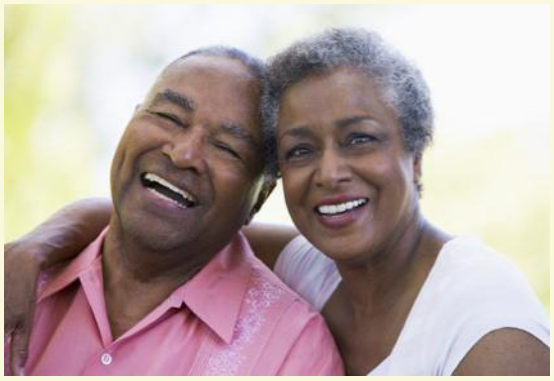
PLANNING PRICE GUIDE 2026

(effective January 20, 2026)

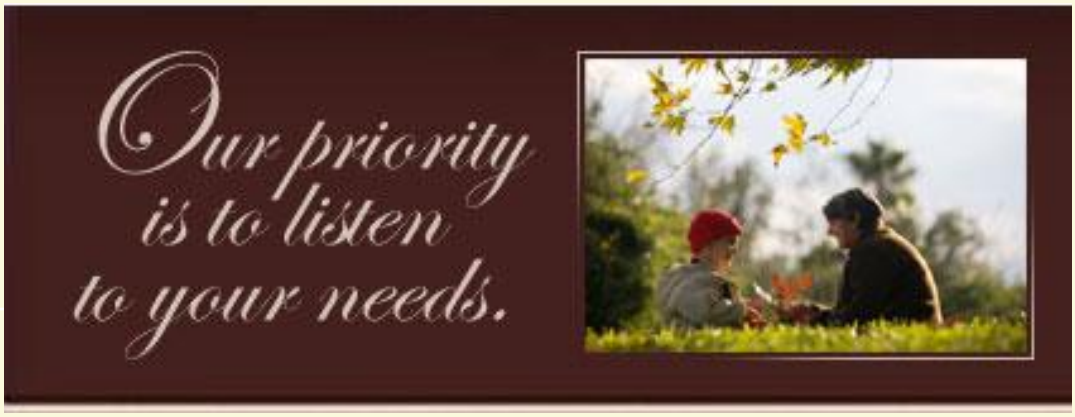
Funeral Establishment
Operator – Class 1
Licence # FE - 678

Person in Charge of
Day-to-Day Operations:
Benoit Robert
Manager
Licensed Funeral Director Class 1



HERITAGE
FUNERAL COMPLEX - COMPLEXE FUNÉRAIRE INC.

1250 Trim Road., Ottawa (Orléans), Ontario, K4A 3P7, 613-830-2305
www.heritagefh.ca



Family owned and operated >>>

(from left to right)

Guy Souligny, President
Germain Souligny, C.E.O.
Benoît Robert, Vice-President

our firm

Our Mission

We are, at Heritage Funeral Complex, a team of professionals dedicated to providing funeral services of the highest standards by understanding and fulfilling the needs of the families we serve.

Our purpose is to be sensitive, to show integrity and dignity as we accompany and support those who give us the privilege to assist them during one of the most difficult times of their lives.

For more information go to :

www.heritagefh.ca

HERITAGE
FUNERAL COMPLEX - COMPLEXE FUNÉRAIRE INC.

Why Heritage Funeral Complex?

Our priority is to listen to your needs!

Our firm is owned and operated by local people who know the region, who work here and who are involved in their community. Its management can boast many generations within the immediate area.

We offer a full range of funeral services varying from the traditional rites to the contemporary ceremonies involving burial or cremation and adapted to all faiths.

