



**Shropshire Registration & Celebratory Services (SRCS) provided by
Shropshire Council (Updated 12th February 2025)**

TERMS AND CONDITIONS Please read these terms carefully before completing your booking. These terms tell you how Shropshire Council will provide the Shropshire Registration & Celebratory Services to you, how you and Shropshire Council may change or end the booking and what to do if there is a problem and other essential information.

By booking with Shropshire Registration & Celebratory Service you are deemed to have accepted the terms and conditions below.

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1. Marriage and Civil Partnership Ceremony Bookings

Your ceremony booking is accepted by Shropshire Registration & Celebratory Services subject to the following terms and conditions:

- 1.1. You have booked your venue
- 1.2. No legal impediment to the marriage or civil partnership exists
- 1.3. Legal preliminaries are completed within the statutory timescale
- 1.4. Any foreign divorce/dissolution papers are accepted by the Registrar General where applicable
- 1.5. Home Office permission is granted where applicable
- 1.6. A non-refundable deposit is paid at the time of booking. (see section 3)

2. Other Ceremony Bookings - Naming Ceremony / Reaffirmation of Vows Ceremony/ Commitment Ceremony/Conversion Ceremony Bookings

These bookings are accepted by Shropshire Registration & Celebratory Services subject to the following terms and conditions

- 2.1. You must provide evidence that the birth, marriage has taken place, and in the case of a conversion ceremony from Civil Partnership to Marriage, you must have completed part 1 of the conversion process
- 2.2. Deposits have been paid at the time of booking (see section 3)
- 2.3. You understand that these ceremonies do not confer any legal status or rights, in the case of conversion ceremonies it is the signing of the declaration which changes your legal status and not the ceremony
- 2.4. You have booked your venue

3. Deposits and Payments Schedules –

3.1. Shropshire Registration & Celebratory Services accepts booking for ceremonies up to 2 years in advance. The following deposits are payable at the time of booking:

For ceremonies at approved venues, Castle View and The Guildhall

- Less than 3 months in advance of the date of the ceremony full payment is due at the time of booking.
- From 3 months and 1 day to 2 years in advance of the date of the wedding – £250 non-refundable and non-transferable deposit. This fee is deductible from the overall cost of the ceremony

For 2+2 statutory ceremonies

- the fee is payable at the time of booking and is not refundable in the event of cancellation.

4. Ceremony Fees

4.1. Payment of all ceremony fees in full is due a minimum of 3 months in advance of the date of the ceremony.

4.2. Ceremony Fees are subject to annual review. Prices may be increased from the 1st of April each year. The amount payable will be the fee applicable on the day of your ceremony. Please check with Shropshire Registration & Celebratory Services if you are unsure of the remaining amount.

4.3. All fees are inclusive of any VAT.

5. Amendments to Ceremony Bookings

5.1. Should you wish to amend the time or date of your ceremony, you will need to contact Shropshire Registration & Celebratory Services. Any request will be considered in relation to existing bookings and commitments. Requests can only be honoured where it is possible to do so without disrupting the arrangements of other couples.

5.2. Where it is possible for Shropshire Registration & Celebratory Services to accede to a request for a change to date or time of your ceremony, this will attract an administration fee of £50.00, payable at the time of request.

5.3. Should you wish to change the venue at which your ceremony will take place, you will need to give a fresh notice of marriage which will necessitate the payment of fresh notice fees.

6. Ceremony Cancellations and Refunds

6.1. Should you wish to cancel a ceremony booking, one or both parties to the ceremony must do so in writing or by email to Shropshire Registration & Celebratory Services.

6.2. In the event of cancellation, the following refund amount will be due:

- More than 3 calendar months' notice - full refund of Ceremony Fees paid less deposit paid
- 1 to 3 calendar months' notice - 50% of all ceremony fees paid less deposit paid
- Less than 1 calendar month notice - No refund payable

(Notice of Marriage or Civil Partnership fees are separate statutory fees and are not refundable)

The sliding scale relating to the percentage of fees retained by Shropshire Council in the event of a cancellation reflects the financial loss to Shropshire Council's Registration & Celebratory Services.

7. Cancellation of Ceremony Bookings by Shropshire Council's Registration & Celebratory Services

7.1. Shropshire Registration & Celebratory Services reserve the right to cancel your ceremony booking if:

- The deposit has not been paid within 3 working days of request
- Legal preliminaries cannot be completed (Marriages, Civil Partnerships, CP Conversions to Marriage)
- The ceremony fee has not been paid in full by the due date

If Shropshire Registration & Celebratory Services cancels your booking in any of these circumstances, you will not be entitled to any refund of any of the fees paid.

