

Birmingham Register Office – Terms and Conditions

These terms and conditions are divided into the following sections:

1. Ceremonies Terms and Conditions
2. Appointments Terms and Conditions
3. Rebooking, Rescheduling and Cancellations Policy
4. General Terms and Conditions

1. Ceremonies Terms and Conditions

Your ceremony booking is accepted subject to the terms and conditions set out in this document and on the basis that you agree to the terms and conditions in their entirety.

1.1

postponement or cancellation of your ceremony and financial loss that may occur.

- 1.7 If either party has gone through a foreign divorce/dissolution of a previous marriage/civil partnership and book a ceremony before the divorce/dissolution has been approved, no refunds or financial compensation will be given if the marriage cannot take place due to the processing times or decision of the Registrar General.
- 1.8 Both parties must be available to meet with the Registrars at the ceremony venue no later than 15 minutes before the ceremony start time. In the event of late arrival your ceremony will be subject to rebooking and the full fee for the ceremony will apply.
- 1.9 Birmingham Register Office will not be held responsible for any financial loss, delay, postponement or cancellMosunge padi th5ic(l)5 (ate6 (p)-8

- 1.14 Birmingham Register Office will allocate staff to attend your ceremony but is unable to guarantee the attendance of an individual registrar, and reserves the right to substitute unforeseen circumstances on the day.
- 1.15 You must provide two witnesses who are over the age of 16 and can speak and understand English to witness the marriage/civil partnership. Birmingham Register Office staff cannot act as

- 2.6 Customers with foreign divorces agree to provide the documentation required by the General Register Office in order to assess if their divorce is valid in England and Wales.
- 2.7 Birmingham Register Office will not be held accountable for processing times of outside bodies e.g. UK Visa and Immigration, the General Register Office.
- 2.8 No food or drink (including alcohol) or animals (with the exception of guide dogs) are permitted.1re perag

All ceremonies can be rescheduled to a different day, time and/or room within your chosen licensed venue (subject to availability). An administration fee will be payable each time a change is made.

If the change is made less than 4 weeks (28 days) before the original booking, the booking is subject to our cancellation policy. A fresh booking would need to be made and paid for in full.

If the alternative date or room incurs a higher fee, the difference must be paid at the time of rescheduling. If your alternative date or room has a lower fee the difference will be refunded providing this is at least 4 weeks (28 days) before the original ceremony date, if this is an Approved Premise or 48 hours (2 days) if this is at the Ceremony Suite or Birmingham Register Office.

Once you change or reschedule a ceremony you lose your rights to a refund at a later date.

Ceremonies can be rescheduled in writing . by letter or email, or by personal attendance at Birmingham Register Office.

3.10 Cancellations

Appointment booking fees are non-refundable in all circumstances.

Ceremony deposits are non-refundable in all circumstances.

The full ceremony fee, less the deposit paid, is refundable provided you give us 42 days, for an Approved Premise or 2 days for a Ceremony Suite or Birmingham Register Office ceremony or more notice of your intention to cancel.

Failure to attend your ceremony will be considered a cancellation without sufficient notice, and as such no fees will be refunded.

Ceremonies must be cancelled in writing - by letter or email or by personal attendance at the Birmingham Register Office only. You will need to include the full details of the ceremony booking (the date, time, venue and your full names) and the method of payment.

Cancellation requests should be sent to: The Superintendent Registrar, Birmingham Register Office, Holliday Wharf, Holliday Street, Birmingham B1 1TJ or by email to roceremonies@birmingham.gov.uk

4.0 CANCELLATIONS

4.1 Appointments

The full appointment fee, less an administration fee, is refundable if you give 48 hours or more notice of your intention to cancel.

The appointment fee is non-refundable in all cases where 48 hours or less notice is given.

Failure to attend your ceremony will be considered a cancellation without sufficient notice, and as such no fees will be refunded.

Appointments must be cancelled in writing . by letter or email, by telephone or by personal attendance at Birmingham Register Office.

4.2 Ceremony Suite and Birmingham Register Office Ceremonies

Deposits are non-refundable in all circumstances.

The full ceremony fee, less the deposit, is refundable provided you give 48 hours or more notice of your intention to cancel.

The ceremony fee is non-refundable in all cases where 48 hours or less notice is given.

Failure to attend your ceremony will be considered a cancellation without sufficient notice, and as such no fees will be refunded.

Appointments must be cancelled in writing . by letter or email,

Failure to attend your ceremony will be considered a cancellation without sufficient notice, and as such no fees will be refunded.

Ceremonies must be cancelled in writing . by letter or email only. You will need to include the full details of the ceremony booking (date, time and your full names) and the method of payment.

5.0 GENERAL TERMS AND CONDITIONS

5.1 In the event of an emergency, disaster or extreme weather conditions Birmingham Register Office will do everything it can to ensure your ceremony takes place on your chosen day and at the allotted time. However, Birmingham Register Office cannot be held responsible and is not liable for any ceremony which has to be cancelled as a result of such events, which are outside our control.

5.2 Customers for ceremonies and their guests may not occupy the rooms at the Register Office, earlier than the time agreed, and must vacate the room and/or premises not later than the time agreed.

5.3 For Fire safety the maximum capacity for all our rooms may not be exceeded. If the number of guests exceeds the capacity of the room some guests will be excluded.

5.4 The Register Office and Courtyard are designated NO SMOKING areas.

5.5 All mobile phones must be turned off when entering the ceremony room.

5.6 Children must be supervised by an adult alvuperl

N.I.A. and at Brindley Place. Payable on-street parking is available on meters nearby.

- 5.9 Photographs during the ceremony may be taken by ONE designated person.
- 5.10 If you wish one of your guests to video the ceremony, please ask them discuss this with the registrars before the ceremony starts.
- 5.11 We strongly recommend that all of our customers take out their own independent insurance against the possibility of cancellation or the postponement of any part of their celebrations.

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