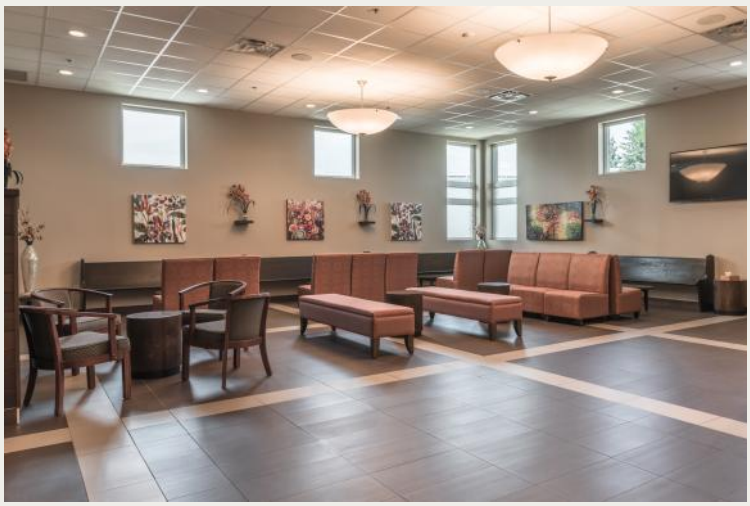
A funeral service is a ceremony which has great importance and value while allowing family and friends to express love, sorrow and respect for the deceased. It is the first step to living through grief and emotional needs.

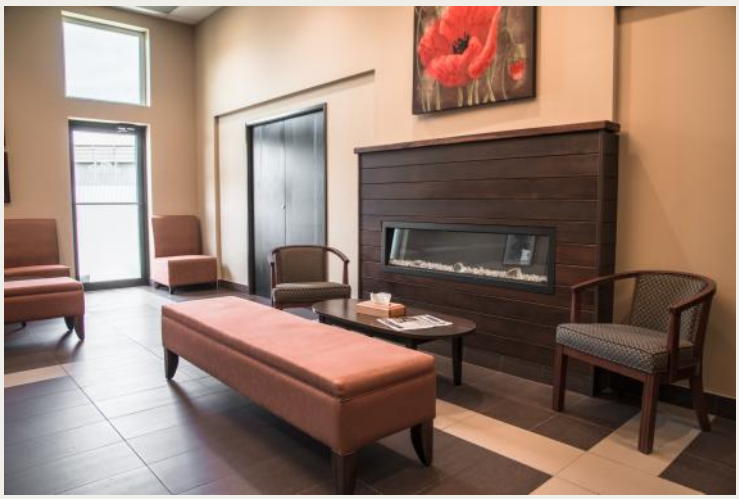
These services can be arranged at time of need or in advance and are always planned to meet specific and meaningful needs.

Should you have any questions, please do not hesitate to call upon us at any time as we are available 24 hours a day.

Welcome to Heritage Funeral Complex

Located in the heart of Orléans, we provide your family with a convenient location and modern amenities to meet your needs.





Q: Funerals For The Living… Why?

A: MOST CERTAINLY! Funerals play an important role in the grieving process.

A funeral is the first significant step in recognizing and accepting death while helping the family begin to adjust to the reality of life without a loved one. A funeral helps survivors share the burden of their grief with those close to them, thereby allowing them to accept the reality of their loss.

An old saying tells us that caring for the departed is the highest form of kindness, because it can never be repaid.

Arranging a funeral consists of two stages. First, you work with our professional funeral directors to explore the available options.

The service may be a small, traditional ceremony or a creative expression that befits the life of the person honored. Today, many families plan funerals that reflect the contributions and accomplishments of the deceased. Creating a touching personal tribute can be a meaningful gift of love.

Part of the planning is deciding on the final resting place. Some choose a cemetery plot or a mausoleum, while others may choose cremation.

With the help of our professional funeral directors, you can create a funeral that will be a personal and dignified tribute.

Since the dawn of humanity, people have created funeral rites to bid farewell to the departed. To show respect for the deceased through a dignified ceremony is a powerful human impulse. Mourners bring many emotions—thanks, requests for forgiveness, grief and love. The funeral is an opportunity to express these feelings and make peace with the memory of the deceased.

A funeral helps us come to grips with our grief, so our lives can once again be productive and fulfilling.

