

Registration Services

Terms and Conditions of Booking Appointments

This document sets out the terms and conditions relating to any booking of an “Appointment” with Slough Borough Council for the following “Registration Services”:

- Marriage Ceremony
- Civil Partnership Ceremony
- Baby Naming
- Renewal of Vows
- Notice of Marriage
- Notice of Civil Partnership
- Nationality Checking Service

1. Booking an appointment

By making a booking for any Registration Service, you acknowledge and accept these Terms and Conditions

A booking fee for your appointment is payable at the time of booking for all Registration Services listed above.

The booking fee is the amount payable as specified in the Council’s current Fees and Charges for Registration Services.

By making an appointment for any Registration Service you confirm that you have all the documents that you have been asked to produce for that appointment and that you accept that failure to do so may result in the appointment being cancelled or rescheduled. If the appointment is rescheduled, this will be an amendment

(see Section 3 : Amendments to the appointment) and a £28 amendment fee is payable on each occasion

If you attend your appointment, the booking fee will be used to pay for the Registration Service.

When booking an appointment for Notice of Marriage, Notice of Civil Partnership and the Nationality Checking Service, a date and time must be agreed at the time of booking.

Marriage Ceremony, Civil Partnership, Baby Naming and Renewal of Vows appointments can be taken as TBA (to be arranged). Cancellation terms and conditions still apply (see Section 5 : Cancellations), Amendments to your appointment (see Section 3 : Amendments to the appointment) will only apply after you have booked your initial date and time.

2. Failure to attend an appointment

If you do not attend your appointment and have NOT cancelled the appointment as per the Terms & Conditions (see Section 5 : Cancellations) , Slough Borough Council will retain the FULL FEE paid at booking.

3. Amendments to the appointment

If you wish to amend the date or time of your appointment at any time from the date of booking, you may agree this with the Council subject to availability. A £28 amendment fee is payable on each occasion.

Where both the date and time of the appointment is being amended at the same time only one amendment fee is due.

You must agree the new appointment date and time when you request the change.

If you do not / cannot agree the new appointment date and time of the request for the change, this will be treated as a cancellation (see Section 5 : Cancellations) NOT an amendment and the relevant cancellation fee will apply.

A request for an amendment of an appointment can be made in the following ways :

- By personal attendance at Slough Register Office, The Centre, Farnham Road, Slough, SL1 4UT
- By telephone

4. Late arrivals

If you arrive to your appointment late, the Superintendent or Deputy Superintendent Registrar may be able to re-schedule your appointment later that day, subject to availability. This will be treated as an amendment

(see Section 3 : Amendments to the appointment) and an amendment fee of £28 is payable.

If the Superintendent or Deputy Superintendent is unable to reschedule your appointment for the same day, a new appointment date may be required. If this is the case, this will be treated as a late cancellation (see Section 5 : Cancellations) and the FULL fee paid will be retained. If you wish to book another appointment, you will be required to pay the relevant FULL appointment fee again before the new appointment date and time will be agreed.

You accept that the decision as to whether your appointment can or cannot go ahead is the responsibility of the Superintendent Registrar or Deputy Superintendent Registrar and that decision is final.

5. Cancellations

Early cancellations

If you cancel your appointment for any reason, within seven working days of booking the appointment (starting from the day after the date of booking), Slough Borough Council will refund the amount paid at booking MINUS a £28 administration fee.

If your appointment is less than seven working days from the date of booking and you cancel no later than the day prior to your appointment, Slough Borough Council will refund the amount paid at booking MINUS a £28 administration fee.

Late cancellations

If you cancel your appointment for any reason, after seven working days of booking the appointment (starting from the day after the date of booking)), Slough Borough Council will retain the FULL FEE paid at booking.

If your appointment is less than the seven working days from the date of booking and you cancel on the day of your appointment, Slough Borough Council will retain the FULL FEE paid at booking.

How to cancel your appointment

An appointment cancelled by the customer can ONLY be made in the following ways:

- In writing, by letter to The Superintendent Registrar, Slough Register Office, The Curve, William Street, SL1 1XY]
- By e-mail, to _Registrars@slough.gov.uk
- By personal attendance at Slough Register Office, The Curve, William Street, SL1 1XY

6. Complaints

Any complaint must be made to Slough Borough Council, to the Superintendent Registrar or through the Council's Complaints procedure.