

Definitions

All our graveside tending visits are carried out in a caring and respectful manner. If, during the course of a visit, we discover any previously undetected problems, we will contact you immediately to advise you and await your further instructions. If you would like to discuss any other services that you think we could carry out for you please do contact us. Please note that the prices quoted here are for services within the Bournemouth & Poole areas. For tendings to graves outside these areas we charge the same basic cost plus a 20p a mile mileage charge to cover fuel.

All of our tending visits include all of the following.

- Remove all rubbish / debris
- Trim grass and weed
- Wash all pots or liners
- A light clean to memorial or headstone
- A selection of fresh seasonal flowers
- A personal message from you on a laminated card.
- A before and after photograph

Please do try to give us as much detail as possible as to the location of the grave or memorial, if you do not know the plot number then a description of its location does save a great deal of time.

Terms & Conditions

Our promise to you

We promise to be respectful to your loved ones grave and treat the site with as much care as would treat our own relatives grave.

We promise to carry out the services you require and have paid for, on the dates you require and as confirmed in writing by us. If we cannot carry out the service on the correct date due to unforeseen circumstances then you will be informed as soon as possible and we can either agree another date or you would be entitled to a full refund for that particular service.

Privacy Policy

We keep the details you supply us, but not credit or debit card details, on a computerised data storage and retrieval system and you do have the right to request from us all of the details we have recorded. We do not sell, pass on or in any other way pass your personal details to any third party.

Payment

All orders for goods or services must be paid for in full before any goods or services can be supplied or carried out.

We accept payment by personal cheque which should be made payable to Anthony Whale and returned to us with your order form. Payment can also be made online at www.alphagraves.co.uk where you will find a link on our home page. This link takes you to the secure paypal site where you can pay by credit or debit card. You do not need a paypal account to use this service.



...caring for the graves of those we loved...