Pre-Arranged Funeral Elsewhere?

Did you know that pre-arranged funerals may be transfered from any funeral home to Heritage Funeral Complex. If you, or someone you know would like to do so, please contact us for further assistance. Heritage Funeral Complex will credit your account for any administration fee that may be deducted by the original funeral home.

Pre-Arranging… Why?

In order to minimize the burden on their family, many people wish to pre-plan their funeral and pay for as many services as possible in advance. This is known as pre-arranging.

When pre-arranging, not only do you choose the type of services… but the costs are also your decision. By pre-arranging and choosing what's right for you, you eliminate the worry and uncertainty for survivors concerning your final wishes. Pre-arranging often spares the family from difficult decisions at a stressful and emotional time. Knowing you've done everything possible today, to make it easier for them in the future, will bring you peace of mind.

Pre-Arranging With Heritage

At Heritage Funeral Complex, our pre-arrangement director specializes in pre-arrangements. With years of experience as a funeral director, our director of pre-need services is available to help you and your family through the many steps and discuss all available options.

When you visit our funeral complex, you can expect to find the highest standards, a beautiful and comforting funeral complex that offers a caring and trusting staff – there to help, not just during and after the funeral, but before as well. At Heritage Funeral Complex, we pride ourselves in the quality of the services we offer as well as the understanding and flexibility to accommodate all faiths and traditions. To receive additional information or to meet with us regarding your pre-arrangement, please feel free to call us at (613) 830-2305.

Pre-Arrangement Plans

*At Heritage Funeral Complex there are **three** types of Pre-arrangement Plans.*

Guaranteed Prepaid Contract & Guaranteed Time Payment Contract

These two Pre-arrangement plans consist of a single payment (1) in full or monthly payments (2), which are deposited in accordance with provincial regulations, for the services, merchandise and cash disbursements selected. Payment is made at the time of the pre-arrangement conference.

When a contract is prepaid, we will guarantee that the cost of the contracted services will not exceed the total amount prepaid, **including initial payment and interest**. All interest earned is tax sheltered.

At the time of need, additions or alterations to these selected services by the beneficiary's family or legal representative would be the responsibility of the estate at the prevailing cost.

All Prepaid Contracts may be cancelled at anytime. The funds, including interest earned, would be returned to the purchaser. A cancellation fee would be applicable in accordance with provincial regulations; a T-5 slip would be issued for the interest earned. If an insurance funded or annuity funded prepaid plan was selected, the cash value at cancellation is outlined in the Insurance policy.

Non Guaranteed Pre-arrangement

All services selected are noted on file and prices quoted will be held for a period of 30 days from the date of the pre-arrangement conference. There would be no guarantee with respect to the cost of any cash disbursements. Following the thirty day period, the current price would prevail. If prepayment is not made prior to the time of death, the estate would be responsible for the cost of selected services.

Payment, financing and funding

Immediate Need (a death has occurred) Payment Options: Payment may be made by Interac E-transfer, cheque, cash or debit. Visa and Mastercard credit cards will also be accepted for a maximum of $2000.00. Credit cards may also be used beyond the maximum of $2000.00 with the addition of a convenience fee.

Unless otherwise specified, a deposit is required with the remaining balance due within 30 days of signing the contract. Beyond the allotted time, interest will be charged at a rate of 2% per month which is equivalent to 26.82% per annum. Annual % rate applies on the unpaid balance until fully paid. Any costs incurred by Heritage Funeral Complex for late or deficient payments or incurred through collection will be charged to the Purchaser. A fee of $20.00 will be charged on all payments not honoured by the financial institution.

Pre-planning arrangements Payment Options: Payment may be made by cheque only.

Payment in full or monthly payment plans are available. Interest may apply depending on length of payment schedule. A fee of $20.00 will be charged on all payments not honoured by the financial institution.

Funding: For your convenience, we offer two funding options when prepaying services or supplies.

