

## Registration Services - cancellation and refund policy

This applies to:

- Marriage Ceremony
- Civil Partnership Ceremony
- Baby Naming
- Renewal of Vows

### Ceremonies

- To cancel your ceremony email [registrars@slough.gov.uk](mailto:registrars@slough.gov.uk)
- Charges and refunds vary depending on when you cancel
  - more than 30 calendar days before your ceremony - if the full fee for the ceremony has been paid then a refund of the ceremony fee minus the Administration fee is applicable (£31.90)
  - less than 14 calendar days before your ceremony - no refund applicable.

### Appointments

- To reschedule your appointment please advise us within 2 working days.
- If you advise us less than 2 working days before your appointment, you will be charged another appointment fee.
- If you do not bring the required documentation to your appointment, you will need to make a new appointment, and will be charged another appointment fee.
- It is your responsibility to check all legal documents before you sign, failure to do so may result in a statutory correction fee.
- You must bring original documents for all appointments.
- If you have difficulty understanding English, you advised to bring someone with you to assist with interpreting.