

# GLoucestershire REGISTRATION SERVICE

## TERMS AND CONDITIONS

**Fees:** All payments are made through our website [Make a Payment](#) page.

If you have any problems with online payments please email [grspayments@gloucestershire.gov.uk](mailto:grspayments@gloucestershire.gov.uk) immediately so that we can resolve issues and to avoid cancellation. Please note that any issues raised will be dealt with on the next working day.

**Booking Fee:** A **non-refundable** booking fee of £50 is to be paid online to secure a ceremony date and time. To avoid cancellation the booking fee must be paid within **24 hours** of booking your ceremony. Your ceremony will be cancelled if payment is not received to avoid cancellation. This fee is paid in addition to the ceremony fee.

**Ceremony Fees:** The ceremony fee, which includes one legal certificate, must be paid at least 2 calendar months before the date of your ceremony. In the case of bookings made within 2 months of the proposed date, full payment is required at the time of booking. Part payments are not accepted and may lead to a booking being cancelled.

Please see our [Celebrate with us](#) website for our [ceremony fees and charges](#).

Our fees are reviewed annually but may be subject to change at other times. If your ceremony is taking place after 1st April new fees will apply. Please check our website or email us at [ceremonies@gloucestershire.gov.uk](mailto:ceremonies@gloucestershire.gov.uk) to find out the cost of your ceremony.

**Amendments to Ceremonies:** Amendments to your ceremony can be made subject to availability and must be agreed prior to making payment. A **non-refundable** amendment fee will be charged for any changes to your booking, such as:-

- date, time, venue
- ceremony booking type - changing your ceremony from an enhanced ceremony to a statutory ceremony (or vice versa) or changing from a legal marriage or civil partnership to a non statutory ceremony (or vice versa)

The amendment fee is £40; or £60 if the request is made 2 weeks or less before the ceremony date.

**Please note** that payment must be made within 24 hours of amending your ceremony to avoid cancellation. Changes are binding at point of arrangement and no further amendments can be made until payment has been received.

**Cancellation:** You are required to cancel your ceremony by email to [ceremonies@gloucestershire.gov.uk](mailto:ceremonies@gloucestershire.gov.uk) or by writing to Gloucestershire Registration Service, St George's Road, Cheltenham, Gloucestershire, GL50 3EW. The fee can only be refunded to the person who made the original payment.

If you cancel **2 calendar months or more** before the date of the ceremony the full ceremony fees will be refunded to the cardholder.

If you cancel **between 2 calendar months – 2 weeks** before the date of the ceremony, 50% of the ceremony fee will be refunded to the cardholder, e.g. if £500 ceremony fee paid- we will refund you £250.

There is no refund if you cancel **2 weeks or less** before the date of the ceremony.

We are unable to postpone a ceremony and you will either need to cancel or make an amendment to the booking by paying the appropriate amendment fee at the time you request the change.

**You may wish to consider taking out an appropriate insurance policy in case your ceremony has to be cancelled or postponed due to unforeseen circumstances.**

#### **Notice of Marriage/Civil Partnership:**

- if your ceremony is **within** 12 months Gloucestershire Registration Service requires you to make an appointment to give notice of marriage/civil partnership within one calendar month from the date you booked your ceremony with us, unless we have agreed another timescale with you.
- if your ceremony is **more than** 12 months away, it is your responsibility to ensure you book your notice of marriage/civil partnership appointments by 11 months before the date of the ceremony, unless we have agreed another timescale with you.

*It is your responsibility to notify us if you are unable to give notice within the time span specified above. We reserve the right to cancel your ceremony booking if you do not arrange to give notice of marriage or civil partnership within the requested time.*

**If you have any queries please email [ceremonies@gloucestershire.gov.uk](mailto:ceremonies@gloucestershire.gov.uk)**

**Please note:** If you have changed your venue since giving notice you will need to give notice again and a fee of £35 per person will be payable for each new notice given. This is a legal requirement.

Please be aware that registration officials are required to refer to the Home Office all proposed marriages and civil partnerships where either or both of the parties are not British, EU or EEA nationals or do not have the relevant immigration status. This may result in the legal notice period between giving notice and getting married or forming a civil partnership, being extended from 28 days to 70 days. For more information, please go to: <https://www.gov.uk/marriages-civil-partnerships/foreign-national>

**Losses due to events outside the control of the  
Gloucestershire Registration Service:**

Gloucestershire Registration Service is not responsible for delays, cancellations or amendments to the date and/or time of your scheduled ceremony that are outside our control. If the performance of our obligations in respect of your ceremony is affected by an event outside our control (to include, without limitation, severe weather or flooding that substantially disrupts transportation routes) then we will contact you as soon as possible to let you know and we will take steps to minimise the effect of any such delay, cancellation or amendment. Provided we do this and have taken reasonable precautions to avoid the effects of such event we will not be liable for delays, cancellation or amendments caused by the event but if there is a risk of substantial delays, cancellations or amendments caused by the event you may contact us to end the contract and receive a refund for the difference between the cost of any services you have paid us for but not received and any actual expenditure incurred by us in respect of our obligations in respect of your ceremony prior to us receiving your request for a refund.