

- (3) The City is not bound to expend on any grave or niche in any year an amount greater than the annual interest earned on the amount paid for care and maintenance with respect to that grave or niche.

Telephone Arrangements

13. The City accepts no responsibility for any error or misunderstanding that may arise due to any arrangements made by telephone.

Disputes

14. The City does not accept any responsibility for resolving disputes between surviving family members or others in respect to any matter related to a cemetery.

Superintendent's Decision Final

15. In all cases where the Superintendent is empowered by this Bylaw to approve applications or make any other decision, the Superintendent's decision is final.

PART III

Interments, Disinterments and Scatterings

Purchase of Interment Rights

16.
 - (1) Any person may, upon application to the Superintendent and payment of all required fees, including a care and maintenance fee, purchase interment rights to a grave or niche in Woodlawn Cemetery.
 - (2) Interment rights shall be sold to members of the public on a first-come, first-serve basis, subject to purchasers agreeing to adhere to the City's requirements, including the requirements set out in this Bylaw.
 - (3) No person may purchase interment rights to more than 8 graves or niches.
 - (4) An interment rights holder with interment rights to a grave shall acquire the right to use the grave for the burial of human remains in accordance with the provisions of this Bylaw, but no other rights whatsoever.
 - (5) An interment rights holder with interment rights to a niche shall:

- (a) acquire the right to use a niche for the storage, in an urn, of cremated human remains in accordance with the provisions of this Bylaw, but no other rights whatsoever; and
- (b) comply with any terms or conditions outlined on the ownership certificate issued by the City to the interment rights holder.

Use of Graves or Niches

- 17. (1) The use of a grave or niche for interment must be authorized in writing by the interment rights holder.
- (2) The Superintendent may require proof of purchase of interment rights or proof of authorization to prove the right of a person to use a grave or niche for interment.

Requests for Specific Graves or Niches

- 18. The Superintendent may approve requests for specific graves or niches, or graves or niches in specific locations, provided that the request does not disrupt the maintenance and operating plans of Woodlawn Cemetery.

Refund of Interment Rights

- 19. (1) An interment rights holder may request and receive a refund of interment rights provided that:
 - (a) the request is made in writing;
 - (b) the grave or niche has not been used for interment; and
 - (c) any monuments or other items on the grave or niche are removed.
- (2) A person who qualifies for a refund shall receive the following amounts, less all costs incurred by the City to return the grave or niche to a state where it can be resold:
 - (a) 100% of the opening and closing fees paid;
 - (b) 85% of the grave or niche and care and maintenance fees paid.

Sale of Interment Rights

20. In the event an interment rights holder sells their interment rights, the interment rights holder must immediately:
- (a) notify the City of the name and address of the buyer; and
 - (b) pay the administration fee set out in Schedule “B”.

Notice Required

21. (1) The Superintendent must be notified, during regular office hours, of any interment or disinterment at least 24 hours in advance, exclusive of Saturdays, Sundays or holidays.
- (2) Unless otherwise permitted by the Superintendent, no booking of an interment or disinterment shall be permitted more than 1 week in advance.
- (3) The Superintendent may, subject to payment of the short notice surcharge set out in Schedule “B”, approve an interment or disinterment in cases where the notice required by subsection (1) has not been provided.

Burial Permits

22. Where a burial permit is required pursuant to *The Vital Statistics Act, 2009*, no burial or cremation shall be permitted until the Superintendent has received the required burial permit.

Supervision and Direction of Superintendent

23. All interments, disinterments and scatterings shall occur with the approval, and under the direct supervision and direction of the Superintendent.

Service Times

24. (1) Subject to subsection (2), interments, disinterments and scatterings shall occur during the following hours on any day other than a holiday:
- (a) Monday to Friday: 9:00 a.m. to 4:30 p.m.;
 - (b) Saturdays: 9:00 a.m. to 4:00 p.m.;