PRICE LIST

John Pagan & Son

DIGNITY

FUNERAL DIRECTORS

UNDERSTANDING FUNERAL COSTS

When someone close to you dies, arranging a funeral can feel overwhelming. With so many decisions to make, understanding your options and having the right support can make all the difference.

The CMA Standardised Price List makes it easier to compare funeral directors. However, there may be other things to consider. Every funeral is unique, and the examples shown in these price lists are only some of the choices available. Arrangements can often be tailored to reflect your wishes, needs and budget.

WHY FAMILIES CHOOSE US

PERSONAL SUPPORT
Guidance and support at every step, and beyond the funeral itself, from our experienced local team.

PERSONALISED ARRANGEMENTS
A funeral that reflects your loved one's life, with meaningful personal touches.

FLEXIBLE OPTIONS
A range of funeral choices to suit your needs, preferences and budget.

CLEAR & TRANSPARENT PRICING
Transparent costs and straightforward guidance to help you make informed decisions.

A FUNERAL TO SUIT YOUR NEEDS

Every family is different, so every funeral should be too. Whether you're looking for something simple or more personalised, we'll take the time to understand what matters most and help create a fitting farewell that reflects your loved one's life and your family's wishes.

YOUR OPTIONS INCLUDE

- Direct Cremations (Unattended Funerals)
- Religious & Non-Religious Funerals
- Traditional and Simpler Attended Funerals
- Eco friendly funerals
- Personal Touches & Tributes
- Choice of Vehicles, Coffins & Memorialisation

What Matters to Families	Included with Dignity	Some Providers
Flexible dates and times	✓	Availability and flexibility can differ between providers
Dedicated support throughout	✓	Services and inclusions vary between providers
Personalised arrangements	✓	Additional charges may apply depending on the provider and options
Bearers included	✓	Services and inclusions vary between providers
Help arranging flowers, music & tributes	✓	Services and inclusions vary between providers
Local, personalised consultation across the UK	✓	Services and inclusions vary depending on location and availability

WE ARE HERE TO HELP
Choosing the right funeral can feel overwhelming. We're here to help you understand your options, what's included and the costs involved, so you can make an informed decision with confidence. Whether you'd like a quote or a conversation about your needs, our team will provide clear, honest guidance with no obligation.

STANDARDISED PRICE LIST

All funeral directors are legally required to publish this Price List for a standardised set of products and services. This is to help you think through your options and make choices, and to let you compare prices between different funeral directors (because prices can vary).

ATTENDED FUNERAL (funeral director's charges only) — £2,695

This is a funeral where family and friends have a ceremony, event or service for the deceased person at the same time as they attend their burial or cremation.

• Taking care of all necessary legal and administrative arrangements	£720
• Collecting and transporting the deceased person from the place of death (normally within 15 miles of the funeral director's premises) into the funeral director's care	£260
• Care of the deceased person before the funeral in appropriate facilities. The deceased person will be kept at both the funeral director's branch premises and at other non-branch premises.	£1,025
• Providing a suitable coffin – this will be made from wood effect veneer	£250
• Viewing of the deceased person for family and friends, by appointment with the funeral director (where viewing is requested by the customer)	£5
• At a date and time you agree with the funeral director, taking the deceased person direct to the agreed cemetery or crematorium (normally within 20 miles of the funeral director's premises) in a hearse or other appropriate vehicle	£435

UNATTENDED FUNERAL

This is a funeral where family and friends may choose to have a ceremony, event or service for the deceased person, but they do not attend the burial or cremation itself.

• **Burial** (funeral director's charges only)	Not Offered
• **Cremation** (funeral director's charges plus the cremation fee)[2]	£1,645

FEES YOU MUST PAY

• For an Attended or Unattended burial funeral, **the burial fee.**[1] In this local area, the typical cost of the burial fee for local residents is: For a new grave, you will also need to pay for the plot; for an existing grave with a memorial in place, you may need to pay a removal/replacement fee. In addition, the cemetery may charge a number of other fees.	£1,264
• For an Attended cremation funeral, **the cremation fee.**[2] In this local area, the typical cost of a cremation for local residents is:	£915 - £1095

Please discuss any **specific religious, belief-based and/or cultural requirements** that you have with the funeral director.

ADDITIONAL FUNERAL DIRECTOR PRODUCTS AND SERVICES

This funeral director may be able to supply a range of optional, additional products and services, or to arrange (on your behalf) for a third party to supply them. Examples include:

• Additional mileage (price per mile)	£2.25
• Additional transfers of the deceased person's body (e.g. to their home, to a place of worship etc.) (price per transfer)	£225
• Collection and delivery of ashes	£0
• Embalming*	£225
• Funeral officiant (e.g. celebrant, minister of religion etc.)	Prices on request
• Services supplied outside of normal office hours	Prices on request

The funeral director can give you a full list of what they can supply. They are likely to charge for these additional products and services, so you may choose to take care of some arrangements without their involvement, or you can use a different supplier.

1. This fee (which is sometimes called the interment fee) is the charge made for digging and closing a new grave, or for reopening and closing an existing grave.
2. In Northern Ireland, you will usually need to pay doctors' fees as well. This charge is for a doctor to sign the Medical Certificate for Cremation.
* Options available for an Unattended Cremation

ADDITIONAL OPTIONS PRICE LIST

Whichever funeral you choose, we take the greatest care to make sure each and every detail is right for you and the deceased person.

THE PARLOUR SERVICE FROM £2,045

Our Parlour Service gives you the opportunity to celebrate the life of the individual with a personalised service in a Dignity specialist venue. We will then provide a private cremation with no mourners present, that will take place later at our chosen crematorium.

