



INTERNATIONAL ASSOCIATION
OF PET CEMETERIES AND CREMATORIES

OFFICIAL GUIDE
of

**STANDARD TERMS
& DEFINITIONS**

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The terminology used by the Association and suggested for use by its members to describe the services of members may not comply with the terminology and disclosure laws of local, state and provincial laws. The Association recommends that members check with their local, state and provincial government offices or agencies before using any of the Association's suggested terminology in their promotional or advertising material, literature, publications or contracts.

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CREMATION

Communal Cremation	To cremate several pets in a crematory at one time with no regard for keeping pets separated. This process allows for the comingling of cremated remains. No cremated remains are returned to the client.
Individual Cremation	More than one pet is placed in the crematory and cremated at the same time with some form of separation between pets such as trays, refractory bricks, or space. Pet's location in crematory is documented and pets are removed one at a time and kept separated. Each pet's individual cremated remains are returned to the client.
Private Cremation	Only one pet is placed in the crematory and cremated, with the cremated remains returned to the client.
Viewing	Owner of pet present for the cremation of their pet.
Crematory	The unit used to perform cremations.
Cremains	The end product of cremation.

CEMETERY

Care Fund	A fund that is set aside from the operating account, the interest of which is used to help defray costs for the care of the cemetery grounds.
Casket	Burial container sealed or unsealed. Construction may be wood, plastic or metal.
Chapel	A room designed to hold viewings and/or memorial services.
Columbarium	A structure which is designed for the inurnment of an urn containing cremated remains. The compartments are referred to as niches.
Deed Restrictions	A method whereby a restriction is placed on the property and recorded into the property deed
Direct Burial	Pet is buried directly in the earth without a container.



Double Depth Burial	Two pets interred in the same single lot. One above the other.
Holding Vault	A place to store or hold remains. Usually a cooled room, walk-in freezer or chest freezers.
Inter	To put or place into a grave. This term is sometimes used to define the digging of the grave. Another term used in place of inter is “open and close”
Maintenance Fee	A fee paid to the pet cemetery for grounds care. If this fee is co-mingled with the operating account, it does not constitute a Care Fund.
Mausoleum	A building or structure designed for the entombment of a casket into a “compartment” or crypt which is sealed and closed.
Memorial	The term used to define the object which marks the gravesite. Many different types of materials are used such as bronze, granite, marble and a variety of other man-made materials. Less desirable names for memorials would be marker, headstone, or tombstone.
Monument	Type of memorial, that extends above the ground. These memorials generally require a cement foundation for support.
Pre-Need	A method whereby clients may plan and prepay for the burial of a pet or other services.
Scatter Garden	A designated area in a cemetery where cremated remains are spread above ground.
Single Burial	Single Pet interment in a single lot
Vault	Outer container surrounding a casket to protect the casket and be sealed or unsealed. Construction maybe concrete, plastic or steel.
Viewing Room	Room for viewing the remains.



CODE OF ETHICS



We, as a member of the
INTERNATIONAL ASSOCIATION OF
PET CEMETERIES AND CREMATORIES,
engaged in the business of owning, operating
and developing pet cemeteries and
other activities incident thereto,
and mindful of the duty which our
industry bears to the public,
and for the purpose of proclaiming
our ideals for the benefit
and the protection of the public,
our employees, ourselves
and our Association,
do hereby accept the following
Code of Ethics of the
INTERNATIONAL ASSOCIATION
OF PET CEMETERIES.



**We believe that in all of our business dealings
the following to be fair and equitable principles
and practices and we subscribe thereto:**

1. We pledge to uphold the highest standard, always striving to raise the level of the profession.
2. We will perform all services in a dignified manner showing the compassion, sympathetic understanding, and genuine concern required.
3. We will respect the confidence of every family served.
4. We will provide adequate cemetery facilities, maintain them to the best of our ability, keeping in mind our cemetery reflects all pet cemeteries.
5. We will not pay any commission, remuneration or gratuity to other than such member's regular employees or regular salesmen, engaged for that purpose, in the sale of cemetery lots, crypts or niche spaces, interment rights, cremations, memorials or any other cemetery property or services (hereinafter referred to as "cemetery property and services")
6. In the event we should have or make an independent contract with any agency to sell our cemetery property and services, such independent agency will be provided with copies of this Code of Ethics and require that such agencies, their officers, directors, employees and salesmen in every respect must conform to this code.
7. We will not issue any method of advertising, sales presentation or persuasion which conceals, evades or mis-states a material fact.
8. We will comply with all federal, state and local laws.
9. We will maintain our own individual price policy.
10. We will maintain adequate burial and financial records.