In trust: You may pay the money directly to us and we will place it in trust, where it will accrue interest until the contract is fulfilled (when the services and supplies are delivered) or the contract is cancelled.
Insurance: You may purchase a life insurance or annuity policy/plan where the proceeds of the policy/plan will be used to pay

Standard Service Charge

The standard service charge represents the basic and non-declinable costs and services required to facilitate the disposition of a deceased person. This standard service charge is applicable to every family we serve, no matter what services or options are involved in the final arrangements. The standard service charge includes, but is not limited to the following:

Basic Professional Fees ..... $545 -$1300

- Professional consultation with licensed funeral director which may include, but is not limited to, expert advice on options to meet your needs.
- Administration of accounting and maintenance of file.
- 24 hour availability to a funeral director by phone.

Documentation $425

- Completion and filing of all documents necessary to carry out the services and supplies requested, including, but not limited to, provincial death registration, burial permit, coroner's certificate for cremation, cremation application.
- Providing up to 10 Proof of Death Certificates for the handling of estate matters, letters of attendance for bereavement leave, clergy record where required and cemetery/crematorium documentation.

Lead / Administration Vehicle $195

- Vehicle used in obtaining all required documentation such as provincial burial permit and coroner's certificate for cremation when required.

Transportation of Remains from Place of Death $435

- Transfer of the deceased from place of death (residence, hospital or long-term care facility) to our funeral complex within a 40 km radius of the establishment.
- Additional charge for mileage beyond 40 km is $2.25/km.

Basic Use of Facilities $425

- Includes the general use of the building facility for the purpose of funeral arrangements.
- The sheltering of the deceased in a secured and private area until final disposition can take place.

Basic Preparation of Remains..... $495

**Requires Basic Use of Facilities*

- The sanitary care of the body for placement into the casket or cremation container.
- The disinfection of the equipment used for the transportation of the body as well as the disposal of any bio-hazardous waste.

Services and Available Options

The following services and available options, when selected, are in addition to the Standard Service Charge.

Professional Services

Arranging and co-ordination of all details and services..... $1450 - $1740

• Co-ordination of all rites and ceremonies, before, during and after they have been provided, including services and supplies provided by us, as well as those provided by third party suppliers, such as flowers and death notices. This service includes but is not limited to staffing, cleaning and maintenance of premises and ground, staffing office and telephone coverage 24 hours a day.

Care of Deceased

Embalming $495

**Requires Basic Use of Facilities.*

• Embalming is the process of replacing blood and bodily fluids with chemical preservatives. It is a process of sanitation, restoration and temporary preservation of the deceased including bathing, dressing, cosmetics and hairstyling.

Alternative Preparation..... $495

**Requires Basic Use of Facilities.*

• Alternative preparation is bathing, dressing and the setting of facial features for identification or viewing purposes without embalming.

Removal of Pacemaker or Implant..... $75

• The removal of a pacemaker or implant will be carried out by a licensed professional. Pacemakers must be removed if cremation is the selected disposition of the body.

Vehicles

Lead / Administration Car $195

• This vehicle is required by the funeral director (and minister if present) to lead the procession from our Chapel or other venue to any cemetery or crematorium within 40 km. 3 hour use. It is also used to obtain required legal documentation on behalf of family.

Funeral Coach..... $350

• The funeral coach is required for transportation of the casket from our Chapel or other venue to any cemetery or crematorium within 40 km. 3 hour use.

Limousine..... $350

• 7-passenger limousine to drive family members within 40 km. 3 hour use.

Mileage
A fee of $2.25 per km travelled ONE WAY will be applied to ALL VEHICLES beyond a 40 km radius of the establishment.

Visiting (Traditional)

An informal gathering for up to 4 hours the day prior to the funeral or memorial service where guests may visit, pay respects and support each other with or without the casket or urn present.

Staff Services for Visiting..... $895
Staff to coordinate and oversee the visitation for a period of up to 4 hours.

