

TERMS & CONDITIONS

CEREMONY BOOKINGS FOR CIVIL MARRIAGE & CIVIL PARTNERSHIPS

Your ceremony booking is accepted on the following conditions: -

- That no legal impediment to the marriage or civil partnership exists and all legal preliminaries are completed within the statutory time limits
- That any foreign divorce/dissolution papers are accepted by the Registrar General, where applicable
- That Home Office permission is granted, where applicable. Couples whose paperwork is subject to approval from the registrar General are advised not to make firm arrangements for their ceremony until that approval is given
- A reservation fee is payable at the time of booking. This fee is non-refundable. It is not an extra charge, but forms part of the final fee charged for attendance at your ceremony
- Fees are subject to change each year. You will be informed of any likely increase to fees when you book
- It is your responsibility to book the venue for the date and time of your ceremony. If you are holding your ceremony in a Suffolk County Council ceremony room we will reserve the room at the time of booking. If you are holding your ceremony in any other location you will need to do this separately.

CEREMONY BOOKINGS FOR CELEBRATION, NAMING, RENEWAL OF VOWS & COMMITMENT CEREMONIES

Your ceremony booking is accepted on the following conditions: -

- That proof that a birth or prior marriage/civil partnership has taken place is provided
- All fees falling due are paid
- These ceremonies do not confer any legal status or rights

GENERAL

- Approval of a Venue Licence is granted only in connection with the provision of ceremonies. Suffolk Registration Service cannot accept liability for the failure or neglect, on behalf of the Venue, in relation to any agreement between you and the Venue for the use of provision of any services and/or facilities
- Suffolk Registration Service provides a secular ceremony which cannot include religious content. This includes any hymn, carol or song that contains religious messages or references
- The inclusion of any animals in your ceremony **MUST** be discussed at the time of booking. An additional charge of £40.00 per animal will be applied to your booking – this must be paid at the time of the booking with your deposit and is a non-refundable payment. Any animals, other than those belonging to the couple being married, will be considered – the same fee of £40.00 per animal will apply. Each animal in attendance must be deducted from the number of guests allowed within the venue room. We are unable to allow animals into Registration Office ceremonies, other than assistance pets.
- Any reference to “working days” does not include Saturdays, Sundays or Bank or Public holidays in England
- In the circumstance of a “Force Majeure Event” Suffolk Registration Service will endeavour to perform your ceremony on your chosen day, but will not accept any liability for the delay

or cancellation of a ceremony due to reasons beyond their control. We strongly recommend that you take out ceremony insurance to cover losses or expenses incurred in the case of events outside of your or our control

- “Force Majeure Event” means war, civil war, armed conflict, terrorist attack, governmental action, fire, flood, severe weather conditions, pandemic or epidemic or any other act or matter, which notwithstanding the reasonable diligence and foresight of the Suffolk Registration Service and its partner providers, is beyond their reasonable control
- Marriage regulations require ceremonies to be carried out in a seemly and dignified way. To enable this, there is an expectation that couples and their guests will conduct themselves in an appropriate manner before and during the ceremony. Our staff are committed to offer a professional service, but we will not tolerate any physical or verbal aggression, including the effects of alcohol or drugs. We reserve the right not to carry out your ceremony in these circumstances.
- Once you are asked to check and sign the register at the end of your ceremony, the responsibility for the accuracy of the registration passes from the Registration Officer to yourselves. If you notice any errors after the register page has been signed, you will be liable to apply for the correction, including payment of the nationally set fee, currently £90.00.

FEES

- If you have not paid your full fees at the time of booking, you will be asked to pay these at least three months prior to your ceremony date
- If the ceremony is due to take place within three months of the booking, you will be asked to pay the full fee at the time of booking
- If the fees are still outstanding within three months of the ceremony date, your booking can no longer be guaranteed and may be cancelled
- Suffolk Registration Service will not take responsibility for failure to give notice or pay the balance of fees which result in the ceremony not going ahead as planned

CANCELLATION OF BOOKING BY THE COUPLE

- In the event that you need to cancel a ceremony, you must notify us as soon as possible, by emailing the office dealing with your booking
- We will only accept a cancellation from one of the parties to the ceremony and not from any other person
- An email giving notice of cancellation will be deemed to have been received by the ceremony team on the date of sending, provided that the email is sent on a working day between 09.00 and 16:00. If it is sent by email at any other time, notice will be deemed to have been received on the next working day
- If the notification is not sent to the correct email address then no responsibility can be accepted by the Suffolk Registration Service for its non-arrival

AMENDMENTS TO CEREMONY BOOKINGS

- Any amendment to a ceremony booking will incur an administration charge
- If a ceremony booking is amended the reservation fee will be transferred to the revised booking. This only applies to ceremonies in Suffolk carried out by the Suffolk Registration service.

