vehicle provides an eco friendly option to support our on going commitment to the environment.

Bespoke options such as a motorcycle hearse or horse drawn carriage can be sourced on request and costs provided for you to make an informed decision.

For more information on what options may be available, please contact us.

ADDITIONAL SERVICES

FLOWERS

Most families order at least one spray of flowers to be placed on top of the coffin. We can arrange this for you and will ask what colours or flowers you would like the florist to include. Other floral displays, such as wreaths or tribute names can also be ordered on your behalf. You will find examples of floral tributes within this booklet and details of local florists can be found on the useful contacts page, should you wish to contact them directly.

FUNERAL STATIONARY

Traditionally, the order of service would be printed for a religious service where hymns are being sung. However, families who have non-religious services often choose to have an order of service printed with family photographs, poetry or song lyrics as a keepsake for those who attend the funeral service. We have an in-house design service and once the proof has been approved we send it to a professional printers.

Other stationary options may include attendance cards, bookmarks or memorial books.

MUSIC

Music plays an important part in the service and we will ask you to decide on suitable music for entry, committal and retiral. A religious funeral would include several hymns and a non-religious funeral, would include a piece of music for quiet reflection. Most music is now submitted electronically using an online music library, so all we require is the name of the song, the artist and album.

WEBCAST AND VISUAL TRIBUTES

Most crematoriums offer a livestreaming service to allow loved ones that are unable to be present at the funeral to watch online. These are ordered through the funeral director, but are facilitated by a company on behalf of the crematorium. Where there are no webcast facilities available, we may be able to assist with accommodating this.

A visual tribute can also be played at the crematorium or a collection of photographs. A holding image can also be used on the screen at many crematoriums free of charge.

These services are charged accordingly depending on the family's requirements.

FUNREAL TEA

After the funeral service, the family would usually invite those who have attended to join them at a local hotel, restaurant or social club for refreshments. We can discuss local venues with you and book this on your behalf. However, they will need to be paid by you on the day of the funeral.

OBITUARY NOTICES

We can arrange for obituary notices to appear in the local and national newspapers and the funeral director will offer to write this with you during the first appointment. Many family's now share information via social media and we can assist with this where necessary. We can facilitate this through our own social media channels.

DONATIONS TO CHARITY

Charitable donations have become a popular alternative to the giving of flowers, especially for cremations. We will collect the money after the service and hand it over to you on the day of the funeral. We are unable to send the collection to the charity on your behalf.

MEMORIAL MASONRY

There are several memorial masons in the local area and they can advise on the purchase of new headstones, memorial lettering and the restoration of existing headstones.



OUR COMMITMENT TO COFFIN QUALITY

In years gone by our family constructed coffins in the joiners workshop in Fenwick. Our coffin selection is now sourced from another family business in South West Scotland, who are the market leader in Scotland, Northern England and Wales.

Our eco-friendly selection of woven caskets are produced in the UK and abroad by a leading manufacturer based in Kent. The company is a member of the World Fair Trade Association and have attained the Investors in People Gold Standard in the UK.

Our coffins are fully lined and fitted with cremation or burial handles in our workshop and we use a state-of-the-art laser printer to engrave the nameplate. We can also fit any religious or masonic symbols and can order any style of coffin, including solid oak panelled, colourful cardboard or American style caskets upon request.









WOODEN CASKETS

Traditional wooden burial caskets are available in golden oak or natural oak finish.

Different styles are available to order.



SCATTER TUBES

Choose from a selection of colourful eco-friendly scattering urns made from biodegradable cardboard or our range of decorative urns and keepsakes.

Please contact us for more information.



DECORATIVE URNS

These may include ceramic, wooden, bio-degradable and metal urns that are specially ordered depending on the family's wishes. Due to the extensive range available these are not stocked, but please contact us to discuss your requirements.



Ashes into Glass Jewellery symbolises eternal love and togetherness. By wearing it or just holding it in your hand, you will connect with your loved one and share special moments together.

We can help you choose from a range of different Jewellery options by Ashes into Glass, many of which can have an engraving of your choice.