Facilities for Visiting..... $850
Designated room(s) used for visitation for a period of up to 4 hours.

Visiting (Same Day)

An informal gathering for up to 2 hours on the same day as the funeral or memorial service where guests may visit, pay respects and support each other with or without the casket or urn present.

Staff Services for Visiting..... $500 - $675
Staff to coordinate and oversee the visitation for a period of up to 2 hours.

Facilities for Visiting..... $475 - $605
Designated room(s) used for visitation for a period of up to 2 hours.

Ceremony

Designated facilities used for the funeral or memorial service with or without the casket or urn present. The chapel may be rented for a ceremony for up to 2 hours.

Staff Services for Ceremony..... $375 - $775
Staff to coordinate and oversee the ceremony or memorial service up to 2 hours.
***Saturday, Sunday, Public Holidays Surcharge..... $375

Facilities for Ceremony..... $550
Designated facilities used for the ceremony or memorial service for up to 2 hours. The fee includes the use of all audio amenities if required. Flower stands and religious equipment are also available.

Staff Attendance

Staff Attendance at Place of Worship or Other Venue..... $1220

Staffing requirements to facilitate services at a place of worship or any other venue. Includes staff attendance, set-up (including, but not limited to guest book, donation cards, picture (s), religious equipment, podium, flowers and flower stands), direction and coordination of service details. Fee does not include clergy, church, musician, honorarium or funeral hearse.

***Saturday, Sunday, Public Holidays Surcharge..... $375

Reception

Facilities for any gathering where food and beverages are to be served. Catering is additional. We offer a variety of menus to choose from. Coffee, tea, dishware, cutlery, use of microwave and music system (if applicable) are included.

Reception Facilities..... $495
Designated facilities used for a reception for up to 2 hours.

Outside Catering Fee...... $250
Applicable when using an outside caterer. Inclusion of 2 hostesses to assist with reception and cleaning.

Catering..... $at cost
A variety of catering packages are available to choose from.

Pallbearers……$95 each

Fee to hire a pallbearer to assist in carrying the casket from chapel or place of worship to funeral coach and at the cemetery (when applicable). 6 pallbearers are required to carry any casket.

Staff Services for Witnessing Cremation……$120

Funeral Complex staff required to attend and facilitate witnessing at crematorium with family present. Does not include crematorium fees.

Expedited Cremation……$175

This surcharge is applied when cremated remains are to be made available to the family within 2 business days from the time arrangements are completed.

International Transportation of Deceased……$795

Professional services and arrangements to co-ordinate the transfer of the deceased outside of Canada. This charge is applied in addition to the standard service charge and includes the procurement of additional certified documentation required for international transportation* (does not include the cost of the document itself). Shipping containers, airfare, government, consulate, coroner, health department and other disbursement fees are not included.

International Transportation of Cremated Remains……$350

Professional services and arrangements to co-ordinate the transfer of cremated remains outside of Canada. This charge is applied in addition to the standard service charge. Includes the procurement of additional certified documentation required for international transportation* (does not include the cost of the document itself). Shipping containers, airfare, government, consulate, coroner, health department and other disbursement fees are not included.
* If the family arranges for the transportation of cremated remains on their own, the fee for obtaining a certified letter of content is $50.00.

Aftercare Service……$350***

Aftercare specialist to assist with the completion of required forms for the following:
Federal and Provincial Government Benefits, Credit Card Companies, Utilities and Communications Companies, Memberships, Credit Bureau and more. A completed package will be provided for your records.
***Heritage Aftercare Service is included in all our funeral service packages, with the exception of the Essential Service Package. When not included, Aftercare Service fee is $350.00.

Stationery

Standard Stationery Package……$550
Customized Leather Registry Book, 100 laminated memorial cards, 50 Thank You Cards and Envelopes, personalized Memorial Candle & Custom 8x10 framed photo.

Basic Stationery Package……$230
Memorial Registry Book & 100 memorial folders.

