

# TERMS AND CONDITIONS FOR APPLICATION OF CREMATION SERVICES AT MANDAI CREMATORIUM AND MANDAI NORTH CREMATORIUM

## SECTION 1: APPLICATION

1. The two NEA-managed Crematoria, Mandai Crematorium and Mandai North Crematorium (hereinafter called “the Crematoria”) manage the cremation of claimed bodies.
2. Applicants are required to obtain a Permit to Cremate (PTC) Body prior to booking a cremation slot at the Crematoria. If any changes or cancellations of the approved permit are required, please contact the service counter at Mandai Crematorium directly.
3. Applicant may apply for cremation slots online via NEA ePortal website ([www.eportal.nea.gov.sg](http://www.eportal.nea.gov.sg)) or in person at the service counters of Mandai Crematorium.
4. In making this application, the applicant declares that the deceased is not known to have left any written direction that he/she should not be cremated, and the applicant will accept full responsibility for this application for cremation.
5. The operating hours and contact details of the service counters at Mandai Crematorium are as follows:

Operating hours: Monday to Sunday: 8:30 am to 4:30 pm  
(Closed for lunch from 1:00 pm to 2:00 pm)

Contact Number: 6554 5655

6. Please refer to the supporting documents that are required for verification during processing of application:
  - a. Digital death certificate. If unavailable, any of the following documents is acceptable:
    - Written confirmation of death documents
    - Manual Confirmation of Death (mCOD)
    - Public Hospital Printout (NEHR)
  - b. Permit to Cremate
  - c. Proof of identity of Applicant, if the applicant is a next-of-kin (NOK) or the executor of the estate of the deceased (e.g. NRIC, passport)
    - If the applicant is not a NOK or the executor of the estate of the deceased, a Letter of Authorisation from the abovementioned parties is required ([Annex A](#)).
    - If the applicant is not a NOK or the executor of the estate of the deceased, **and** deceased was a resident in Stay-in-Care\* or MSF residential home (RH), submit Letter of Authorisation for Stay-in-Care\* Resident and RH (refer to [Annex B](#)).

*\*Stay-in-Care refers to hospitals, nursing homes, hospices, shelters and senior group homes.*

Please note that applicants may be required to submit a Statutory Declaration in-person if any of the above documents are not available.

7. The cremation fee includes the use of the service hall, the cremation service, and the collection of cremated remains. No further payment is required to use these facilities. Payment of the prevailing fee may be made by any of the following means:
  - Credit Card
  - NETS
  - Cash Card

## **SECTION 2: COLLECTION OF CREMATED REMAINS**

8. For cremations at Mandai Crematorium:
  - a. For cremations that took place before 12 noon, the earliest collection of cremated remains is 3:00 pm on the same day.
  - b. For cremations that took place after 12 noon, the earliest collection of cremated remains is the following day during service counter operating hours.
9. For cremations at Mandai North Crematorium
  - a. For cremations that took place before 11:00 am, the earliest collection of cremated remains is 3:00 pm on the same day.
  - b. For cremations that took place after 11:00 am, the earliest collection of cremated remains is the following day during operating hours.
10. The applicant shall ensure that the cremated remains are collected within 14 days from the date of cremation. Should the applicant fail to do so, NEA reserves the right to dispose the uncollected cremated remains in any manner it thinks fit, without further notice.

## **SECTION 3: RULES OF USE OF NEA-MANAGED CREMATORIA**

### **Permissible Size and Material of Coffin**

11. The coffin containing the remains of the deceased person shall be made of wood or other material approved by the Director-General and the size of the coffin shall not exceed the following dimensions:
  - Length = 210cm
  - Width = 60cm
  - Height = 56cm
12. NEA is unable to accept any body for cremation in cases where the coffin containing the body exceeds the above permissible dimension of coffin and cannot fit into the insertion machine. In the above event, NEA reserves the right to reject the body and the coffin where the body is contained for cremation and regrets that it cannot be liable for any claim for losses, damages, expenses or costs including any inconvenience or distress caused as a result of the above action.

### **Prohibited Items**

13. Do not place any valuables in the coffin for cremation as they will be destroyed at high temperatures in the cremator and would not be recoverable.
14. Do not place items that contain flammable liquid inside the coffin as they may cause damage to the cremator chamber during cremation.
15. Do not place joss papers and other combustible products on the top of the coffin or on the coffin's handles, as they could catch fire upon entry into the cremator.
16. Do not overload stacks of joss paper inside the coffin as this may prolong the cremation time.

### **Arrival Time**

17. Please arrange for the cortege to arrive within 15 minutes of the start of the booked slot.

### **Personal Belongings and Valuables**

18. NOK are advised not to place any valuables in the coffin for cremation. Any items cremated with the deceased (e.g. jewellery or other personal items), body prostheses (e.g. hip joints, surgical pins, dentures, dental bridgework, dental fillings, etc.) or implants, will lose their identity and are unlikely to be recovered due to prolonged exposure to extreme high temperature during the cremation process.
19. Following cremation, the remains of such items (if any) will be separated from the ashes and be disposed of by NEA unless there is written request by the applicant or NOK to return such items if found intact after the cremation process. NEA does not guarantee that such items will be recoverable and accepts no liability for the non-recovery of any such items.

### **General Conduct**

20. All visitors to the Crematoria are requested to demonstrate proper respect for the deceased and act accordingly with care and consideration for all.
21. No person shall bring any animal into the Crematoria except for assistance dogs accompanying persons with a disability. The assistance dog must be kept under proper control, restrained from straying or prevented from causing nuisance, or damage to any property, and held on a leash at all times.
22. No person shall burn any joss paper or any other offering or article on the grass verge or any part of the Crematoria's ground.
23. Every person shall remove all perishable offerings deposited on the Crematoria's ground after the cremation service.