Drone Memorials

Aerial Ash Scattering Memorials - Information Package

A Thoughtful, Modern Memorial Service

Drone Memorials offers a dignified, meaningful way to scatter cremated remains in locations that truly mattered — while we handle every logistical detail so you can focus on remembrance.

Traditional ash scattering can be distressing. Ash blows back into your face and clothing, clumps on water, or piles on the ground.

Our service removes that burden entirely, and allows for a serene even distribution of the ashes by air.

Who We Serve

Drone Memorials serves families, individuals and pet owners who want a meaningful, dignified farewell — one that reflects love, respect.

We work with people who understand that a memorial is a final act of care.

Many of the people we serve include:

- ✓ Older adults arranging a memorial for a spouse, lifelong partner or friend
- ✓ Adult children planning a thoughtful farewell for a parent or grandparent
- ✓ Individuals who are planning for their own ash scattering

*Full terms and conditions located at the end of this document

In many cases, the places that mattered most — a shoreline, forest path, viewpoint, or stretch of water — are no longer physically accessible due to age, health, or mobility limitations.

We help make those places possible again.

Even if you can no longer reach a location yourself, your loved one still can.

Pet Memorials for Beloved Companions

We also serve pet owners who consider their animals family.

The same care, planning and respect is provided for our pet memorials.

Pets are often connected to specific places — a favorite beach, walking trail, park, or lake. Drone Memorials allows ashes to be returned to the places that truly mattered.

Accessing Meaningful Locations

Some memorial locations can't be reached by vehicle — and that doesn't stop us.

When needed, we will:

- ✓ Hike to remote or hard-to-reach launch points
- ✓ Carry equipment on foot to locations vehicles cannot access
- ✓ Carefully transport and handle ashes throughout the process

In certain situations, when a location or conditions make it more appropriate, we can also arrange hand dispersal of ashes, carried out with the same care and respect.

We also operate a **rugged 4×4 vehicle** and can reach **4×4-only trails and remote locations**.

How Ashes Are Prepared & Stored

Cremated remains are handled with the utmost care at every stage.

Ash Preparation & Release

- Ashes are placed into a **custom-designed ash release system**
- A **specially made release bag** is used, designed to open gently and cleanly when the release is activated
- The release occurs only when the pilot (or family member, if desired) presses the control at the appropriate moment

This ensures a controlled, memorable scattering, **at the precise point you desire.**

Secure Storage (If Picked Up in Advance)

If the urn is picked up prior to the memorial:

- It is securely stored in a **locked steel locker**
- The urn is **clearly labeled upon pickup** to prevent any mix-ups
- Access is restricted to authorized personnel only

Experienced Leadership & Flight Operations

Drone Memorials is led by experienced professionals with deep expertise in drone operations.

Our head drone pilot and co-founder brings a rare combination of flight expertise and business experience to every memorial service:

- First trained as a drone pilot through the Canadian Armed Forces
- 19 years of business experience prior to founding Drone Memorials
- Founded Drone Memorials to modernize ash scattering and provide a new option for honoring those we've lost

This background ensures a high standard of discipline, safety, and professionalism for every memorial flight.

A Family-Owned Canadian Business

We are a **family-owned Canadian business**, and every memorial is handled with the same care we would want for our own loved ones.

You'll always know who you're working with, and you'll receive clear communication every step of the way.

Fully Insured & Professionally Operated

All memorial flights are:

- Fully insured including liability insurance
- Conducted by certified, experienced operators
- Planned using industry-standard safety procedures

As part of our quality commitment to serving families and individuals, Drone Memorials is also a **member of the Funeral Services Association of Canada** (FSAC) and BC Funeral Association (BCFA).

FSAC

BRITISH COLUMBIA FUNERAL ASSOCIATION

Location Access, Permissions & Legal Planning

Families never need to worry about logistics or regulations.

We take care of:

- Location research and planning
- All permissions and regulatory requirements
- Site assessment and flight planning

Airspace or Area Restrictions

In some cases, flights may not be permitted. These include provincial and federal parks, certain places with airspace restrictions, and some locations which have municipal bylaws forbidding drone operations.

- We may fly from crown land, ocean, rivers, lakes and other natural lands.
- Most municipalities also allow drone operations and in some cases require permits.
- **We handle all research and permits to ensure your selected location is legal.**
- **In the case that an area does not allow drone operations, we can help select a new area close to the original request, or provide alternative scattering options.**
- In cases where drones are not allowed to fly, we can also scatter your ashes by other methods to ensure your loved one gets to his/her final resting place.

Have questions about the area you'd like your loved ones ashes scattered? Reach out to us and we will confirm.

Commercial-Grade Drone Operations

We use **commercial-grade drones** selected for reliability, stability, and precision.

These are not hobby drones. They are professional systems designed for safety and work capacity.

We can also obtain permission to fly in controlled airspace with our equipment, when necessary.

Seasonal & Weather Considerations

- Most ash scatterings take place **between spring and fall**
- We recommend **booking early** to ensure availability during peak months

Weather Policy

- Drone flights **cannot take place in rain or snow**
- **Winter flights are available, weather permitting**.
- If conditions are unsafe on your ceremony day, your memorial will be **rebooked at no additional cost**

Your loved one's memorial will never be rushed or compromised due to weather.

