

## **Cancellation and Refund Policy**

**Deposit:** A non-refundable deposit must be paid to secure a booking for a ceremony

**Payment of balance of fees:** Any balance must be paid at least one calendar month before the date of your ceremony. In the case of bookings made within one month of the ceremony the full fee must be paid at the time of booking

**Cancellation:** If you cancel your ceremony one calendar month or more before the date of the event we will retain the non-refundable deposit

If you cancel your ceremony within one month of the date of the event 50% of the full fee (including the non-refundable deposit) will be retained.

Swindon Registration Service will cancel your ceremony booking if legal notice is not given by the due date or if the final fee has not been paid by the due date. Please note the deposit payment will be retained.

Cancellations must be made in writing or by email ([superintendentregistrar@swindon.gov.uk](mailto:superintendentregistrar@swindon.gov.uk)) or in person by attendance at our offices.