Refundable Deposit Amount for Cremated Remains……$350

When human remains are to be cremated, a refundable deposit may be required. If the cremated remains are not claimed within one year of the cremation, the deposit may be used to inter the cremated remains in a common ground plot. If the cremated remains are claimed before they are interred, the deposit will be refunded.

Grave Set Up.....$475

Includes lowering device and grave dressings when cemetery does not provide.

Spring Interment.....$425

Includes sanitary pouch, one vehicle and staff required to execute the burial up to a 40 km radius.

Extended Use of Basic Facilities.....$25

Use of Morgue / per day (beyond the first 3 days)

Disbursements, Licensing Fees and Taxes

These fees are paid on your behalf at cost to the government, cemetery, crematorium or other third party. These fees are subject to change. Costs vary and taxes are not included.

Municipal Death Registration Fee ($54.00) & Provincial Bereavement Authority of Ontario Registration Fee ($30)

Coroner's Certificate for Cremation or Out-of-Province Transportation ($75)

Church or Crematorium Chapel Rental

Cemetery Interment, Entombment or Scattering Fee

Crematorium Cremation Fee

Catering

Floral Tributes

Musicians
Live music sung by a soloist or played by an organist, pianist, piper or other instrumentalist(s) may be arranged.

Funeral Officiant or Clergy
This is an amount paid to the clergy or funeral celebrant for their services. In some cases the amount is set by the clergy, in others it is an amount determined by you. A clergy person or funeral celebrant may be obtained to officiate the funeral, memorial, and/or committal service according to your needs

Newspaper Notices (Obituaries)
There are charges for death notices placed in the publication of your choice.

HERITAGE

SERVICE PLANS	Traditional or Memorial Visitation & Ceremony (Up to 4 hrs of visitation prior to the day of the funeral service.)		Same Day Visitation & Ceremony (Up to 2 hrs of visitation on the same day of the funeral service.)		Memorial Service with Urn (Up to 2 hrs of visitation on the same day of the funeral service.)		Celebration of Life (Up to 3 hrs of gathering in a reception suite.)	
	Onsite	Offsite	Onsite	Offsite	Onsite	Offsite	Onsite	Offsite
Basic Professional Fees	$1,300	$1,300	$1,300	$1,300	$1,300	$1,200	$1,300	n/a
Arranging and co-ordination of all details and service	$1,740	$1,740	$1,740	$1,690	$1,610	$1,510	$1,450	n/a
Documentation	$425	$425	$425	$425	$425	$425	$425	n/a
Transportation of Remains from Place of Death	$435	$435	$435	$435	$435	$435	$435	n/a
Basic Preparation of Remains and/or Embalming	$495	$495	$495	$495	$495	$495	$495	n/a
Basic Use of Facilities	$425	$425	$425	$425	$425	$425	$425	n/a
Staff Services for Visiting/Gathering	$895	$895	$675	$675	$500	n/a	$675	n/a
Facilities for Visiting/Gathering	$850	$850	$605	$605	$475	n/a	$640	n/a
Staff Services for Ceremony	$775	n/a	$775	n/a	$375	n/a	n/a	n/a
Facilities for Ceremony	$550	n/a	$550	n/a	$550	n/a	n/a	n/a
Staff Services & Equipment for Ceremony at Offsite Location	n/a	$1,220	n/a	$1,220	n/a	$1,220	n/a	n/a
Lead / Administration Vehicle	$195	$195	$195	$195	$195	$195	$195	n/a
Funeral Coach	No charge	No charge	No charge	No charge	n/a	n/a	n/a	n/a
Limousine	No charge	No charge	No charge	No charge	n/a	n/a	n/a	n/a
Aftercare Service	$ 200	$ 200	$ 200	$ 200	$ 200	$ 200	$ 200	n/a
TOTAL SERVICES	**$8,285**	**$8,180**	**$7,820**	**$7,665**	**$6,985**	**$6,105**	**$6,240**	**n/a**

Additional Charges (if applicable) as selected

SATURDAY, SUNDAY & HOLIDAY SURCHARGE: A fee of $375 is charged when any visitation, funeral or reception is held on a Saturday, Sunday or a Provincial or Federal Holiday.

