

Terms & Conditions of Booking

Fees

A non-refundable deposit is required at the time of the booking and the full balance of payment for your ceremony is required no later than 12 weeks before your ceremony date.

If the ceremony date is in 11 weeks and 6 days or less when you book, all fees must be paid in full.

We reserve the right to cancel and there is no refund of your deposit if payment has not been received by 12 weeks prior to the ceremony date.

Cancellations and Refunds

If you decide to cancel your ceremony you must let us know in writing to Solihull Register Office, Homer Road, Solihull, B91 3QZ or by email eventscoord@solihull.gov.uk.

Refund Policy:

- ❖ Cancellation 12 weeks (84 days) or more prior to the ceremony - We will refund the amount that you have paid, less the non-refundable deposit
- ❖ Cancellation 11 weeks and 6 days (83 days) or less prior to the ceremony – only certificate costs will be refunded
- ❖ If you fail to attend your ceremony - only certificate costs will be refunded

Attendance Policy:

There is a legal requirement for you to attend a pre-ceremony interview with the Registrar before your ceremony begins. This interview must start no later than 20 minutes before your ceremony to ensure your ceremony starts and finishes on time.

Should you attend your pre-ceremony appointment late, a charge will be applied incrementally, subject to your arrival time as follows:

Charges will begin to be applied 15 minutes after your **pre-ceremony** interview start time/5 minutes before your **ceremony** start time

Charges will further increase 45 minutes after your **pre-ceremony** interview start time/25 minutes after your **ceremony** start time.

In the event of your late arrival at your ceremony we also reserve the right to postpone your ceremony to a later time on the same day. If we are unable to do this you will need to re-book your ceremony for a new date and time, pay an administration fee and any additional fees incurred.

You may wish to consider increasing your booking to a double ceremony appointment (extra 45 minutes) to avoid any extra charges for late arrival (subject to availability). This would not incur an administrative amendment fee and only the double ceremony fee would be payable.

Ceremony Amendments

As standard, amendments to your ceremony date, time or venue are subject to an administration fee; payable at the time of requesting the change.

Please note: an administration fee is **not** applied to a retrospective booking for a double ceremony.

Requests to make a change within 12 weeks of the ceremony may not be permitted. Should exceptional circumstances apply and can be evidenced, we will take these into further consideration. However, any amendments will be given subject to availability.

Any such requests will be approved at the discretion of the Superintendent Registrar.

Certificates

These will be posted to you or available to collect within 5 days after your ceremony.

Interpreter

If you do not speak and understand English you must bring an interpreter to your appointment. If you are unable to bring an interpreter please let us know this when you book.

Ceremony content

Any music, readings or special requests must be agreed with us prior to the ceremony. No religious references or content will be permitted in the ceremony.

Staff

We will allocate staff to attend your ceremony but are unable to guarantee the attendance of individual ceremony officers and we reserve the right to substitute staff as necessary.

Right to stop the ceremony

On the day of the ceremony we reserve the right to stop your ceremony if:-

- ❖ Either party or their witnesses do not arrive in good time
- ❖ Either party appears to be acting under duress
- ❖ Either party appears to be intoxicated or lacking mental capacity to understand the nature and purpose of the ceremony
- ❖ A legal impediment is raised
- ❖ The witnesses are unable to speak and understand English and no substitutions can be made.

Legal Responsibility

Solihull Metropolitan Borough Council Registration Services will not accept liability for:

- ❖ Delay or loss caused by you or any of your guests, such as late or non-arrival: the registration team reserves the right to apply further charges.
- ❖ Any loss caused by a request from you or your representative to delay the ceremony
- ❖ Any loss or compensation where a ceremony is stopped from proceeding, for example if it would not be in the public interest for the ceremony to proceed or all group gatherings had been banned by Parliament (e.g. in a pandemic situation).
- ❖ Cancellation as a result of events which are outside our control, such as an emergency or disaster (including but not limited to war,

civil war, armed conflict, terrorist attack, governmental action, fire, flood, pandemic or epidemic) or extreme weather conditions.

- ❖ The failure, neglect, non-compliance or omissions caused by any venue which is not owned by Solihull Metropolitan Borough Council. Approval of the venue is granted only in connection with the provision of ceremonies. The Metropolitan Borough of Solihull cannot accept liability for the failure or neglect on behalf of the venue, of any agreement between you and the venue for the use or provision of any services and/or facilities.