8. Other circumstances for which Shropshire Council will not be liable for financial losses, delay, postponement, or cancellation of your ceremony

8.1. Where a legal impediment to marriage or civil partnership has been alleged to exist the Superintendent Registrar has a duty to investigate before the ceremony may take place.

8.2. Where either of the parties to a marriage or civil partnership appears to be acting under duress a Registrar has a legal obligation to halt proceedings.

8.3. Where either of the parties to a marriage or civil partnership appears to be intoxicated through alcohol or drugs and is therefore unable to understand the nature and purport of the ceremony a Registrar has a legal obligation to stop proceedings.

8.4. Where either of the parties to a marriage or civil partnership appears to lack the mental capacity to understand the nature and purport of the ceremony a registrar has a legal obligation to halt proceedings.

8.5. Where a foreign divorce or dissolution document has been submitted for approval to the Registrar General and approval is denied or delayed preventing the ceremony taking place.

9. Ceremonies Outside

Where an approved venue has **either** a permanent structure approved for the solemnisation of marriages and civil partnerships **or** has agreed with the Superintendent Registrar on an acceptable site within the curtilage of the premises where ceremonies can be conducted.

9.1. The venue is required to keep available a room which is licensed for civil marriage to enable the ceremony to be completed indoors should the weather be unsuitable on the day.

9.2. Shropshire Council's Registration & Celebratory Services cannot be held responsible if the room available does not have enough space for all guests to witness the ceremony. This is a matter for the venue and couple to discuss and agree in advance.

9.3. A ceremony will not take place outside in certain weather conditions for example persistent rain, hail, sleet, snow, uncomfortably low or high temperatures or other extreme conditions such as windy weather or where there are unsuitable ground conditions e.g., wet underfoot, muddy conditions.

9.4. Shropshire Council's Registration & Celebratory Services (Registrars in attendance) reserve the right to refuse to conduct a ceremony if, in their opinion, the weather is not suitable or the conditions in which the ceremony is to take place are unsuitable. The final decision rests with the registration officers in attendance.

10. Ceremony Content

10.1 Shropshire Councils Registration and Celebratory Services provide varying levels of ceremony content in the form of the following packages:

- **Basic Statutory** – The legally prescribed words of a marriage ceremony, or in the case of civil partnerships and conversions, the statutory signing of the contracts
- **Traditional** – A traditional civil marriage ceremony incorporating a choice of legal declaratory and contracting words, 2 short readings, 3 pieces of music and the traditional civil vows.
- **Enhanced** - A 30-minute bespoke ceremony, designed with you and written for you, a choice of legal and declaratory words, 2 readings, 3 pieces of music, solemn and dignified personal vows. 3 Video call sessions with your chosen registrar plus follow up emails.
- **Enhanced Bespoke** – as Enhanced but with up to 1 hour for the ceremony plus, in person visits to meet your Registrar in Shropshire, liaison with your wedding planner and photographer, your pre- wedding interview can be

conducted up to 1 week before the Big Day to allow you that extra time on the day itself

- **Blended** ceremony option – legal wedding at date and time of choice plus Enhanced Bespoke model at non-licensed venue

10.2. Shropshire Council's Registration & Celebratory Services will provide staff to officiate at your ceremony

10.3. A ceremony planner will be provided to enable you to personalise your ceremony with your own choice of readings, music in accordance with the level of service you have chosen.

10.4. Shropshire Council's Registration & Celebratory Services will advise you of any prescribed legal words for your ceremony and will provide a ceremony format for your information.

10.5. Any music, readings or additional wording must be submitted to the Superintendent Registrar for approval 3 months in advance of your ceremony date or if the ceremony has been booked at short notice at the time of your booking confirmation.

10.6. Any inclusions in your ceremony must not be religious in content or association. The Superintendent Registrar will make the final decision on whether any inclusions are acceptable. Shropshire Registration & Celebratory Services will not accept any liability for any omission which may be caused by reasons beyond its control.

11. Your arrival at your ceremony

11.1. You should ensure prompt arrival to enable your ceremony to take place on time. The time you have booked for your ceremony is the time it is expected to start.

11.2. If you arrive more than 15 minutes after the time your ceremony was booked for, Shropshire Registration & Celebratory Services will at its sole discretion either –

- Reduce your ceremony to the essential legal elements for the remaining time available –
- Charge you the fee paid and treat the situation as a non-attendance –
- Offer a later ceremony time the same day, subject to availability and payment of a fresh separate fee. –
- Offer a ceremony at a future date, subject to availability and payment of a fresh, separate fee applicable to the financial year, date, and time.