MERCHANDISE AND TAX: Casket or container, burial vault, urn, stationery package & H.S.T.

ADDITIONAL SERVICES (IF REQUIRED): Such as Reception Facilities and Staff, Grave Set-Up, Pallbearers, Staff Services for Witnessing Cremation, Expedited Cremation, Spring Interment, Extended Use of Basic Facilities

CASH DISBURSEMENTS: Such as the cost of cemetery/crematorium, newspaper notices, church and clergy honorariums, coroner, organist, death registration, government certified copies, police escorts, airfare, flowers, printing, catering, etc.

Essential Services (Minimum Service Plan) No Visitation, No Funeral Service, No Family Present

Basic Professional Services	$545
Documentation	$425
Transportation of Remains from Place of Death	$435
Basic Preparation of Remains	$495
Basic Use of Facilities	$425
Lead / Administration Vehicle	$195
TOTAL SERVICES	**$2,520**

Merchandise

Caskets

All Caskets listed are standard adult size and are suitable for cremation unless otherwise indicated. Oversize and youth caskets are available upon request.

Briar Hill
(Victoriaville WR227-20001)
Bird's Eye Maple with champagne linen interior.
$5,855

Midnight Jewel
(Victoriaville MR250-00099)
18 gauge steel with light grey velvet.
Casket is not suitable for cremation.
$5,704

Accent Cedar
(Victoriaville WR280-00002)
Cedar with tan crepe interior.
$4,940

Dominion
(Victoriaville WR220-00379)
Maple with tan crepe interior.
$4,472

Fairholm
(Victoriaville WR412-00001)
Oak with pink crepe interior.
$4,410

Black Pearl
(Victoriaville WR252-00364)
Hardwood with white velvet interior.
$4,305

Digby
(Victoriaville WR232-00429)
Ash with beige crepe interior.
$3,796

Borealis
(Victoriaville WR212-00319)
Oak with beige polyester interior.
$3,796

Payne Copper
(Victoriaville MR260-00056)
20 gauge steel with tan crepe interior.
Casket is not suitable for cremation.
$3,370

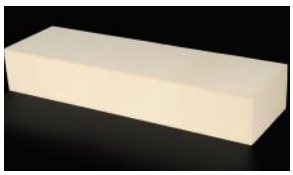
Winfield
(Victoriaville WR252-00052)
Poplar with rtan crepe interior.
$3,334

Alfred
(Victoriaville WR252-00085)
Poplar with beige crepe interior.
$2,844

Winston
(Victoriaville DR220-00044)
Cloth covered with white silk interior.
$1,720

Westvale
(Victoriaville PV281-00031
Veneer with white crepe interior.
$1238

Starmark Rental Container
(Northern 707)
Select Wood with beige crepe interior. Price includes cremation container insert.
$805



Basic Container
(Northern 10)
Simple particle board with no interior lining.
$530

Dominion Rental Casket
(Victoriaville WR220-00379)
Oak with tan crepe interior. Price includes cremation container insert.
$2,305 (Offsite) / $2,075 (Onsite)

Merchandise

Urns

(All urns listed are standard adult size. Keepsake urns and commemorative jewellery are available upon request starting at

