Registration services terms and conditions

This document contains the terms and conditions that apply to online applications for the registration services provided by the London Borough of Havering.

Birth registration, birth re-registration, death registration and certificate corrections

All customers who have appointments with Havering Register Office must arrive at the agreed time of their appointment.

Customers who arrive more than 5 minutes late for their appointment will not be seen and will need to re-book the next available slot.

The short birth certificate is given to you free of charge, but you will need to pay for the standard certificates. This will need to be done using a debit/credit card (1.3% surcharge for credit card payments).

Copy certificates

If on searching our records the birth, death, marriage or civil partnership has not been registered or did not occur in the London Borough of Havering we will not refund your fee.

You are required to provide all requested information to enable us to produce a certificate. If you apply and we do not have enough details to proceed the London borough of Havering will not refund your fee.

If you were married in a church or place of worship in Havering you must contact the church or place of worship in the first instance to see if they are still holding the register. We will not refund your fee if we have carried out searches or work on your behalf and do not hold the records.

We are unable to help with adoption or still birth certificates.

Havering Register Officer will not take responsibility for any loss or damage to certificates posted using the 2nd class post option.

Payment for certificates must be done using a debit/credit card (1.3% surcharge for credit card payments).
**Citizenship ceremony**

Citizenship ceremonies are subject to regulations imposed by the Home Office therefore Havering Registration Service cannot accept any liability for circumstances outside our control.

Please ensure you arrive no later than 20 minutes before your ceremony.

You will need to bring with you the following:

- Home Office invitation letter
- Valid Photo ID (Passport or Driving Licence)

Failure to produce these documents will result in your ceremony not going ahead.

**Joint Citizenship and Passport Service**

Your appointment is taken and confirmed on the basis that:

You understand that the Joint Citizenship and Passport Service is provided to check and accept citizenship applications. The service does not speed up the processing of your application or imply that your application will be successful.

The onus is always on the applicant to satisfy themselves that they fully meet the requirements for citizenship, and the Local Authority cannot give nationality advice. Applicants who need immigration/nationality advice should go to an OISC registered immigration/nationality advisor before applying. The Local Authority bear no responsibility whatsoever for the outcome of the application.

The fee for your appointment must be paid at the time of booking, and is non-refundable. By making an appointment you are authorising us to carry out any necessary work before your appointment.

Your appointment fee must be paid to London Borough of Havering Council for using the Joint Citizenship and Passport Service.

The fee paid to the Home Office for your application is separate, and does not include the appointment fee for this service.

Fees cannot be refunded if you fail to keep your appointment, or if your application does not meet the requirements to be forwarded to the UKVI.

If you are more than 10 minutes late for your appointment, it will not be possible to see you and you will have to book a new appointment and pay the appointment fee.
All applicants over 18 must attend an appointment in person, and must complete the application form before the appointment and attend with all supporting documents, ready for photocopying by the NCS advisor.

If you wish to move your appointment, you must give at least 5 full working days’ notice by emailing citizenship@havering.gov.uk

If you are required to make a second appointment for your application, you will need to pay a fee for a second appointment.

If further documents are required, and these have not been produced within 1 month from the date of your appointment, any documents photocopied by the NCS advisor will be destroyed (you may however wish to collect your application form).

**Notice of Marriage**

Your appointment to give notice of marriage or civil partnership is subject to these terms and conditions set out in the document and on the basis that you agree to the terms and conditions in their entirety.

All customers who have appointments with the Havering Register Office must arrive at the agreed time of their appointment.

The amount paid at the time of booking is a booking fee, it is non-refundable and non-transferable.

On production of the correct documentation and your notice being taken the booking fee will be transferred to your notice fee.

If you do not provide the required documents your notice will not be taken and your booking fee will not be refunded.

Customers who arrive more than 10 minutes late for their appointment will not be seen and will need to re-book the next available slot, a new booking fee will need to paid.

Customers agree to provide all original documents required at the time of their appointment. Customers arriving without the correct documents will not be seen and will need to re-schedule their appointment.

Photocopies or scanned copies of documents cannot be accepted.

Customers with foreign divorces agree to provide the documentation required by the General Register Office in order to assess if their divorce is valid in England and Wales. The decision regarding the clearance of the foreign divorce lies entirely with the General Register Office.

Havering Register Office will not be held accountable for processing times of outside bodies (e.g. UK Visa and Immigration / General Register Office).
It is an offence under section 25(1) of the Immigration Act 1971 to enter into a marriage to help facilitate a stay in the United Kingdom. If an appointment does not go ahead due to UK Visa and Immigration intervention, no refund shall be payable or financial compensation given for any losses incurred.

No food or drink (including alcohol) or animals (with the exception of assistance dogs) are permitted at the Register Office.

Payment for your notice of marriage must be done using a debit/credit card at the end of the appointment (1.3% surcharge for credit card payments).