Antrim and Newtownabbey BOROUGH COUNCIL

apse SERVICE AWARDS 2026 | BEST CEMETERY AND CREMATORIUM SERVICE TEAM WINNER



ANTRIM AND NEWTOWNABBEY CREMATORIUM

WELCOME

About Us

Antrim and Newtownabbey Crematorium is conveniently located just off the A8 from Sandyknowes Roundabout (M2) to Larne, directly opposite Ballyearl Arts and Leisure Centre on the Doagh Road. The Crematorium is owned and managed by Antrim and Newtownabbey Borough Council.

The modern building is set in beautifully landscaped grounds with a focus on providing a sensitive and calming space to remember your loved ones and say goodbye in a peaceful and tranquil setting.

Our goal is for visitors to have a clear understanding of the cremation process and procedures, to know what to expect, and to feel at ease in approaching us with any questions you may have.

Is Antrim and Newtownabbey Crematorium only for use by Borough residents?

Anyone can be cremated here. It's available to everyone regardless of where they were born, lived or died.

How do I arrange a cremation?

We understand how difficult it can be when you lose a loved one. That's why our caring and professional team is dedicated to helping and supporting you when you say goodbye.

Before a cremation may take place, it is necessary to complete several statutory forms and present them to the Crematorium.

For convenience, many families choose to use the services of a Funeral Director to assist them in the completion of these forms, and to make booking arrangements with the Crematorium.

The Citizens Advice Website recommends you find one who belongs to a professional association, such as the National Association of Funeral Directors (NAFD), or the Society of Allied and Independent Funeral Directors (SAIF).

Is there car parking?

There are 107 parking spaces on site: 94 standard spaces, 9 accessible spaces, 2 funeral cortege spaces and 2 officiant spaces.

Additional parking is available if required directly opposite the Crematorium at Ballyearl Arts and Leisure Centre.

If I arrive early is there somewhere for me to wait?

We do not have an onsite waiting room. We understand that people like to arrive in plenty of time for a ceremony, however we would ask you to arrive around ten minutes prior to the ceremony start time. This allows those mourners leaving from the previous ceremony to vacate the building and the car park, and vitally it helps to avoid congestion, which disrupts the free flow of traffic to and from the building.

Is there a cafe or catering facility on site?

There is no cafe or catering facility on site. We are lucky to have some wonderful, local venues nearby where you can hold a gathering following a service at Antrim and Newtownabbey Crematorium.

Where are the toilets?

Toilets including accessible toilets and baby changing facilities are located inside the crematorium building.

Is the site wheelchair accessible?

Yes, the crematorium is all on one level with dropped kerbs for ease of access. We also have accessible wheelchair friendly toilets and a Changing Place facility is located externally which is accessible with a Radar Key.

What kind of ceremony can I have with cremation?

All ceremonies take place in our superbly finished ceremony room.

The type of ceremony you choose will depend upon your own beliefs and those of your loved one, and the question of whether the ceremony could be religious or celebratory in nature is for you to decide.

Our ceremony room has been designed to create an atmosphere of rest and tranquillity, providing a perfect setting for a complete funeral service. Alternatively, if you prefer, you may choose to hold the main service at your own place of worship or alternative venue first, followed by a short committal service in our ceremony room.

We would also add that there is no legal requirement to hold a ceremony of any kind, and if you would prefer to simply arrange the cremation itself, this can be easily done.

What is the mourner capacity of the Ceremony Room?

Our ceremony room comfortably seats 176 mourners with additional standing room. There is also additional space for larger services in the lobby and under the Porte-Cochere. Both of these areas have speakers so people can hear the service.

How long does the ceremony last?

We believe that providing a respectful and relaxed service is essential and we don't want families to feel rushed, therefore we offer a 45 minute ceremony hourly from 10am to 3pm.

Where is the coffin placed?

When you lose someone who holds a significant place in your life, it is only appropriate that they are honoured in the Ceremony Hall. The coffin is placed with great respect by the bearers onto a raised platform called a catafalque.

What happens at the Ceremony?

You can personalise the funeral ceremony and decide what you want to include. There are many ways we can help you make a funeral more personal, and we also appreciate that you may not want any photos, video, or music at the service. Giving you choice is what matters most to us.

Do you offer webcasting?

Not everyone will be able to make the ceremony but they can still join you in saying goodbye with our streaming option. Our Live & On Demand streaming service allows friends and family to watch the ceremony as it happens, or any time during the following 28 days. We can also provide a video recording to watch in your own time, presented as a keepsake in a range of formats. To arrange streaming, just speak to your Funeral Director.