Together Forever
RK Urns
Stone EA1007-E
$940.00

Azur
Victoriaville
Porcelaine US610-00474
$925.00

Bronze Chest
Victoriaville
US210-00020
$825.00

Opal
Victoriaville
Copper US450-00003
$768.00

Autumn Leaves
Victoriaville
Copper US450-00004
$768.00

Phenicia Aqua
Victoriaville
Glass US710-00003
$745.00

Venice
Victoriaville
Bronze US210-00011
$745.00

Allen
Victoriaville
Maple US120-00003
$728.00

In Flight
RK Urns
Stone EA1001
$705.00

Forever
RK Urns
Stone EA1002-E
$680.00

Java Black
Victoriaville
Marble US310-00002
$635.00

Milano Floral
Victoriaville
Bronze US210-00012
$586.00

Milano Pink
Victoriaville
Bronze US210-00013
$586.00

Athena
Victoriaville
Brass US220-20007
$586.00

Classic
Victoriaville
Brass US220-20008
$586.00

Aria Tree of Life
Victoriaville
Brass US440-00451
$586.00

Aria Ascending
Victoriaville
Brass US440-00449
$586.00

Evergreen
Victoriaville
Marble US335-20003
$530.00

Elite Bronze
Victoriaville
Brass US430-35200
$525.00

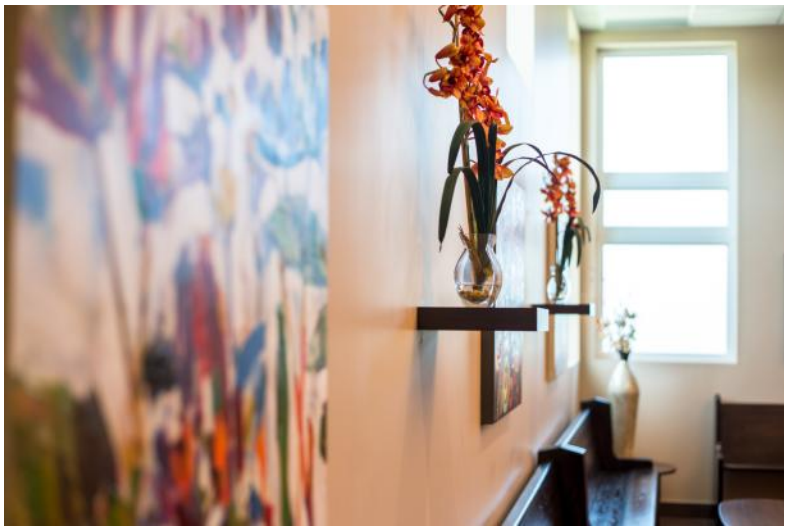
Elite Starlight
Victoriaville
Brass US430-35201
$525.00

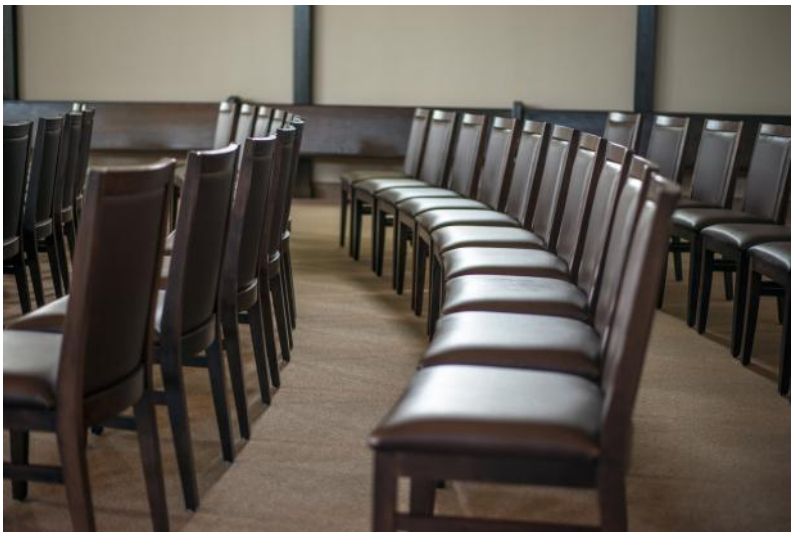
Artisan
Victoriaville
Poplar US150-00276
$505.00

Autumn Bronze
Victoriaville
Polystone US899-20007
$436.00

Nicodeme Blue
Victoriaville
Plastic US810-00480
$364.00

Grey Wood
Victoriaville
Wood US199-20007
$260.00





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