- To transfer a ceremony booking you **MUST** specify a location, date and time to enable the transfer to take place. If you are unable to do this the booking will be treated as a cancellation and the reservation fee will be lost.

CANCELLATIONS AND REFUNDS OF BALANCES PAID

- Cancellations made less than 2 months before the date of your ceremony – no refund will be given.
- Cancellations made between 2 to 3 months before the date of your ceremony – We will refund 50% of the fees you have paid, less the reservation fee
- Cancellations made 3 months or more before the date of your ceremony – we will refund the fees paid, less the reservation fee.

CEREMONY CHOICES AND CONTENT

- Where a statutory 2+2 ceremony has been booked, the Registrars will deliver a standard ceremony and no additional choices will be offered
- Ceremonies in Local Authority Rooms have restrictions on the vows and music choices. We are also unable to offer readings.
- For ceremonies at Approved Venues Suffolk Registration Service will provide the legal ceremony and a range of choices for your ceremony content. You may include enhancements and every effort will be made to include these, provided they are appropriate for a Civil Ceremony and the choices are received within the time frame
- We require you to provide your chosen ceremony choices at least four weeks prior to your ceremony date
- Suffolk Registration Service will chase you for your ceremony choices **ONCE** by email or telephone
- If your chosen ceremony choices are not received two weeks before the ceremony, our Registrars will deliver a standard ceremony
- We will not be able to accept amendments to your choices on the day of your ceremony

STAFF

- Suffolk Registration Service will allocate staff to attend your ceremony and reserves the right to substitute other experienced and qualified staff in case of sickness or other unforeseen circumstances on the day
- We only permit ceremonies to be conducted and registered by our own Suffolk County Council trained registration staff

ROOM CAPACITY

- For fire safety, ceremonial dignity and comfort, the number of guests must not exceed the licensed capacity of the room. The capacity of all venues and Registration offices will be advised at the time of booking
- The capacity for the rooms, must include the bride, groom, registrars and any musicians, etc., who form part of your ceremony
- You will be asked to nominate who should be excluded from the ceremony if the guests numbers are too great for the safe capacity of the room

LIABILITY

Suffolk Registration Service will not accept liability for:-

- The failure of any music system provided by the Venue, you or a third party
- Any delay or loss caused by your late arrival
- Any loss caused by a request from you or your representatives to delay the ceremony
- Any loss or compensation where a ceremony is stopped from proceeding because (a) it would be void if it went ahead, (b) an offence under the Marriage or Civil Partnerships Acts would be committed
- Any decision to delay the ceremony due to legality or reasons beyond the control of Suffolk Registration Service is at the sole discretion of the Registration Service
- Once you are asked to check and sign the register at the end of your ceremony, the responsibility for the accuracy of the registration passes from the Registration Officer to yourselves. If you notice any errors after the register page has been signed, you will be liable to apply for the correction, including payment of the nationally set fee, currently £90.00.

LATENESS

- The time booked for your ceremony is the time it will commence
- The registrars will meet you at your approved venue or registration office approximately 20 minutes prior to the ceremony time
- If the ceremony should commence late, Suffolk Registration Service reserve the right to amend the ceremony to reduce its duration
- Should the ceremony not be ready to proceed at the scheduled time booked and Suffolk Registration Service are not responsible for the delay, then we reserve the right to delay or defer the ceremony to a different day/time – this may incur extra fees to be paid by the couple

CEREMONIES IN OUTSIDE AREAS

- Bookings will be accepted in outside structures during British Summer Time – this is usually the last Sunday in March until the last Sunday in October – any outside ceremonies outside of these dates would be considered on application
- Couples must sign and return the Outside Ceremonies agreement form to enable a ceremony to take place outside
- The venue is required to keep a room available to complete the ceremony indoors should the weather be unsuitable on the day
- Suffolk Registration Service cannot be held responsible if the room does not have enough space for all guests to witness the ceremony. You will be asked to nominate which guests are unable to enter the room to observe the ceremony
- The celebrant will make the final decision as to where it will be appropriate to complete the ceremony when the weather is unsuitable on the day
- Suffolk Registration Service will not accept any liability arising from any incident or accident before, during or after the ceremony scheduled

