

mortuary **Brussels Airport**



anytime,
anywhere...

we will take care



Your client is
our client.

When death occurs abroad, a great number of things need to be dealt with as quickly as possible to return the body to the country of origin.

Mortuary Brussels Airport, a part of the DELA-group, has been handling repatriations to and from foreign destinations world-wide for nearly 40 years. We can rely on a dependable network of international relationships. We have our own repatriation centre at Brussels Airport in Zaventem, and we have all expertise in-house that we need in order to complete every repatriation quickly, efficiently and well. We show due consideration for local customs, legal obligations, religion, your expectations as a client and the wishes of the deceased's relatives.

our strongest assets

As specialists in the funeral and repatriation sector, mortuary Brussels Airport has several trumps:

our own funeral parlour

In our repatriation centre at the Brussels Airport, the bereaved can greet the deceased and organise a small reception or departure ceremony. The deceased can also be tended to, embalmed or ritually washed. Reconstructive treatment is possible on request. We have cooling facilities and a funeral parlour. The mortuary is open 7 days a week and can be reached 24 hours a day.

a personal approach

Along with professional repatriation skills, our employees pay extra attention to the personal suffering of the mourning family. We take every wish of our clients into account and consistently hold ourselves to the procedures mutually agreed to. For us, staying in contact with you and the relatives is always the highest priority. Our employees have a single golden rule: every question deserves an answer. Your client is our client.



Greta Plas: *"Our employees work professionally, quickly and efficiently, without losing sight on the human aspect."*

We take care
with the deepest
respect for religious
convictions, culture
and nationalities.



custom work from A to Z

Within the provisions of law, we adjust our services completely to the wishes of the client, always with the deepest respect for the various nationalities and religious convictions. Our motivated team handles each individual case discretely and quietly in seven different languages: Dutch, French, German, English, Spanish, Italian and Arabic.

worldwide network

In Belgium and the Netherlands we can rely on an extensive network of our own funeral contractors and other funeral homes with whom we collaborate. As a result, the relatives always have a location nearby where they can find assistance. We also have more than 5.000 contacts worldwide at our disposal with whom we coordinate repatriations.

swift and efficient

A repatriation usually takes two to six days, depending on the country of death, the local culture, law and possible funerary customs. We handle every repatriation as quickly and efficiently as possible. The only thing that we need is the name of the deceased and the contact details of the next of kin. If the family members are unknown or are not informed, we take care of identifying and notifying them through official channels. During repatriation, we keep all concerned parties openly informed throughout the whole process.

We request the official documents that are necessary for the domestic and foreign authorities and we send them to the appropriate authorities. If required, we will return any luggage and personal effects left behind.

financial solubility

As a member of a strong group we can bear the financial burden of the operations and advance the required sums.



+32 2 720 80 00
24h/24h and 7/7 days

solid operational structure

We have an extensive fleet of vehicles, with the necessary permits to use them for international repatriations. We can also rely on specialised employees around the world. We use every means at our disposal to achieve a single goal: to repatriate the deceased as soon as possible to his/her final resting place.

Thanks to our extensive operational structure and the expertise of our people, we have the means to support you during interventions in case of disasters and large-scale accidents.

experience

DELA, the funeral specialist, has more than 40 years of experience in the area of repatriations. Our clients are primarily Belgian and foreign travel insurers, alarm centres, funeral directors, diplomatic representations, international companies. Thanks to many years of successful collaboration we maintain outstanding relations with foreign embassies and ministries.

We also work in close collaboration with Belgian Defence, Belgian Federal Police and other international agencies.

flexibility

Every repatriation is different. Each person is unique, and the bereaved also have specific wishes. We take into account the various factors and the circumstances of death. We pay close attention to each and every factor due to differences in legislation and habits.

worldwide air transport

We work directly with various airlines and act as an air travel agent so that we can always offer the best possible flight plan. No single destination is unreachable for us. We are pioneers in the search of efficient transportation solutions and are able to help anywhere and everywhere in the world.



Our employees
are the beating heart
of our organisation.

part of DELA

Mortuary Brussels Airport originated in the 1970's and has been a part of the DELA Group since 2005, a cooperative organisation specialised in funeral insurance and funeral care. For a cooperative company, profit is not a goal in itself. This means that potential profits are reinvested in quality improvement, training of employees and modernisation of the infrastructure, adapted to the needs and wishes of surviving next of kin. In this way we can guarantee high-quality service for an honest price.

our mission

DELA is a cooperative organisation which helps people to say farewell to their loved ones in a dignified manner. This help finds its origin in a deeply rooted social engagement.

Our help consists in taking care of the financial and practical concerns before, during and after a funeral. We strive to exceed every expectation.

With respect for life, past and traditions, we provide a lasting memory for everyone involved. Thanks to our employees we are able to realise this. They are the beating heart of our organisation. A heart that is driven by empathy, integrity and entrepreneurship.

We communicate simply and transparently in a world of ever-increasing complexity.

DELA, this is how we care for each other.

DELA

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address Ringlaan 49 | 1930 Zaventem | Belgium
tel | fax +32 2 720 80 00 | +32 2 720 88 22
e-mail repatriations@dela.be
website www.repatriations.com