

## Client Service Agreement

### Booking, Payment and Cancellation Policy

Payments are accepted by bank transfer only. Please refer to your invoice for bank account details. Upon booking Ceremonies by Georgina, a non-refundable booking fee of 50% of the total service fee is payable to secure the service for your requested date, time and venue. Parties are to complete, sign and return this Client Service Agreement as part of the booking process. If you choose to cancel your confirmed booking, the booking fee is retained by Ceremonies by Georgina. Full payment of the balance is due FOUR (4) WEEKS prior to the ceremony date. Cash payments are not accepted on the day. If full payment terms are not met Ceremonies by Georgina will not attend the ceremony. In the event a full cancellation of the service is received less than one month prior to the ceremony date, the full fee is forfeited as it is unlikely that Ceremonies by Georgina will be able to book another ceremony at such short notice. Full cancellation requests must be in writing to Ceremonies by Georgina.

### Change Policy

If a request to change the date, time or location is received after the booking fee has been paid, Ceremonies by Georgina will endeavor to assist with the Parties with the change, however Parties must be aware that additional travel / service fees may be payable to accommodate the change. Any additional fees must be paid before Ceremonies by Georgina can deliver on the ceremony changes. In the event that Ceremonies by Georgina is unable to accommodate the change, it is at the sole discretion of Ceremonies by Georgina after discussions with the Parties as if a refund, if any, will be payable. Any changes to the ceremony details must be received in writing to Ceremonies by Georgina to be confirmed. Ceremonies by Georgina reserves the right to terminate the agreement and retain the booking fee if she is not able to perform the Ceremony due to the change of either date or time.

### Social Media & Marketing Policy

By agreeing to this Client Service Agreement, the Parties agree to allow Ceremonies by Georgina the right to use images and testimonials in print and social media. If the Parties do not agree they must request in writing no less than ONE WEEK prior to the ceremony date.

### Service Complaints

Ceremonies by Georgina encourages and welcomes feedback from all clients and guests. Every endeavor will be made to rectify any issues the client may have with regard to the delivery of their ceremony. Please address any and all feedback in writing. If a client has any unresolved complaints or concerns surrounding the service provided by Ceremonies by Georgina, please feel free to lodge a complaint with the Commonwealth Attorney General's Department by visiting [www.ag.gov.au](http://www.ag.gov.au)

### Ceremonies by Georgina:

Will act as the Registered Marriage Celebrant/Civil Celebrant as registered by the Attorney General, in accordance with Schedule 2 of the Marriage Regulations 2017 to maintain a high standard of service, recognise the significance of marriage, comply with the Marriage Act 1961 and other Laws, respect the importance of the marriage ceremony, give information and guidance to allow parties to choose or compose a ceremony, respect the privacy and confidentiality of parties, provide information to parties about how to voice concerns or complaints, and provide information to parties around family relationship services available in their community.
Will provide services as a Registered Marriage Celebrant/Civil Celebrant at the agreed fee.
Will prepare all legal documentation required and present the Parties with a Ceremony Certificate on the day of their ceremony.
If on the agreed date the Celebrant is unable to perform the Ceremony for any reason, the parties will be advised as soon as practicable and all efforts will be made to arrange for the Ceremony to be completed by another Registered Marriage Celebrant/Civil Celebrant.
If after accepting a Ceremony booking, Ceremonies by Georgina finds she can no longer proceed for personal reasons unrelated to the Parties, she will refund the booking fee, and Transfer the Notice of Intended Marriage (if applicable) in a timely and appropriate manner to the Registered Marriage Celebrant taking over the performance of the Ceremony.
Will provide the Presentation Certificate on the day of the ceremony. Note: presentation certificates are not legal documents. If requested, the Celebrant can order at cost a legal marriage certificate at the time of lodging the marriage ceremony with Births Deaths and Marriages. An additional fee will be charged on the balance invoice. Alternatively, the Client can order personally at a later date.
Reserves the right to refuse to perform the ceremony in a location or under conditions that Ceremonies by Georgina deem an actual or potential health and safety risk to herself, the bridal party, guests or members of the public, as outlined in the Work Health and Safety Act 2011. Judgement is at the sole discretion of Ceremonies by Georgina.
Reserves the right to refuse to solemnise the marriage of the Parties if one or both is intoxicated and unable to legally understand their requirements to enter into a legal union as outlined by the Marriage Act 1961 and Marriage Regulations 1997. If unable to conduct a marriage ceremony due to client intoxication, a commitment ceremony can be performed in place of the marriage ceremony. Further fees will apply if a marriage ceremony is required to be rebooked; the fee covers not only the performance of the Marriage Ceremony but also the Celebrant's time to prepare new documentation and legal paperwork. If one or both of the signatory Witnesses is intoxicated at the contracted time and date of the Marriage, the Marriage Ceremony will only be conducted provided alternative sober Witness/s (over 18 years of age) are appointed.
Provide equipment for the ceremony, eg PA system that is fully functional, charged and tested prior to the ceremony and is subject to favourable weather conditions. Electrical equipment will not be used in any circumstances where the electrical equipment may be exposed to harm by person or persons or weather elements such as extreme heat, rain, wind or snow. Judgement is at the sole discretion of Ceremonies by Georgina.
Will incur any costs in relation to problems experienced on the way to the ceremony, eg, flat tyre, accident, traffic.
Accepts no responsibility or liability for damage to property or personal injury cause by the behaviour of other adult or child guests during the ceremony. The supervision of children is the responsibility of their parents/carers of the children in question. The behaviour of adult guests is the Parties responsibility. Ceremonies by Georgina is also not responsible for the dissatisfaction of the Parties where the quality of the ceremony is diminished due to disruptions resulting from the behaviour of adult or child guests.