The same provisions apply where the start of the ceremony is delayed due to the nonarrival of any other family member or guest

11.3 These conditions have been introduced to protect other ceremonies which are due to take place later in the day from running late due to the negligence of others earlier in the day.

11.4 Arriving late can cause unacceptable inconvenience for others.

11.5 In the event of the non-attendance of the couple or in the case of a naming ceremony the parents of the child, Shropshire Registration & Celebratory Services will treat this as a no show and will not refund any fees paid.

12. Room Capacity Guidance

12.1. The maximum capacity of any room licensed for ceremonies is the total number which can be accommodated in the room.

12.2. The reason for setting a maximum capacity is to ensure that all those in attendance in the premises including staff, can safely exit the building in a reasonable time.

12.3. The room capacity quoted includes the ceremony party, the list below provides for what would be the ceremony party at a marriage:

- The couple, 2 witnesses, 2 registrars, 1 ceremony co-ordinator (approved venues only)

The number of spaces left will include space for: Child in pushchair/buggy =1 person
Photographer - =1 person Videographer = 1 person Mobility Scooter = 2 persons
String Quartet = 8 persons (4 people plus instruments) For further clarification: if a child can sit unaided they should occupy a seat; if they are a babe in arms, they are permitted to be held by a person seated and therefore would not be counted within the total seating capacity. If a child is seated in a buggy or similar this counts as one seat and therefore included within the total seating capacity.

Example: Someone getting married in a room with a maximum capacity of 50, with a Photographer, Videographer, a child in a pushchair and a string quartet would need to deduct 18 off the maximum room capacity thus allowing a further 32 guests.

13. Liabilities

13.1. Shropshire Council will not accept liability for: -

- The failure of any music system provided at the venue by you or a third party
- The delay or loss caused by your late arrival or the late arrival of guests
- Any loss caused by a request from you or your representatives to delay the ceremony –

Any loss of compensation where a ceremony is stopped from proceeding because:

- It would be void if it went ahead
- An offence would be committed under the Marriage and Civil Partnership Acts or Immigration Acts
- It would be against the public interest
- Any loss or delay caused by a “Force Majeure” event
- Any decision made by registration staff in attendance to delay the ceremony i.e., a lawful objection

13.2 Shropshire Council’s liability under or in connection with this booking shall be limited to the amount of the total fee, for each and every claim arising out of this booking. This limit shall apply however that liability arises, including, without limitation, a liability arising by breach of contract, arising by tort, or arising by breach of statutory duty. Provided that this shall not exclude or limit the Council’s liability for: Death or personal injury caused by Shropshire Council’s Registration & Celebratory Services negligence or fraudulent misrepresentation

13.3. The approval of the venue for marriages and civil partnerships is granted in relation to the provision of ceremonies only, Shropshire Council cannot accept liability for the failure or neglect caused by the venue or the staff of the venue

13.4. We strongly recommend that you take out a ceremony insurance policy to cover any losses or expense that you could incur. Shropshire Council do not recommend any insurance provider.

14. General

14.1. In the event of an emergency, disaster, or extreme weather conditions (including but not limited to war, civil disturbance, armed conflict, terrorist attack, government action, fire, flood, snow, pandemic or epidemic) Shropshire Registration & Celebratory Services will do everything possible to ensure that your ceremony takes place on your chosen day. However, Shropshire Registration & Celebratory Services cannot be held responsible and is not liable for any ceremony which must be cancelled because of such events which are outside our control. We recommend that you consider taking out ceremony insurance to cover losses or expenses incurred in the case of such events.

14.2. Marriages and civil partnerships at approved venues can be followed by a celebration, commemoration, or blessing providing that it is not a religious marriage ceremony and is separate from the civil ceremony. There must be a clear break between the legal ceremony and any follow-on ceremony.

14.3. Other than assistance animals, no other animal will be allowed entry into your ceremony where it is held in a Shropshire Council owned venue. For other non-Shropshire Council owned venues please check with the venue regarding their policy. Shropshire Registration & Celebratory Services must be informed of any

assistance animals or other animals requested in order that appropriate registration staff may be allocated.

14.4. Ceremonies can only usually be conducted by Shropshire Registration & Celebratory Services. Where you would like a legal ceremony to be conducted by a registration officer from another registration district you must contact Shropshire Council's Superintendent Registrar in the first instance to see if this is possible and whether it can be accommodated.

14.5. Couples having a ceremony in an approved venue should understand that the grant of approval is made entirely for the purposes of the provision of civil ceremonies. Shropshire Council cannot accept liability for any failure or neglect on the part of the venue, of any agreement between you and the venue for the use or provision of any services and/or facilities, including cancellation by the venue.