Orders may take up to 6 weeks to arrive. Talk to us directly to obtain a brochure and discuss your requirements.



HAND & FOOT CASTING - FINGERPRINT JEWELLERY



For some products timing is crucial, please speak with your arranger or If you have any Questions do not hesitate to get in touch.

Tel: Kellie 07882 177890 or Claire 07720 684031

When faced with the loss of a loved one many people find comfort in preserving a part of them through memorial keepsakes, 3d hand casting and jewellery. Whether it's a fingerprint, a lock of hair, or even ashes delicately set into a item these keepsakes offer more than just something to hold, they carry memories, connection, and love. Lasting Memories are a local Kilmarnock-based business, offering a range of meaningful and personal keepsakes to help you honour and remember those you've lost.

"Touch the Silver" Fingerprints



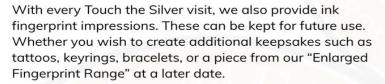


One of our most cherished offerings is our Fingerprint Jewellery, featuring our unique "Touch the Silver Service". This involves us making a special visit to your loved one to gently impress their fingerprint into a piece of fine silver clay. The silver is carefully

fingerprint into a piece of fine silver clay. The silver is carefully shaped into your chosen design. This then becomes your unique piece of jewellery made even more special as this is the last item your loved one will have touched.

Fingerprint Jewellery

Enlarged Fingerprints









Some people find comfort in a 3D hand casting a detailed replica of their loved one's hand, beautifully preserved in a frame or elegantly displayed on a granite plinth.



There's something deeply comforting about holding a loved one's ashes in a piece of jewellery, a unique and personal tribute that keeps their memory close. Each item is handcrafted with care, turning something so precious into a beautiful symbol of love, connection, and remembrance. It offers a quiet strength, a sense of closeness, and the reassurance that they're always with you, wherever you go.









www.lastingmemories.me.uk

EXAMPLE FLORAL ARRANGEMENTS

SUNFLOWER SPRAY

BRIGHT AND COLOURFUL SPRAY





PINK AND WHITE SPRAY

CLASSIC WHITE SPRAY





SCOTTISH THEME SPRAY

WHITE LILY AND RED ROSE SPRAY





EXAMPLE FLORAL ARRANGEMENTS

ADDITIONAL FLORAL EXAMPLES



BESPOKE FLORAL EXAMPLES











Images provided by our recommended local florist.

Prices available on request.

Phone: 07410 694902

Website: www.bizzielizziesflowers.co.uk

TERMS OF BUSINESS

We are a member of the National Association of Funeral Directors and subscribe to their current Code of Practice, a copy of which is available upon request. We aim to act in a professional manner and provide a courteous, sensitive and dignified service to you.

1. Agreement

Your continuing instructions will amount to acceptance of these terms of business. Any waiver or variation of these terms is binding in honour only unless:

- made (or recorded) in writing;
- signed by one of our directors; and
- expressly stating an intention to vary these terms.

Your instructions will not create any right enforceable (by virtue of the Contracts Rights of Third Parties Act 1999) by any person not identified as our client. If any of these terms are unenforceable as drafted:

- it will not affect the enforceability of any other of these terms; and
- if it would be enforceable if amended, it will be treated as so amended.

Nothing in these terms restricts or limits our liability for death or personal injury. Scottish law is applicable to any contract made under these terms. The Scottish courts have non-exclusive jurisdiction.

2. Estimates

Our estimate is an indication of the charges likely to be incurred on the basis of the information and details we know at the date of the estimate. While we make every effort to ensure the accuracy of the estimate, the charges are liable to alteration, particularly where third parties change their rates or charges. We may not know the amount of the third party charges in advance of the funeral, however, we will give you a best estimate of such charges and the actual amount of the charges will be shown in the final account.

If you amend your instructions, we will require your written confirmation of the changes. We may need to make an extra charge in accordance with prices published in our current price list.

3. Payment

A deposit of £1,600.00 is due prior to the date of the funeral. The finalised account will be sent within a few days after the funeral and payment is due within 14 days of the account date, unless otherwise agreed by us in writing. We may recover (under clause 4) the cost of taking legal action upon failure to pay.

