Green Hills
Visitor Guide

Where families are heard

Easter Sunrise
April 4

Memorial Day
Observance
May 30

Harvest Festival
October 10

Let it Snow
December 5

2021
Green Hills puts families first. When they speak, we listen, truly listen. We strive to go above and beyond to serve with excellence and compassion. We understand the pain when losing a loved one and care about life being memorialized beautifully.

As part of our customer experience we host several special events throughout the year so our community can come together to enjoy life. Please accept our invitation to join us this coming year.

Within this Visitor Guide you will find important information that will enhance your experience when visiting. You are encouraged to read the Code of Conduct, familiarize yourself with the flower and decorations protocol and most especially to understand the operating hours. Our Administration Building maintains typical business hours whereas access to the Park and Mausoleums have fluctuating hours depending on the time of year. These hours are presented to us by the City of Rancho Palos Verdes as part of our Conditional Use Permit. Green Hills remains a good neighbor while complying with regulated conditions.
### Open Hours

Security Gates and Doors will close promptly at the designated times. Guests are requested to exit prior to closing. Should the main gate be closed, please proceed to the far left and pull forward. It will open automatically.

(Hours may change for holidays or unexpected situations such as Covid-19)

<table>
<thead>
<tr>
<th>Park Hours:</th>
<th>Mausoleum Hours:</th>
<th>Administration Hours:</th>
</tr>
</thead>
<tbody>
<tr>
<td>7 Days a Week / Monday through Sunday</td>
<td>7 Days a Week / Monday through Sunday</td>
<td>Monday through Friday</td>
</tr>
<tr>
<td>7:00 AM – 5:00 PM</td>
<td>7:00 AM – 4:30 PM</td>
<td>8:00 AM – 5:00 PM</td>
</tr>
<tr>
<td>November 1, 2020 through March 13, 2021</td>
<td>November 1, 2020 through March 13, 2021</td>
<td>November 1, 2020 through March 13, 2021</td>
</tr>
<tr>
<td>7:00 AM – 7:00 PM (Daylight Savings)</td>
<td>7:00 AM – 6:30 PM (Daylight Savings)</td>
<td>8:00 AM – 5:00 PM (Daylight Savings)</td>
</tr>
<tr>
<td>March 14, 2021 through November 6, 2021</td>
<td>March 14, 2021 through November 6, 2021</td>
<td>March 14, 2021 through November 6, 2021</td>
</tr>
</tbody>
</table>

- Saturday Hours begin at 8:30 AM
- Sunday Hours begin at 8:30 AM with limited staff availability onsite

Park Hours pertain to the available hours to visit loved ones at any outdoor location.

Mausoleum Hours pertain to the available hours where doors will remain open to visit loved ones inside one of our many buildings.

Administration Hours pertain to hours staff is available to assist in our main building, located at the front of our park. The Lobby doors will remain open during these hours.
Code of Conduct

Green Hills values the experience of every guest when visiting. We developed this Code to clearly communicate the behavior expectation of each individual. Our goal is to ensure your safety and privacy while you spend time at Green Hills. All persons entering the park must display proper respect for the deceased and for the sacred grounds in which they are interred (buried). Violations could result in permanent exclusion from visiting.

Although every aspect of our Code is equally important, we would like to highlight the following items below as crucial to the enjoyment for all who visit. We ask that you comply at all times.

- No person may consume alcoholic beverages, smoke marijuana or use or possess illegal drugs while on property.
- No person may use any device which projects amplified sound or music. This would include, but not limited to, Car Radios, Bluetooth Speakers, Cell Phones. Instead, use headphones so your experience does not disturb others.
- No person may use propane stove tops or barbeques.
- No Motorhomes or Recreational Vehicles are allowed in the Park.
Our Code of Conduct signs are placed throughout the park for your convenience to reference. Should you have any concerns or questions we advise you to contact us at (310) 831-0311 or Security at (310) 995-7006.

Below are additional components of our Code:

- Photography and filming are prohibited without prior permission. Please contact our main office for assistance. The privacy of those interred is a responsibility we honor to those who have entrusted us.
- Handling or moving Green Hills equipment is forbidden. Additionally, we ask for visitors to refrain from landscaping, watering or any other maintenance. Our staff is available to address any concerns you may have. Please contact our main office to have a work order created.
- No sporting activities in the Park. Playing sports imposes on those around you and ultimately prevents their peaceful visit.
- Removing flowers or decorations from any interment site not belonging to you is a crime and will be prosecuted as such.
- It is expected all visitors use the designated entry points and roads. Vehicles are not allowed on walkways or grass areas.
- Any person found on the premises after the Park is closed will be deemed as trespassing. Local authorities will be called and requested to enforce such law.
- Respect for other guests is expected. Please do not set up EZ Up tents, chairs, tables that extend onto any surrounding interment sites. This prevents those from the same opportunity to visit their loved one.

