

New Season Church, Hiram Ga.

Funeral & Memorial Service Policy and Guide

Purpose

New Season Church desires to serve families during times of grief with compassion, dignity, and excellence. This policy outlines the services, expectations, and procedures regarding funerals and memorial services held at New Season Church.

Eligibility

Members of New Season Church:

Use of facilities and basic services are provided at no cost, with the exceptions of required fees outlined below.

Non-Members:

Funerals for non-members may be approved on a case-by-case basis by church leadership and may incur full facility and service fees. (\$500 facility fee plus additional fees listed below)

Scheduling

Dates and times for funerals / memorials at NSC are to be arranged in consultation with the Pastoral Care Team or their appointed person and will be scheduled based on availability and the preferences of the deceased's family. Church Leadership must approve all funeral service arrangements scheduled to take place at NSC.

Funerals may be held Monday, Tuesday, or Thursday between the hours of 10 a.m. to 4 p.m., based on availability.

All funeral services at NSC should be kept to a maximum of one hour.

- Services are scheduled based on building availability, staffing availability, and pastoral availability.
- Previously scheduled church events take priority.
- No date is confirmed until approved by church leadership.

Location of Service

- Service location will be determined based on expected attendance and facility availability:
 - Theater – Up to 100 attendees
 - Auditorium – Up to 600 attendees
 - Other approved church spaces
- **Final determination is made by church leadership

Time Frame

- A 4-hour window is allocated for each funeral or memorial service event. This includes arrival, greeting time, the service, reception and clean up.

Can we have a reception at NSC?

Receptions can be held at NSC upon approval by church leadership with the following guidelines:

- Receptions are to immediately follow the funeral service.
- Receptions will only take place in the grand foyer, family foyer or theater based on size.
- The reception may be no longer than two hours including cleanup.
- Additional costs may apply as outlined below.

New Season Church will provide the following at no cost to members and their immediate families

(Immediate family is defined as: Spouse, Children, Parents, Siblings and In-laws)

- Church facilities for the service
- Use of church equipment and furnishings
- Standard setup assistance (basic chairs, tables, and room preparation)
- Lunch or dinner meal for the immediate family following the service
(max 40 people. Additional people may require additional costs. Only by the approval of church leadership)
Meals are only provided following the service, not prior.
- Pastoral support and coordination

Cleanup and reset of the facilities are the responsibility of the family and friends unless complete set-up and teardown services were previously chosen at reservation time.

Fees for services

Required Service Costs

- Audio / Visual / Lighting Technicians – \$150
- Facility Representative (on-site church host) – \$100

Optional Additional Services

- Full Reception Setup – \$300
- Full reception option will carry additional food costs
(To be discussed with church leadership before a final decision is made to proceed with a full reception)
- Fully Staffed Funeral/ Memorial Service – \$500
(Required if there is not a funeral home involved)
- Complete Set-Up, Tear Down & Facility Cleaning – \$500
(If the family decides to not handle teardown and clean-up)
- Additional Facility Time (if approved) – additional fees may apply

Pastor/ Singers and Musicians Honorarium

- It is appropriate and customary to provide an honorarium to the officiating pastor(s) as a gesture of appreciation. The amount is left to the family's discretion.
- It is appropriate and customary to provide an honorarium those chosen to sing or play instruments as a gesture of appreciation. (recommendation of \$100 each person or greater at the families discretion)

Policies & Expectations

- New Season Church does **not** provide meals prior to the service.
- Outside pastors may participate with approval from New Season pastoral leadership.
- Music selections must be submitted and approved 48 hours prior to the service
- If a video is to be used during the service, it must be submitted for review at least 48 hours prior to the service to ensure compatibility with our equipment.
- The church is not responsible for lost or damaged personal belongings.
- Alcohol, illegal substances, and inappropriate behavior are not permitted.
- Smoking or vaping is only allowed in designated outdoor areas away from the building.
- **Closed Casket-** Caskets may be open for the family viewing and for the visitation. The final closing of the casket will be prior to the beginning of the service.
- **Family Participation in the Service-** All poems, readings, and testimonials must be appropriate and exclude any swearing or phrases and expressions that are not conducive to a worshipful and godly setting.
- The church does not provide childcare for funeral services.

Livestream / Recording

- Must be requested 3 days in advance.
- Availability will dependent on staffing and equipment needs.
- Additional fees may apply.

Flowers & Displays

- Displays are welcome with approved placement for safety and facility care.
- Decorations must be approved and may not damage church property.
- Candles must be enclosed or battery-operated.
- No items may be attached to walls without approval.
- All decorations must be removed within one hour of the conclusion of the service.

Funeral Home Coordination

- New Season Church will work with funeral directors when applicable. Families are responsible for funeral home arrangements unless full church staffing is requested.

Financial Considerations

- Required fees should be paid prior to the service unless benevolence assistance is requested and approved.
- Benevolence assistance may be considered for hardship situations.

How to Request a Funeral or Memorial Service

Please submit requests to:

info@newseason.cc or call the church office at 770.439.7223

Helpful things to know...

TYPICAL FUNERAL SERVICE

- Processional and Seating of the Family
- Music/Solo (Optional)
- Reading of Scriptures or obituary
- Prayer
- Testimonies (Optional)
- Music/Solo (Optional)
- Video Presentation (Optional)
- Message
- Prayer
- Recessional

WHAT TO DO WHEN YOUR LOVED ONE DIES

- Contact other family members and close friends.
- Contact the church at info@newseason.cc or by calling 770.439.7223
- Notify employer of the deceased and your own employer.
- If children are in school, notify the school.
- Choose and contact a funeral home.