Do you offer music?

We understand that music plays such an important part in a funeral service.

Take some time to think about the music you would like for the ceremony as this is incredibly personal, whether this is a favourite song or a piece of music shared together.

Generally, each ceremony has a piece of music to enter and exit the ceremony room as well as two reflective pieces during the ceremony.

In partnership with Obitus, we are able to ensure that you can choose from the widest possible selection of music and artists.

The Obitus library has thousands of items of music. Music includes pop songs, hymns (choral and unaccompanied), traditional, orchestral and classical pieces.

You can select up to a maximum of four songs which are included in the cremation fee.

Please let your Funeral Director know your choices.

The Crematorium would respectfully request that consideration is given to the fact that Antrim and Newtownabbey Crematorium is a public building. Therefore, we reserve the right to refuse to play music or media that may be offensive to others. This should be resolved with your Funeral Director prior to the content submission deadline.

Can I show photographs?

Two large screens allow you to show photographs and videos. A single photo is included in the cremation fee. Your Funeral Director will guide you through the options.

Do I have to close the curtains?

We understand how difficult families find it as the curtains close. Our curtains gently wrap around the coffin. If you choose not to do this, that's fine, just let your Funeral Director know.

What happens after the ceremony?

When mourners have left the ceremony room, the coffin is withdrawn to the crematory where the nameplate is checked by the crematorium staff to ensure correct identity. An identity card with a unique cremation number, the name of the deceased and date and time of the ceremony is attached to the cremator, this identity card follows the resultant cremated remains through every stage of the process until they are removed from the Crematorium.

Is the coffin cremated with the deceased?

Cremation regulations require that the coffin and all its fittings and fixtures be made suitable for cremation and that the coffin is placed into the cremator in exactly the same condition as that in which it was received at the crematorium.

How are cremated remains kept separate?

Our cremators can only accept one coffin at a time, and we always carefully remove all the cremated remains, before we begin the next cremation.

Following removal, we have robust procedures in place (including the use of an identity card system) which are applied at each and every stage of the cremation process, and which enable us to correctly identify each individual set of cremated remains in our care, at any point in time.

What happens to metal such as orthopaedic implants recovered after cremation?

We are often asked what happens to any materials or metals that are remaining after a cremation has taken place.

Many of the materials used for special medical purposes are stainless steel, titanium and cobalt chrome and these are non-renewable resources. Subject to applicant approval (which we ask on your cremation paperwork), we recycle all of the metals collected after our cremations.

We operate in accordance with the Institute of Cemetery and Crematorium Management (ICCM) Recycling of Metals following Cremation Scheme and do not benefit in any way from the recycling of these materials.

Is the cremation covered by a code of ethics and working practices?

We operate in strict accordance with a code of cremation practice, this code provides the ethical standard for cremation practice.

Do you have a list of Bereavement Support organisations?

There are many organisations offering support and guidance during and after bereavement, including these below.

- Bereaved Network NI
- Cruse Bereavement support
- Child Bereavement UK
- Sands
- The Good Grief Trust
- Fresh Minds Education
- Good Funeral Guide
- National Bereavement Alliance

Can I visit the Crematorium and see what happens behind the scenes?

Yes, by all means.

In answering these questions, we hope to have provided reassurance as to the most common misconceptions and concerns surrounding the cremation process. However, if you would like further peace of mind, or if you are simply interested to see how the Crematorium operates, we would be pleased to show you around.

If you would like to visit, please contact the Crematorium.

We hold an annual open day where staff are on hand to answer any questions you may have and there will be the opportunity to tour the facility.

Here are some things to think about when planning a ceremony at Antrim and Newtownabbey Crematorium:

- Whether you would like a religious or civil ceremony.
- Who you would like to conduct the ceremony, such as a member of the clergy or another religious official, or a civil celebrant or humanist.

- Whether you would like to have the curtains drawn across the coffin, or left open.
- Whether you would like to show pictures/videos on the screens during the ceremony.
- Whether you would like to play any music before, during or after the ceremony.
- Who will be collecting the cremated remains.
- What you would like to do with the cremated remains.

Please make sure that you let your Funeral Director, and the person conducting the ceremony know about your decisions. We're all committed to making sure the ceremony reflects your wishes and brings you comfort at such a difficult time.

If you need any advice, guidance or have any enquiries please contact us at T. 028 9034 0101 E. crematorium@antrimandnewtownabbey.gov.uk

Directions

Antrim and Newtownabbey Crematorium

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