### The Client/s:

Confirms that any and all information provided to Ceremonies by Georgina is accurate and without error. The client understands and acknowledges that the penalty for making false declarations may involve imprisonment. For example, the NOIM and Certificate of Marriage will be invalid if inaccurate information is provided.
Agree to keep Ceremonies by Georgina up to date with any changes of contact details, including Day of Contact Details including but not limited to, contact phone numbers, email addresses and street and postal addresses. Additionally, will advise the Celebrant immediately of any changes to the time, date or place of the Marriage Ceremony.
Agree, where not already provided and where physically possible, to produce no later than one (1) month prior to the ceremony the completed Notice of Intended Marriage and all original documentation, such as birth certificates, divorce certificates, death certificates, statutory declarations and/or any other documents necessary to allow the marriage to proceed on the scheduled date. This includes any appropriate translations as requested by the Celebrant. <b>NOTE: unless the Celebrant performing the Ceremony has sighted all necessary documentation prior to commencing the formal procedure, the marriage cannot be officiated. This is a LEGAL requirement.</b>
Agree to cover the repairs or replacement cost of the PA system should it be damaged or broken beyond repair due to the misuse by an adult or child guest.
Agree that if running late for appointments, the Celebrant will be notified as soon as possible in order to check that she is able to continue or needs to reschedule.
Where possible, reserve a parking space for Ceremonies by Georgina as close as practicable to the rehearsal and ceremony location/s. Any parking costs that may be incurred by Ceremonies by Georgina will be added to the final balance fee invoice.
Will provide the final wording for their Ceremony to the Celebrant via email, no later than two (2) weeks before the ceremony date. <b>If the final draft is not received by the due date, the Celebrant will choose the ceremony wording and there will be no option for changes.</b>
If the Couple or either Witness does not speak English well enough to understand the legal requirements of the Ceremony, the Couple will provide an Interpreter who can translate for the non-English speaking persons. Interpreters can be found on the National Accreditation Authority for Translators and Interpreters Ltd (NAATI) website. The Interpreter, will be required to sign a Statutory Declaration declaring that they have faithfully and honestly translated from English to the other language and back again.
Agree to bring to the ceremony all documents originally provided when completing the Notice of Intended Marriage, e.g. original birth certificates, divorce or death certificates if applicable and photo ID. This will ensure that another celebrant can legally take over the Ceremony on the agreed date if unforeseen circumstances prevent Ceremonies by Georgina from solemnizing the marriage.
Agree that if a witness/s has been identified as is intoxicated by Ceremonies by Georgina and unable to meet their legal responsibilities that the client will be required to appoint a replacement witness to carry about the required duties.
Agree that they will not share, copy or reproduce in any way, any part of their written ceremony without the express permission of Ceremonies by Georgina. This covers items that are either presented in hard copy or sent via email to the Parties. Information and materials provided to you by Ceremonies by Georgina are solely for the use between Ceremony by Georgina and the Parties.
Acknowledge that they are responsible for the purchase of and provision of all items required for the ceremony and rehearsal, for example, music, symbolic/ritual items.

***Ceremony dates are not confirmed until this agreement is signed and returned with your booking fee payment.***

<b>Service Fee</b>		
<i>Agreed Fee</i>	<i>Booking Fee</i>	<i>Balance Fee</i>
	Due: ASAP to confirm your ceremony	Due: <Date>

<b>Rehearsal Ceremony</b>		
<i>Date &amp; Date</i>	<i>Time</i>	<i>Venue</i>

<b>Ceremony Type: _____</b>		
<i>Date &amp; Date</i>	<i>Time</i>	<i>Venue</i>

<b>Plan B Ceremony Details</b>		
<i>Venue</i>		

**We agree to the terms and conditions set out above. Any changes must be notified in writing and agreed upon by all Parties.**

<i>Client 1 Name</i>	
<i>Client 1 Signature</i>	
<i>Date</i>	

<i>Client 2 Name</i>	
<i>Client 2 Signature</i>	
<i>Date</i>	

<i>Registered Marriage Celebrant / Civil Celebrant</i>	<i>Georgina Black</i> <i>(Ceremonies by Georgina)</i>
<i>Celebrant Signature</i>	
<i>Date</i>	