

Hospice Hearts

Terms and Conditions

Policy/procedure code:	
Version:	1.0
Approved By:	
Name of Policy Owner:	Sophie Higgins
Name of Originator/author:	Sophie Higgins
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Terms and Conditions

1. Please note a maximum of 600 Hospice Hearts can be placed on the sculpture at any one time.
2. As of 2024, our Hospice Hearts are made of three different metals: stainless steel, polished brass and polished copper.
3. Severn Hospice reserves the right to change the metals or add different metal options at any time. This does not affect dedications already placed.
4. Severn Hospice reserves the right to amend the suggested donation amount for the Hospice Hearts at any time.
5. Each Hospice Heart will remain on the sculpture for a minimum of two years.
6. The two-year time period will commence from the day the Hospice Heart is added to the sculpture.
7. In order to keep our costs as low as possible, and to ensure the maximum funds are donated to Severn Hospice, please allow up to two months from the date of donation for the Hospice Heart to be added to the sculpture.
8. There are 91 characters available including spaces, for your dedication message on each Hospice Heart.
9. Messages will appear exactly as shown on the online preview. Please contact Severn Hospice within three working days to notify us of any errors or amendments.
10. Severn Hospice reserves the right to approve all wording and refuse any dedications at its discretion. RIP, anniversary and birthday dates will unfortunately, not be permitted.
11. For safety reasons, Severn Hospice will hang the Hospice Heart on the sculpture for you, and let you know the exact position so that you can find it easily when visiting. If you

make multiple donations for more than one Hospice Heart and would like them positioned together please contact Sophie Higgins on 01952 221351.

12. In exceptional circumstances Severn Hospice reserve the right to move or relocate the Hospice Hearts and/or the sculpture.
13. In the event our sculpture is full at the time we receive your donation, the Hospice Heart you choose will be added as soon as the next space becomes available. We will be in touch with you by telephone as soon as possible, if this issue arises.
14. In the event we do not have a phone number for you, we will send you an email if you've given us your email address or a letter if we can't reach you via phone or email.
15. Priority will be given to existing dedications already on the sculpture and those that would like to be renewed.
16. After 21 months, we will get in touch to discuss whether you would like to make a further donation to Severn Hospice and keep the Hospice Heart on our sculpture for an additional two years.
17. The suggested donation amount for the renewal of the Hospice Heart will be discussed when we contact you.
18. If you would like to request changes to metal choices or messages, we will class this as a new Hospice Heart.
19. All Hospice Hearts will remain the property of Severn Hospice. If you choose not to renew your dedication, the Hospice Heart will be carefully removed from the sculpture and the space will be offered to another supporter.
20. Our Hospice Hearts cannot be sent to the supporter once removed from the sculpture.
21. Severn Hospice and a team of volunteers will look after both the Hospice Hearts and the sculpture. Any damaged, stolen or lost Hospice Hearts will be replaced.
22. Please be aware, our Hospice Hearts and sculpture are in our hospice gardens and open to the elements. This may cause them to naturally patina over time.
23. Please respect other patients and families using the hospice grounds, by not leaving any flowers or other commemorative items in the Garden of Memories, or elsewhere across the hospice sites.
24. Please be mindful that ashes cannot be scattered in the Garden of Memories or any other area across the hospice sites.
25. The Garden of Memories, Hospice Hearts and hand crafted sculpture are all situated at Severn Hospice, Bicton Heath, Shrewsbury, SY3 8HS. Registered Charity Number 512394.

If you have any queries or concerns, please contact Sophie Higgins, Individual Giving Fundraiser on 01952 221 351.

Thank you for your understanding of the above terms and conditions and for your kind support.