

**Leicestershire Registration Service**  
**Civil Ceremony Terms & Conditions**

These terms and conditions must be read in conjunction with our schedule of fees found at <https://www.celebrateinleicestershire.co.uk/service-and-fees/>

**GLOSSARY**

Words and phrases shall be interpreted as follows:

**LRS** – means Leicestershire Registration Service. Any reference in these conditions to Leicestershire Registration Service shall also refer to Leicestershire County Council insofar as they relate to its legal responsibilities and obligations.

**Marriage and Civil Partnership Act** – means the Acts of Parliament (and any regulations covering these Acts) covering the legal preliminaries to, the solemnisation and registration of a civil marriage/civil partnership made either in a Register Office or approved premise within England and Wales.

**Venue** – means approved premises approved by LRS under the Civil Marriages and Civil Partnership (Approved Premises) Regulations Act 2005 for the solemnisation and registration of civil marriages and civil partnerships.

**Civil marriage/civil partnership ceremonies**

Your ceremony booking is accepted on the condition that:

- No legal impediment to the marriage or civil partnership exists and legal preliminaries are completed within statutory timescales.
- Any foreign divorce/dissolution papers are accepted by the Registrar General where applicable.
- Home Office permission is granted where applicable.
- A booking fee is payable at the time of booking. This is non-refundable and covers the cost of the initial work that we do to reserve and organise your ceremony.
- A ceremony fee (minus the booking fee) is payable either at the time of booking or by 8 weeks prior to the date of the ceremony, whichever is the nearer date to the day of the ceremony.

**Cancellations and refund**

All cancellations must be received in writing or by email from either of the two parties contracting their marriage or civil partnership.

Providing full payment has been made:

- If cancellation is received **12 or more months** prior to the date of the ceremony, the **full fee** amount (minus the booking fee) will be returned to you.
- If cancellation is received between **6 weeks and 12 months** prior to the date of the ceremony, **50% of the fee** (minus the booking fee) will be returned to you.
- If cancellation is received **between 2 and 6 weeks** prior to the date of the ceremony, **25% of the fee** (minus the booking fee) will be returned to you.
- If cancellation is received **less than 2 weeks** prior to the date of the ceremony, **no fee** will be returned to you.

The amount of your payment that we retain represents the financial loss to us when you cancel your ceremony. We will take steps to reduce this loss, however, you will appreciate that we cannot always resell a ceremony slot at short notice.

**Your ceremony may be cancelled if:**

- The booking fee has not been paid
- Legal preliminaries cannot be completed
- The full ceremony fee has not been paid

If you do not meet the above conditions and we cancel your ceremony, you will not be entitled to any refund.

**Cancellation/changes**

- The couple must request all cancellations or changes by letter to the Registration Service at Anstey Frith House, County Hall LE3 8RN or email to [registration@leics.gov.uk](mailto:registration@leics.gov.uk)
- Changes to the ceremony arrangements (time, date or location) will incur a ceremony amendment fee. You should also be aware that you may have to complete new legal preliminaries if you change your venue and pay the difference in fees if you change your date.

**Beaumanor Hall – Railton Room**

- As a Grade II listed building, the Hall is unfortunately unable to provide lift access to the first floor. Access to the Railton Room is via a staircase, which consists of 33 relatively steep steps. The handrail is not continuous due to the building's historic decorative features, and in the lower section it is necessary to step onto polished timber treads rather than carpet in order to use it.
- Because of these factors, the staircase is not suitable for guests who have mobility impairments or other accessibility needs. Should any guests with mobility impairments or other accessibility needs attend, the Premises Officer, who is responsible for health and safety, will make the final decision on the day, and access is likely to be denied.

**Outside ceremonies**

- If you are planning for your ceremony to take place outside at an approved venue, the area where the ceremony is to take place (linked outdoor area) must have been pre-approved by LRS with the venue.
- As part of your ceremony options, you will be required to acknowledge an Outdoor Ceremony Agreement
- A venue should always have a contingency plan in place for all ceremonies that are planned to take place outside. This will involve setting up a suitable, approved, licenced room/space.
- The final decision on where a ceremony is to take place falls to the Deputy Superintendent Registrar in attendance at the ceremony on the day.
- It is recommended the maximum number of guests attending an outdoor ceremony does not exceed the maximum number of guests permitted in the previously approved room so the entire party could move there if it became necessary.

The couple must decide in advance which guests are to be excluded from the ceremony if the number of guests exceeds the capacity of the alternative room and where they will wait whilst the marriage/civil partnership goes ahead. You must have agreed and discussed with your venue, the arrangements of including your dog/s in your ceremony. Not all venues are 'pet-friendly', so prior agreement is essential.