Violators of our Code will be removed from the Park. Continued violations will result in permanent exclusion from Green Hills.
Safety Rules

Visiting a cemetery for a funeral or to visit a gravesite, mausoleum or memorial can be a challenging time. Often, visitors may be focusing on the experience ahead and may not always pay attention to their safety. We’ve listed a few rules to assist in your visit being pleasant.

- Opportunity creates a thief, so as you prepare to leave your car, take a good look around to see if anyone is watching. Ensure you completely lock your car and ideally remove any valuables or at least hide them from view. Better still, leave your valuables at home.
- If you see behavior that looks suspicious, report it immediately to security by calling (310) 995-7006.
- Drive motor vehicles in the Park at a speed of 15 mph or less and park on roadways.
- Refrain from using skateboards, bicycles, roller blades and roller skates.
- No climbing or disturbing monuments, walls and fences.
- Guests under the age of 16 must be accompanied by an adult at all times.
- The water features throughout the Park are popular areas to enjoy. The water can be a hazard as some are several feet deep. Children should be supervised at all times when near water.
- While feeding the ducks is allowed, please use the food provided by Green Hills. Do not throw trash or other debris in the water.
- The Park is a natural habitat for wildlife, including coyotes. Do not feed the animals and be cautious of your surroundings.

**Covid - 19**
- Stay at least 6 feet from people you don’t live with (“social distancing”) at all times.
- Avoid gathering with people you don’t live with.
- Wear a mask as feasible. Masks are most essential in times when social distancing is difficult.

We love furry companions however, For security and health reasons, Only leashed or harnessed Service animals are allowed in the Park.
As a Memorial Park, Green Hills aims to maintain beautifully manicured garden style grounds without distractions. Our goal is to provide visitors with an experience of natural beauty, peace for quiet meditation and a sense of dignity and honor to the memory of those interred.

While we encourage the placement of flowers at your loved one’s interment site, we do ask for an understanding on what is allowed. These rules are for the protection to consistently maintain the 90 developed acres. Careful consideration has been given when our rules were set so we can be successful in honoring the cultures of all.

- Fences, Lit Candles, Potted Plants, Plastic Vases, Rocks/Stones or Food/Beverages left at an interment site will be removed immediately. In addition, decorations hung from trees, shrubs or plants are not permitted.
- Large decorations, especially those encroaching upon other interment sites, will be removed immediately.
- Artificial flowers placed on any outdoor ground interment site will be removed immediately. Artificial flowers are only allowed inside a mausoleum or on an outdoor mausoleum wall or cremation niche. **Artificial flowers will be removed and discarded if determined they are discolored or deteriorated.**
- Flowers presented at the time of a Funeral Service will remain for two days. **Green Hills strongly encourages the family and guests to take any desired flowers at the conclusion of the service.**
- All Flowers and Decorations are the sole responsibility of those who placed them. Green Hills will not assume responsibility or guarantee their placement as these items are left in a public space.
**Holiday Flower & Decoration Calendar**

Christmas / New Year: January 1st through 6th
Valentine’s Day: February 6th through 17th
Easter: March 27th through April 7th
Mother’s Day: May 1st through 12th
Memorial Day: May 22nd through June 2nd
Father’s Day: June 12th through 23rd
Independence Day: June 26th through July 7th
Halloween: October 16th through November 3rd
Thanksgiving: November 20th through December 1st
Christmas / New Year: December 11th through 31st

Christmas and New Year decorations will extend from December 11th through January 6th. There will be no pick up between these two holidays.

Regular Flower and Decoration pickup is performed weekly on Thursday or Friday. Signs are placed throughout the Park which illustrate special removal dates.
KEEPING YOU SAFE

OUR PROCESS

DISCOVERY PROCESS

SAFETY TOURS

OFFERINGS & SELECTIONS

REVIEW & ESTIMATES

PAYMENT & SIGNATURES

01

02

03

04

05

Our entire discovery process can be done virtually by phone or video call.

Tours can be done virtually or guided safely in separate vehicles.

During tours, employees will wear masks and practice social distancing.

Reviews and estimates are conducted over the phone, remaining contactless.

Payments can be made online, over the phone, or by check. Agreements are signed electronically.

Our Hills
MEMORIAL PARK
Main Phone (310) 831-0311
27501 S. Western Ave., Rancho Palos Verdes, CA 90275
www.GreenHillsMemorial.com