4. Indemnity

You are to indemnify us in full and hold us harmless from all expenses and liabilities we may incur (directly or indirectly including financing costs and including legal costs on a full indemnity basis) following any breach by you of any of your obligations under these terms.

This means that you are liable to us for losses we incur because you do not comply with these terms, for example we will charge you an administration fee where we receive a cheque from you which is subsequently not honoured or if we write to remind you that an account is overdue. If we instruct debt collection agents we may also recover the fees we incur from you. Further details regarding these fees are available on request. We may claim those losses from you at any time and if we have to take legal action we will ask the court to make you pay our legal costs.

5. General Data Protection Regulation (GDPR)

We respect the confidential nature of the information given to us and in accordance with the General Data Protection Regulation (GDPR), where you provide us with personal data, we will ensure the data will be held securely, in confidence and processed only for the purpose of carrying out our services. In order to provide our services we may need to pass such data to third parties, who are performing some of the services for you, so that they may contact you directly. For further information, please look at our privacy policy that can be found on our website. www.thomasmckellar.co.uk/privacypolicy

6. Conduct

Our Code of Practice requires that we provide a high quality of service in all aspects. If, however, you have any questions or concerns about the service we provide to you, please raise them in the first instance with our designated senior person. If that does not resolve the problem to your satisfaction, then please contact the NAFD Resolve, 618 Warwick Road, Solihull, West Midlands, B91 1AA, who provide an independent conciliation and adjudication services provided by qualified professionals from the Centre for Effective Dispute Resolution (CEDR).

7. Cancellation

You should understand that, should you choose to cancel the agreement having given your authority to commence work, you may be charged for services provided or disbursements incurred. Your instructions for cancellation must be received in writing.

8. Competition and Market Authority (CMA)

Thomas McKellar & Sons is owned and operated by Mr Thomas McKellar. Head Office – Brigade Court, 96 Titchfield Street, Kilmarnock, KA1 1PH.

McKellar Funeral Services Ltd is part of Thomas Mckellar & Sons and is also owned and operated by Mr Thomas McKellar – SC564379

USEFUL CONTACTS

REGISTRARS		MEMORIAL MASONRY	
East Ayrshire	01563 554460	Kay Park Memorials	01563 535800
South Ayrshire	01292 617617	MacDougall Memorials	01563 523142
North Ayrshire	01294 310000	maes ougan memorials	0.505555
,	713	MEMORIAL GLASSWARE	
FLOWERS		Ashes into Glass	01268 293000
Bizzie Lizzie's Flowers	07410 694902	ashesintoglass.co.uk	
Thistle Du Florist	01560 428021		
Bouquet Barn	07966 093137	HAND & FOOT CASTING -	
Flowers By Karen	01563 522233	FINGERPRINT JEWELLERY	
		Lasting Memories	01563 572681
CATERING		lastingmemories.me.uk	
The Fenwick Hotel	01560 600478	O	
The Park Hotel	01563 545999	BEREAVEMENT SUPPORT	
The Gailes Hotel	01294 204040	Cruse Bereavement Care	
The Cup & Saucer	01560 485215	0845 600 2227	
		crusebereavementcare.org.	.uk
PIPER		0	
Bryce McCulloch	07974 838742	Child Bereavement UK	
Liam Rogers	07732 165707	0800 0288840	
		childbereavement.org.uk	
HELP WITH FUNERAL COSTS			
Funeral Support	0800 182 2222	Memories Are Better Than Dreams	
Bereavement Support	0800 731 0469	(Ayrshire child bereavement charity)	
		memoriesarebetterthandre	ams.co.uk
SSAFA - FORCES HELP			
Lifelong support for our	01292 478103	Macmillan Cancer Support	
Forces and their families		0808 8080000	
		www.macmillan.org.uk	
LEGAL ADVICE			
Mackintosh & Wylie Solicitors LLP		The Bereavement Register	
		0800 0822233 (Unwanted direct mail service)	
STEWARTON:	01560 482666	www.the-bereavement-reg	ister.org.uk
KILMARNOCK:	01563 525104		









WWW.THOMASMCKELLAR.CO.UK

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