



Terms of Business

For the Unattended Cremation or Unattended Burial, Lesley Shand Funeral Service requires full payment (Funeral Director's Fees & 3rd party costs) in advance before a funeral date is booked.

For all other funeral services, Lesley Shand Funeral Service requires a deposit of 30% of the total estimate (or the total cemetery/burial Fee, whichever is greater), no later than twenty-four hours prior to the funeral. Payment may be made either by credit/debit card, cash, or cheque. Please allow 3 clear working days for cheque clearance before the day of the funeral.

Lesley Shand Funeral Service produces its final invoice for the Attended Funeral and other Packaged Services rendered as soon as is reasonably practical after the provision of the service (usually seven days after the funeral, the invoice is generally dated the day of the funeral). This details all applicable charges and disbursements (except those payable by a pre-payment fund) and records any payments (deposits) already received. The balance shown is due for payment within 21 days of the invoice date.

Payment is due in accordance with Lesley Shand Funeral Service payment terms. In the event that these terms are not met and an amount is still outstanding 21 days following the date of the invoice Lesley Shand Funeral Service will add a 10% Surcharge on the Disbursements.

After 60 days, if the amount due is still outstanding, Lesley Shand Funeral Service will hand the account to a collection agency or solicitor, if at its absolute discretion, it feels that this is necessary and add all charges and fees to the outstanding balance.

Ultimate Ownership

F C Douch & Son (Funerals) Ltd, trading as Lesley Shand Funeral Service is a Private Limited Company registered in England. Registration Number 00815253. F C Douch & Son (Funerals) Ltd is owned solely by members of the Douch Family, with Nick Douch, the person with significant control.

Crematoria Price Information from 2nd October 2023

We have access to all Crematoria across the conurbation. Unfortunately, Harbour View Crematorium, owned by Tapper Funeral Service, do not allow access to anyone, other than those using the services of Tapper Funeral Service.

The table below is an indication of the costs provided by BCP Council for the use of both Poole & Bournemouth Crematorium (East & West Chapel). The costs are based on the time the service is booked and the length of service. Included in the cost is the use of the Obitus music system, one stock image with the name of the deceased on the screen. For additional costs, including, livestreaming of the service, visual tributes, and recordings, please speak to your funeral director.

Service type	Service venue	Time slot	Cost
Unattended Service	N/A	N/A	£385
30 Minute Service	Poole, Halo Room	9:00am & 9:30am	£831
30 Minute Service	Bournemouth East	9:00am & 9:30am	£831
30 Minute Service	Bournemouth West	9:15am & 9:45am	£831
45 Minute Service	Bournemouth West	10:30am – 3:15pm	£932
60 Minute Service	Poole, Halo Room	10:00am – 3:00pm	£1,030
60 Minute Service	Bournemouth East	10:00am – 3:00pm	£1,030
60 Minute Saturday Service	Poole, Halo Room	TBC	£1,512
60 Minute Saturday Service	Bournemouth East	TBC	£1,512