

## Hackney Registrars Rescheduling, Cancellation and Refund policy

### Booking Fees and Deposits

A non refundable deposit for ceremonies or booking fee for appointments is payable at the time of booking for all services listed in Table 1 below. If you attend the appointment / ceremony, the fees paid in advance will be used towards payment for the service.

If you are unable to attend your appointment or ceremony please see the rescheduling and cancellation details listed below.

### Rescheduling

All appointments (and Private Citizenship Ceremonies) can be rescheduled (subject to availability) provided you give 3 working days or more notice. If the alternative date incurs a higher fee, the difference must be paid at the time of rescheduling. If you give less than 3 working days notice you will have to rebook the appointment and pay the booking fee again.

All ceremonies (except Private Citizenship) can be rescheduled to a different day (subject to availability) provided you give 21 days or more notice. If the alternative date incurs a higher fee, the difference must be paid at the time of rescheduling. If you give less than 21 days notice you will have to rebook and pay the ceremony / registrars fee again. Ceremonies can be rescheduled (subject to availability) to a different time on the same day at no additional cost at any time.

Appointments can be rescheduled in writing - by letter or email, by phone or by personal attendance at Hackney Register Office. Ceremonies can only be rescheduled in writing – by letter or email.

If you arrive late for your appointment or ceremony, the registrar will try to accommodate you depending on availability, However if there is no availability and you cannot be seen, your appointment / ceremony fee will **NOT** be refunded.

### Cancellations

Appointment / Private Citizenship Ceremony booking fees are non refundable in all circumstances.

Ceremonies (including Registrars fees for ceremonies at an Approved Venue) deposits are non refundable in all circumstances. The full ceremony fee, less the deposit paid, is refundable provided you give us 21 days or more notice of your intention to cancel. Failure to attend your ceremony will be considered a cancellation without sufficient notice, and as such no fees will be refunded.

Ceremonies must be cancelled in writing - by letter or email - or by personal attendance at Hackney Register Office in order to get a refund. Refunds will be made by Cheque and take approximately 4 weeks to process.

**Table 1**

<b>Service</b>	<b>Non Refundable Booking Fee</b>	<b>Non Refundable Deposit</b>	<b>Notice required for Rescheduling</b>	<b>Notice required for cancellation</b>
<b>Notice of Marriage or Civil Partnership</b>	<b>£35 per person</b>	<b>N/A</b>	<b>3 working days</b>	<b>N/A</b>
<b>Marriage or Civil Partnership Ceremony</b>	<b>N/A</b>	<b>£50</b>	<b>21 days</b>	<b>21 days</b>
<b>Naming or Renewal of Vows Ceremony</b>	<b>N/A</b>	<b>£50</b>	<b>21 days</b>	<b>21 days</b>
<b>Nationality Checking Service</b>	<b>£60 per adult or single child £88 per couple £28 per add. child</b>	<b>N/A</b>	<b>3 working days</b>	<b>N/A</b>
<b>Settlement Checking Service</b>	<b>£99 per adult £149 per adult (premium booking within 3 days) £16.50 per child</b>	<b>N/A</b>	<b>3 working days</b>	<b>N/A</b>
<b>Private Citizenship Ceremony</b>	<b>£99 single / £145 Family Mon to Fri £130 single / £180 family Sat</b>	<b>N/A</b>	<b>3 working days</b>	<b>N/A</b>