Your Role in the Ceremony

Families are welcome to be as involved as they wish. You may:

- Attend in person
- Observe remotely
- Watch via live-stream. This is dependent on location reception. We are considering satellite options. Inquire for details.
- Request a private memorial conducted on your behalf (no in-person attendance)
- Bring family and/or friends (including your pets)

You're also welcome to:

- Bring your own religious or spiritual guide
- Request a guide through us (**additional charges apply**)
- Make special requests (all requests considered but not guaranteed)

Memorial Video & Footage Options

When selected, video footage is handled with the same care as the ceremony itself.

- **Drone footage** is professionally edited into a memorial video
- **Ground-based footage** is also captured and incorporated
- Families may submit **up to 2 minutes of raw video** from their loved one's life to add to the edited video, and select the scenes they want (30 seconds total to the finished product)
- You may select music to add to the video

The final video is thoughtfully edited to create a lasting keepsake.

Booking, Refund & Change Policy

- 30 day no questions asked refund policy
- 10% will be refunded after 30 days
- If plans change **more than 2 weeks in advance**, we're happy to **rebook your memorial at no additional charge. Requests with less than 2 weeks notice are considered on a case-by-case basis.**

Our goal is flexibility without compromising availability for other individuals and families.

How to Book an Aerial Memorial

Booking is simple and guided:

1. **Choose your memorial package or talk to us about options**
2. **Your date will be booked and details confirmed**
3. **We'll coordinate all planning and logistics**
4. **Your memorial is carried out with care and dignity**

You can book immediately—or speak with us first if you have questions.

Planning ahead? Pre-Need Details

Planning ahead is one of the most meaningful gifts you can leave behind. Here's exactly how our pre-need plan works, so you can move forward with confidence.

- **Your Price Is Locked:** In Pre-need pricing is based on our current service rates. By purchasing today, there will be no additional charge if our prices increase by the time of service. What you pay now is what covers the service — fully.
- **Refund Policy:** Same as above.
- **Simple to Activate:** When the time comes, your executor or chosen representative simply provides your Drone Memorials account number and contacts us directly.

We'll take it from there and ensure everything is handled with care.

How Our Pre-Need Service Works:

1. Choose the plan that feels right
2. We'll follow up to confirm all the details with you
3. Your plan is locked in and on file — ready when it's needed
4. At the time of your death (or loved one), your representative will contact us with your account number, and the service will be scheduled
5. Your service will then be provided as specified at the time of purchase

Ready to Move Forward?

If you're ready to reserve your memorial, we encourage booking early—especially for spring and summer dates.

Call: 604-441-1235 to speak directly with the general manager and head drone pilot, Edgar Ball.

*Customer service is handled directly by us, and you'll never be transferred to a call center.

Email us at: info@dronememorials.com

Or go to dronememorials.com and click on "Contact us"

We're here to guide you, answer questions, and ensure your loved one receives a meaningful farewell—handled with care from start to finish.

You'll never be put under any pressure when talking to us, and all consultations are free.

Terms & Conditions

By booking a memorial service with Drone Memorials, you acknowledge and agree to the following terms:

Scheduling & Availability
All memorial services are subject to availability, weather conditions, airspace restrictions, and applicable laws or bylaws. Dates are confirmed only once all required planning, research, and permissions are completed.

Location Approval
Requested locations are reviewed for legal and operational feasibility. If a selected location is not permitted or safely accessible, Drone Memorials will work with the family to identify an alternative location as close as possible to the original request. If no suitable alternative can be found, refund eligibility will be determined in accordance with the Refund & Rescheduling Policy outlined in this document.

Weather & Safety
Drone flights may be delayed or rescheduled due to weather, safety concerns, or regulatory restrictions. If conditions are deemed unsafe, the memorial will be rescheduled at no additional cost. Memorials will never be rushed or compromised due to weather.

Refunds & Cancellations
Refunds and rescheduling are governed by the Refunds & Rescheduling section of this information package. Administrative, planning, research, and permitting work may be non-refundable once completed.

Alternative Ash Dispersal
In situations where drone operations are not permitted or appropriate, Drone Memorials may offer hand dispersal of ashes as an alternative, carried out with the same care and respect.

Terms & Conditions (Continued)

Media & Video Services
Video, live-streaming, and edited memorial footage are subject to location conditions, connectivity, and technical limitations. Drone Memorials does not guarantee uninterrupted live-streaming or specific footage outcomes.

Limitation of Liability
Drone Memorials is not responsible for delays, cancellations, or changes resulting from weather, regulatory decisions, airspace restrictions, acts of nature, or other circumstances beyond our control.

Professional Independence
Drone Memorials is a privately operated company and is not affiliated with or endorsed by the Canadian Armed Forces or any government agency.

Partner Referrals
Drone Memorials may work with select referral partners, including funeral homes, crematories, and related service providers. Referral relationships are non-exclusive and do not create any agency, employment, or joint venture relationship between Drone Memorials and the referring partner.

Drone Memorials remains solely responsible for the planning, coordination, and execution of all memorial services. Referring partners do not participate in, supervise, or control memorial operations, and bear no responsibility or liability for service delivery, regulatory compliance, or operational outcomes.

Similarly, Drone Memorials is not responsible for any representations made independently by referral partners outside of approved materials.

Partners may receive referral fees that are payable only after any applicable refund period has expired, in accordance with the referral terms in effect at the time of booking.

*Terms subject to change without notice