

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.

Fees will be taken and held at the point of initial booking.

By booking an appointment, ceremony or other service you are providing authority for us to commence work and we can charge a fee for this service.

Birth registration

All customers who have appointments with Havering Registration Service must arrive at the agreed place and time of their appointment.

The first £11.00 of your certificate payment is a Non-refundable booking fee which will be transferred to cover the cost of 1 certificate on successful completion of your registration on your allocated appointment date and time.

Certificates cost £11.00 per copy and need to be purchased online when booking the appointment. If you require additional certificates following your appointment you must apply online.

Customers who arrive late for their appointment will not be seen and will be asked to re-book a new appointment.

It is your responsibility to arrive on time, bring a translator if required, provide the correct information required by the registrar and ensure the required parties are present at the appointment.

Failure to follow these instructions will result in the loss of your £11.00 non-refundable booking fee. You will have to book a new appointment and pay again.

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

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 the first £11.00 of your fee.

It is your responsibility to provide all requested information to enable us to produce a certificate.

If you apply for a copy certificate and have not given us enough details to proceed with the application the Havering Registration Service will not refund the first £11.00 of your fee.

We will not refund the first £11.00 of your fee if we have carried out searches or work on your behalf and do not hold the records.

We are unable to provide adoption or still birth certificates.

If ordering a certificate to be posted overseas, you must apply via the [General Register Office](#).

Group 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 – we will accept sight of this letter electronically
- Valid Photo ID (Passport or Driving Licence)

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

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

Priority Citizenship (Private Ceremony)

£30 of the amount paid when booking your ceremony is a non-refundable booking fee.

It is your responsibility to arrive at the venue, on time and produce the correct documentation as stated below. Your booking fee will be transferred towards the payment for your priority service.

Failure to follow these instructions will result in the loss of your £30.00 non-refundable booking fee. You will have to book a new ceremony and pay again.

If you arrive late or fail to attend for your ceremony you will not be seen. You will have to book a new ceremony and pay again adhering with the Home Office expiry date.

Please ensure you bring the following:

Home Office Invitation email

Valid Photo ID (Passport or Driving Licence)

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

Notice of Marriage/Civil Partnership

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

It is your responsibility to arrive on time, bring a translator if required, provide the correct information, and original documentation required by the registrar. You must ensure the required parties are present at the appointment.

Failure to follow these instructions will result in the loss of your non-refundable booking fee. You will have to book a new appointment and pay again.

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

Customers who arrive late for their appointment will not be seen and will be asked to re-book a new appointment.

Photocopies, self-printed 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.

An additional fee will be payable at your appointment to enable the document to be cleared. Havering Registration Service 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 Havering Register Office.

Priority Service Fee

All customers who have appointments with Havering Registration Service must arrive at the agreed time and place of their appointment.

By making a priority appointment you are authorising us to carry out any necessary work before your appointment and as such the priority service fee is non-refundable.

Fees cannot be refunded if you fail to keep your appointment or if your information does not meet the correct criteria.