



## Registration Service Terms and Conditions

*Your appointment/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. Expressions defined in these terms and conditions are as follows:

- a. **Appointment:** Notice of Marriage, Notice of Civil Partnership, Private Citizenship Ceremony.
- b. **Ceremony:** Marriage Ceremony, Civil Partnership Ceremony, Renewal of Vows, Naming Ceremony, Commitment Ceremony.
- c. **Cancellation Fee:** a charge of £25.00 to cancel a Ceremony or Appointment

### 2. Appointments and Ceremonies

- 2.1. You shall arrive at the agreed time for your Appointment or Ceremony with Harrow Registration Service.
- 2.2. It is your responsibility to provide all original documents required (in accordance with the guidance note on our website – [Give a notice of marriage or civil partnership – London Borough of Harrow](#)) at the time of the Appointment or Ceremony.
- 2.3. Failure to bring the correct documentation will result in your Appointment or Ceremony not going ahead. You will not be entitled to a refund in this circumstance. The procedure to reschedule your booking and the fees payable to reschedule are contained at clauses 3.5 and 3.6 of these terms and conditions.
- 2.4. If you arrive late for your Appointment or Ceremony, you will not be seen, and you will be required to reschedule your Appointment or Ceremony. You will not be entitled to a refund in this circumstance. The procedure to reschedule your Appointment or Ceremony and the fees payable to reschedule are contained at clauses 3.5 and 3.6 of these terms and conditions.
- 2.5. Harrow Registration Service reserves its right to cancel Appointments or Ceremonies as it deems appropriate. If we cancel your Appointment or Ceremony, we will retain the fee and you will be charged to book a new Appointment or Ceremony.

### 3. Rescheduling and Cancellation

- 3.1. All fees shall be paid in advance in one instalment.
- 3.2. If you wish to cancel your Appointment, you must give Harrow Registration Service at

least 5 clear working days' notice in order to be eligible for a refund. For example, if you contact Harrow Registration Service on Thursday, the first working day commences on the Friday at 9:00am.

- 3.3. If you wish to cancel your Ceremony, you must give Harrow Registration Service at least two weeks' notice to in order to be eligible for a refund.
- 3.4. If you do not provide the required minimum notice in accordance with clause 3.2 or clause 3.3, then Harrow Registration Service shall retain the full fee for the Appointment/Ceremony and you will be charged a Cancellation Fee. You will not be entitled to a refund in these circumstances.
- 3.5. You may re-book the Appointment or Ceremony, subject to availability and payment of the relevant fee for your Appointment or Ceremony as set out in the [Register Office Fees](#).
- 3.6. Appointments and Ceremonies can be cancelled or rescheduled by telephone on 0208 901 2665; by emailing [register.office@harrow.gov.uk](mailto:register.office@harrow.gov.uk) or by personal attendance at Harrow Registration Services, The Pavilion, Perceval Square, Harrow, HA1 1GX Monday to Friday between 9am to 5pm.

#### **4. Liability**

##### **4.1. We shall not accept liability for the following:**

- i. any delay or loss caused by the late arrival or non-arrival of you or any of your guests.
- ii. any delay or financial loss due to the late arrival or non-arrival of any interpreters required to attend your Ceremony or Appointment.
- iii. any failure of any music system provided by you, the venue, or a third party or the failure of any device to play on any music system provided by you, the venue, or a third party.
- iv. the failure, neglect, non-compliance or omissions caused by any venue which is not owned by the London Borough of Harrow.
- v. any financial loss caused by a request from you or your representatives to delay the Ceremony or Appointment. Any decision to delay the ceremony is entirely at the discretion of the Harrow Registration Service.

##### **4.2. We shall not be liable for any loss or compensation where the Ceremony or Appointment is stopped or cancelled if it would not be in the public interest or all group gatherings have been banned by Parliament, such as in a pandemic situation.**

##### **4.3. We shall not be liable for any loss or compensation where the Ceremony is**

stopped or cancelled due to any legal issues, including but not limited to potential offences committed under the Marriage or Civil Partnership Acts or relevant Immigration Acts.

4.4. We will not be liable for processing times of outside bodies including but not limited to UK Visas and Immigration, the General Register Office and the Home Office.

4.5. We cannot be held liable if any Ceremony or Appointment is delayed or cancelled as a result of events that are outside our control, such as emergency, transport strikes, disaster or extreme weather conditions. We shall use reasonable endeavours to ensure the Ceremony or Appointment takes place.

4.6. If you are unable to attend your Appointment or Ceremony as a result of sickness, the Cancellation Fee may be waived if you provide a doctor's sick note or hospital discharge letter.

#### 5.1 **Privacy notice**

5.2 To find out how the information we collect about you is used and your rights in relation to that information, please visit our data protection page - [\*\*Harrow Council's Privacy Notice – Data protection – London Borough of Harrow\*\*](#)