

# Terms & Conditions of Booking The Statutory Room

## Fees

All fees must be paid in full at the time of booking

## 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](mailto:eventscoord@solihull.gov.uk).

## Refund Policy:

- ❖ Cancellation - We will refund the full amount that you have paid
- ❖ If you fail to attend your ceremony - only certificate costs will be refunded

In the event of your late arrival at your ceremony we reserve the right to postpone, you will need to re-book and pay an administration fee and any additional fees incurred.

## 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 15 minutes after your **pre-ceremony** interview start time/5 minutes before 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.

## Ceremony Amendments

Amendments to your ceremony date or time are subject to an administration fee, payable at the time of requesting the change.

## Certificates

These will be posted to you or available to collect within 5 days following the 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.

## Witnesses

It is your responsibility to provide two witnesses, they must be people who you know. There is no lower age limit for witnesses but they must be old enough to understand what is taking place and be able to communicate and understand English.

## Ceremony content

No religious references or content will be permitted in a civil 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 registrars attending your ceremony have ceremonies to attend throughout the day, and therefore cannot delay the start of the pre-arranged time for the ceremony. If it is necessary for the registration team to leave the venue and proceed to their next ceremony, then every effort will be made to return to conduct your ceremony, however, this may not be possible and in such circumstances you would be liable to pay an administration fee and any additional fees incurred if it is necessary for the registration team to return to conduct your ceremony on another day, including giving notice again if necessary.
- ❖ 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 because it would be void if it went ahead or an offence under the Marriage or Civil Partnership Acts or Immigration Acts would be committed, or 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.