

Our Mother of Sorrows Cemetery Policies

Address: P.O. Box 8505, 2700 North Virginia Street, Reno, NV 89507

Contact: 775-323-0133, omos@powernet.net

Hours: 8:30 - 4:30 pm. Mon-Fri; Office Closed 12:00-1:00 (Lunch)

Our Team offers their expertise on a one to one basis in order to provide our families with superior quality service at their time of greatest need. We offer the guidance of pre-planning for the final repose of you and your loved ones: Our services include:

Traditional Ground Burial	Pre planning for Final Repose
Mausoleum Crypts	Bilingual staff Member
Indoor and Outdoor Niches (for remains)	Monthly Memorial Masses
Endowment or Perpetual Care	Grief Counseling
Burial Vaults	Special Individual Services
Memorial Markers	Private Family Crypts

Cemetery Office Hours

The cemetery office is open from 8:30 a.m. until noon and from 1:00 p.m. until 4:30 p.m., Monday through Friday. We are open on Saturdays by appointment only. We close for most State and National holidays, as well as most Church Holidays.

Cemetery Grounds And Mausoleum Buildings

Our mausoleum buildings and the cemetery grounds are open every day from 8:00 a.m. until 4:30 p.m.

Flowers / Mausoleum

Both artificial and fresh flowers may be placed on niches and crypts using vases provided by the cemetery. Flowers in the mausoleums may not be placed on the floor or taped to the crypt or niche fronts. Flowers are removed from the mausoleum weekly on Tuesdays. For crypts located on the higher levels, a vase lift pole is available in the flower room of the Most Holy Redeemer Mausoleum. A ladder is available in the Our Mother of Sorrows Mausoleum. Please ask for assistance.

Flowers / Graves

Flowers placed on graves must be placed in vases provided by the cemetery through the office. They may not be placed on graves using other containers, especially glass, the only exception would be the Memorial Day week-end. All flowers are removed from graves each Tuesday between March 1st. and November 1st. to permit mowing of the grass. Exceptions are made for: recent burials, Easter, Mother's Day, Father's Day, & Memorial Day. On these occasions flowers will be removed on Thursday.

Decorations: No ceramic, glass, alcoholic beverages or containers, photos, candles or wire stakes or fences allowed on graves. We will not be responsible for any items left on graves.

Monthly Memorial Masses

A memorial mass is scheduled for each first Wednesday of the month at 11:00 a.m. The month of June is usually moved down the second week due to the closeness to our Memorial Day mass. If you have special months you would like a name entered in our prayer book, please call our office at least three days before the mass.

Temporary Grave Markers

All graves are marked with a temporary marker for approximately sixty days after burial. If a memorial marker has been ordered through our office the temporary will remain until the marker is received and placed.

Trees, And Benches

Donations for these items are welcome and encouraged. We ask that you contact the office with your request so that our grounds personnel can help select and place them where they will grow.

Pets

We ask that you not bring pets to the cemetery. If it is necessary to bring a pet to the cemetery they must be kept on a short leash. Also any droppings should be picked up and disposed of in a trash container.

Graveside Vs. Chapel Committal Services

When a Chapel service is arranged, the service ENDS in the Chapel with burial to immediately follow. With Graveside services the committal ends with the blessing. To witness the lowering of the casket arrangements must be made at the time of authorization.

Memorial Markers

We have a full selection of memorial markers, these take six to eight weeks to be received from date of order. We need 50% paid before the marker is ordered and payment in full before placing the marker. If an outside marker manufacturer is used, please check with the office for stipulations and fees. All accounts must be paid in full before the final placement of a memorial marker.

Transferring Property

When transferring property to another family member a \$75.00 fee is incurred. If endowment care was NOT paid on older property, the \$200.00 endowment care fee would be payable at the time of transfer to another party.

Returning Property

If moving from our service area, refunds are available, less 15% on property. The request needs to be in writing accompanied by the original deed and submitted to our office.

Address Changes

If there is an address change, please be sure to let us know here in the office. This will enable us to keep files updated. We may need to contact family members in the future.

Note:

- Entombments made on Holidays and Saturdays (A.M. only) are subject to a surcharge of \$350.00 in addition to the normal entombment fee.
- A service charge is added to all purchases which are not paid in full.
- \$100.00 additional for plots in Garden of Gethsemane around the sidewalk.