14.6. It is not permitted to consume any food or drink (including alcohol) in the room in which a marriage or civil partnership is to take place, for 1 hour beforehand or during the ceremony.

14.7. It is the responsibility of the couple to provide any witnesses required for marriage and or civil partnerships. Local policy requires that your witnesses must be over the age of 16 years and speak and understand English. Shropshire Registration & Celebratory Services staff cannot act as witnesses at a ceremony.

14.8. Any complaint or claim against Shropshire Council's Registration & Celebratory Services should be made in writing or by email as soon as reasonably practicable to: The Registration & Coroners Service Manager, Shropshire Council, The Guildhall, Frankwell Quay, Shrewsbury, Shropshire, SY3 8HQ or email lisa.fawcett@shropshire.gov.uk

14.9. Words and phrases contained in these terms and conditions shall be interpreted as follows:

Marriage and Civil Partnership Acts – Means the Acts of Parliament (and any regulations covering these Acts) covering the legal preliminaries to and the solemnisation and registration of a civil marriage/civil partnership made either in a register office or approved venue within England and Wales.

Venue – means premises approved by Shropshire Registration & Celebratory Services under the Civil Marriage s and Civil Partnerships (Approved Premises) Regulations 2005 for the solemnisation and registration of civil marriages and civil partnerships.

These terms and conditions must be read in conjunction with our schedule of fees. Please visit: <http://new.shropshire.gov.uk/births-and-marriages/our-fees/>

We may write to you after your ceremony to ask you to complete a brief survey. You are under no obligation to complete this survey. If you do, any personal data you provide will be used in accordance with the Data Protection Act 2018. The information you provide will be used for statistical analysis, management, planning and provision of service by the Council and its partners. The information will be held in accordance with the Council's records management and retention policy, and will not be used for marketing purposes by the Council or any third party

15. Legal Preliminaries to Marriage /Civil Partnership (Giving Notice) Your ceremony cannot take place unless you complete your legal preliminaries by giving notice of marriage or civil partnership.

FAQ's

Q Where do we give notice?

A You usually need to make an appointment to give notice at your [local register office](#). You must have lived in that registration district for the past 7 days.

You and your partner will need to give notice separately if you live in different registration districts. You do not have to do this on the same day.

If one of you is from outside the UK

You and your partner must give notice together, unless you both have one of the following:

- British or Irish citizenship
- settled or pre-settled status under the [EU Settlement Scheme](#)
- an application to the EU Settlement Scheme that you made before 30 June 2021, which you're waiting for a decision on

You must give your notice together at [a register office](#) in the district where at least one of you lives.

Q Do we need to make an appointment to give notice?

A Yes.

Q When should we give notice?

A Notice of marriage or civil partnership can be given 12 calendar months before the date of your ceremony. Notice of Marriage must be given at least 28 clear days before the planned date of the ceremony.



Q Can we change our minds about our venue after we have given notice of marriage?

A If you change your mind about your venue and have already given notice, you will have to give fresh notices of marriage and begin the process again fresh fees will be payable. There is no provision in law to alter the venue specified.

Q How long do we have to wait once notice has been given before our ceremony can take place?

A For those couples where both parties are British or EEA nationals, 29 days must pass before a ceremony can take place.

For those couples where one or both are subject to immigration control a minimum of 29 days must pass before a ceremony can take place. If you do not have the appropriate marriage visa or immigration clearance this period can be extended by the Home Office to up to 70 days.

Q How much does it cost to give notice?

A It costs £42.00 each to give a legal notice of marriage, if you are subject to immigration control you may be asked to pay an additional £15.00 each if it is necessary for the registrar to refer your marriage/civil partnership notice to the home office. These fees are set by the UK Government and are subject to change – please check the current statutory fee prior to attending any appointment to give notice.

Q What documents do we need to bring along for the Registrar to see at our notice of marriage appointment?

A The documentary evidence which must be provided is prescribed by law and the registrar has no discretion. It is entirely your responsibility to make sure that you can satisfy the evidential requirements. You can find out what these are here:

<https://www.gov.uk/marriages-civil-partnerships/documents-to-take-to-the-register-office>

How to contact Shropshire Council's Registration & Celebratory Services –

you can contact Shropshire Registration & Celebratory Services by telephoning us at 0345 678 9016 or

by emailing to us at registrars@shropshire.gov.uk

Or writing to us at Shropshire Registration & Celebratory Services, Shropshire Council, The Guildhall, Frankwell Quay, Shrewsbury. SY3 8HQ