You understand that you can only bring your dog/s to your ceremony. No other dogs/pets will be allowed.

## **Dogs at ceremonies**

As of May 2025, LRS will be allowing a couple's dog/s into their civil ceremony at venues only. The following guidance must be followed:

- Dogs will not be permitted at ceremonies at the Leicestershire Registration offices, apart from assistance animals.
- Dogs must be kept on a lead at all times prior and during a ceremony.
- Dogs will not be allowed in the pre-ceremony interviews.
- Dogs must be kept under control at all times.
- Registrars should not approach dogs.
- Your venue agrees to take responsibility for the health and safety of guests and any housekeeping issues that may arise as a result.
- Dogs need to be up-to-date with their vaccinations as well as being treated for worms and fleas.
- The responsibility for looking after your dog/s during your ceremony must be delegated to one of your guests. This cannot be one of your chosen witnesses. If your dog/s becomes unsettled, this guest must be prepared to take them out of the ceremony room.
- Dogs cannot take an 'active part' in your ceremony. This means they can't be ring bearers, bridesmaids etc. They can accompany one/both of the couple into the ceremony room. But must be handed over to the guest responsible for them before the ceremony starts.
- If your dog/s is included in the list of banned breeds as part of the Dangerous Dogs Act 1991, then you must be following all relevant government guidelines which can be found here <https://www.gov.uk/control-dog-public/banned-dogs>
- We very much want to conduct the ceremony you are hoping for. However, should these terms and conditions not be met, then the Registrars reserve the right to ask for your dog/s to be removed from a ceremony room.

## **Ceremony content**

- In LRS we have three different types of civil ceremony – simple, classic and enhanced. The type of ceremony you will receive depends on venue, day of the week, time etc. This will be fully explained to you at the point of booking.
- You will receive an email at the time of booking with a ceremony information sheet. This details how your chosen ceremony will go on the day, along with how you can personalise your ceremony. It is important you read this information sheet. Sometimes it is necessary to revise these information sheets, and you will receive the most up-to-date version as detailed below.
- Around 12 weeks before your ceremony (or at the point of booking if inside 12 weeks), you will receive an email containing the latest ceremony information sheet alongside a link to go online and fill out your ceremony personalisation options. Please note, if you are having a civil partnership you will receive a form to complete instead.
- LRS provides a secular ceremony which cannot include any religious content. This includes any reading, hymn, carol or song that contains religious messages or references.
- Enhanced ceremonies have the option of having personalised vows and readings. These must be seemly and dignified and contain no religious content. All readings and vows must be agreed with LRS before the ceremony date.

## **Room Capacity**

For fire, safety and comfort, if the number of guests exceeds the capacity of the room, some guests will be excluded from the ceremony. All ceremony room maximum occupancies have been agreed with a qualified health and safety advisor and cannot be exceeded. Please note that babies and small children are included in occupancy figures.

## **We 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.
- Any loss caused by a request from you or your representatives to delay the ceremony.
- Any loss or compensation where a ceremony is stopped from proceeding because (a) it would be void if it went ahead, (b) an offence would be committed under the Marriage and Civil Partnerships Acts and (c) it would be against public interest.

## **General**

- If you are choosing to hold any other ceremony celebrations along with your civil marriage/civil partnership, those celebrations can take place either before or after your civil ceremony but the two cannot be merged/amalgamated. Other ceremony celebrations could be religious or non-religious and can also include blessings/prayers. If the same room is to be used for both, all religious content (including but not limited to crosses, religious statues, mandaps or hymn books) must be removed before the civil ceremony can commence.
- 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) LRS will do everything it can to ensure your ceremony takes place on your chosen day. LRS cannot be held responsible and is not liable for any ceremony which has to be cancelled as a result of such events which are outside our control. We recommend you consider taking out ceremony insurance to cover losses or expenses incurred in the case of such events.
- Any reference to working days does not include Saturday, Sunday, Bank and Public holidays.
- Ceremonies can only be conducted by current LRS staff.
- Approval of the venue is granted only in connection with the provision of ceremonies and LRS cannot accept liability for the failure or neglect on behalf 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.
- Any complaint or claim against LRS should be made as soon as reasonably practicable to: The Registration Service Manager, Leicestershire County Council, County Hall, Glenfield LE3 8RA.
- If you fail to attend your ceremony, the fee paid is non-refundable.

*We may contact you after your ceremony to ask you to complete a short survey. You are under no obligation to complete this survey, but if you do, any personal data you provide will be used in accordance with the Data Protection Act 1998. The information you provide will be used for statistical analysis, management, planning and the provision of services by the county 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 county council or a third party.*