OUR ADDITIONAL SERVICES

Additional fee for collecting and transporting the deceased person from the place of death (normally within 10 miles of the funeral director's premises) into the funeral director's care outside of normal office hours*	£250
Additional fee for viewing of the deceased person for family and friends, by appointment with the funeral director outside of normal office hours	£50
Additional transfers of the deceased person's body (e.g. to their home, to a place of worship etc.) outside of normal office hours (price per transfer)	£325
Funeral service at separate location prior and post committal	£375
Conducting the funeral service outside of normal office hours, including bank holidays and weekends	£200
Limousine and personalised funeral procession	£350
Limousine	£250
Personalised funeral procession	£100
Hearse for floral tributes	£305
Horse drawn hearse	Prices on request
Temporary grave marker	from £70
Removal and replacement of headstone and base	Prices on request
Additional time charge for vehicle	Prices on request
Webcasting services	Prices on request
Floral tributes	Prices on request
Memorial services	Prices on request
Viewing in our private chapel of rest within office hours, with the expert support and care of our trained colleagues* (Unattended only as included with all other services)	£295
Daily charge for extended care of your loved one beyond 30 days due to family request	£25 per day
Attendance of a funeral director for interment of ashes*	£95
Annual storage fee for ashes retained beyond 12 months*	£25
Collection and delivery of ashes to an address located more than 10 miles from the arranging branch*	£100

* Options available for an Unattended Cremation

TERMS OF BUSINESS

Please find below standard terms of business for our funerals.
If you have any questions, please ask your funeral director.

We require valid identification and proof of address as part of the funeral arrangement process. Payment for the funeral must be made in full in line with the payment terms provided.

UNATTENDED FUNERAL or any of our services with an unattended cremation (as detailed on the funeral service documentation).

INITIAL PAYMENT REQUIRED

AMOUNT N/A
WHEN N/A

FULL PAYMENT REQUIRED

Full payment required within 48 hours prior to the date of the funeral

ATTENDED FUNERAL

INITIAL PAYMENT REQUIRED

AMOUNT N/A
WHEN N/A

FULL PAYMENT REQUIRED

Full payment required within 48 hours prior to the date of the funeral

These terms of business apply to the majority of funerals we provide. Full payment is required at the time of arrangement. We recognise that individual circumstances may vary and, where possible, we will work with you to consider alternative payment arrangements. Any alternative arrangement will be subject to approval and will depend on your individual circumstances and/or the nature of the services being provided. We will confirm any agreed alternative payment arrangements with you as soon as possible and before the funeral service takes place.

PAYMENT OPTIONS

Cash, cheque, debit or credit card or pay by bank.

DWP (DEPARTMENT FOR WORK AND PENSIONS)

If you have made or intend to make an application for a DWP Funeral Payment or any other financial assistance or grant to help you pay for the funeral, it is likely that it will only cover part of the Funeral Cost that you owe us. In some cases, an application for a DWP Funeral Payment or any other financial assistance or grant may not be successful or only be partly successful. It is important to remember that in all these circumstances you will still be responsible to us for payment of any outstanding money in relation to the Funeral Cost. If you have, or intend to make an application for financial assistance you must tell us prior to the funeral.

CREDIT CHECKS

We may carry out credit checks on you, whether before or after entering into an Agreement. By signing our Agreement, you give us consent to process your personal data and provide it to third parties in order to carry out the credit checks. Depending on the outcome of those credit checks, we may insist upon full payment in advance.

LATE PAYMENT

If you (or the person you are expecting to pay) does not make full payment due to us by the due date for payment, we may charge interest to you on the overdue amount at the rate of 4% a year above the Bank of England base rate from time to time, plus reimbursement costs of any expenses made by us, unless we have agreed alternative arrangements with you.

This level of interest will be charged from the date on which payment was due until the date on which it is repaid in full and you must pay us interest together with any overdue amount.

Please note that if the invoice remains outstanding after 60 days of delivery, we may ask another company to collect or receive outstanding payments on our behalf.

However, if you dispute an invoice in good faith and contact us to let us know promptly after you have received an invoice that you dispute it, we will not charge you interest or transfer your debt to another company until we have investigated the dispute.

OUR RANGE OF COFFINS AND CASKETS

We offer a full range of coffins and caskets which include picture coffins and those woven from willow, bamboo and other materials. All your options will be discussed with you at the time of arranging the funeral. We also supply a selection of urns for ashes.

OUR TRADITIONAL COLLECTION

Basic Coffin	£250	Windsor Coffin	£599
Dale Coffin	£499	Pembroke Coffin	£699
Northumberland Coffin	£749	Snowdon Coffin	£999
Exmoor Coffin	£499		

OUR CLASSIC COLLECTION

Royale Coffin	£1,499	Last Supper Coffin	£1,599

OUR CASKET COLLECTION

Twilight Silver Casket	£1,999	Heavenly White Casket	£2,099
Michelangelo Poplar Casket	£2,399	Golden Leaf Oak Casket	£2,650

OUR PICTURE COLLECTION

Dignity Picture Coffin	£699

OUR NATURAL COLLECTION

Cardboard Coffin	£699	Willow Coffin	£949
Bamboo Coffin	£849		

OUR URN COLLECTION

Scatter Tube (Small)	£25	Scatter Tube (Large)	£32
Aluminium Urn	£66	Wessex Urn	£88
Bamboo Ashes Container	£110	Riverside Urn	£115
Willow Ashes Container	£131	Dorchester Urn	£145
Dignity Picture Ashes Container	£162	Mardale Urn	£176
Epsom Urn	£125	Park Urn	£88
Childrens Mahogany Urn	£57	Childrens White Urn	£59

DISCLOSURE OF INTERESTS

ULTIMATE OWNER: Dignity Group Holdings Ltd.

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