

# Melissa Haley

## Civil Celebrant

0411 969 151  
Ringwood, 3134

[info@melissahaley.com](mailto:info@melissahaley.com)  
[www.melissahaley.com](http://www.melissahaley.com)

---

## Policy and Procedures

As your celebrant I am entrusted with the privilege of assisting you to create build and fulfil your day as you picture it to be. My aim is to ensure that your special occasion runs smoothly and that you can enjoy this memorable moment whilst ensuring all legal obligations are met.

I am committed to providing you with high quality professional service to meet your needs.

### Operational processes and procedures

I make the following commitments to my clients to ensure best practice:

- ⇒ Providing up to date information relating to legal requirements for your ceremony
- ⇒ Ensure the privacy and confidentiality of clients is respected including the secure storage of documentation
- ⇒ Multiple means of communication with clients including interview, email and mobile phone
- ⇒ Work to an agreed timeline to ensure details are confirmed and correct, the return of personal documentation and the completion of legal documents
- ⇒ Ensure all documents are accurately completed in preparation and within the ceremony
- ⇒ Ensure, as required by the Marriage Act 1961, that all documentation is completed and sent to the applicable registering authority within 14 days of the marriage ceremony
- ⇒ Provide guidance and resources to assist in building a ceremony that suits the clients wishes and expectations including if requested a ceremony rehearsal
- ⇒ I arrive at the ceremony by a mutually agreed time
- ⇒ My presentation be of an appropriate standard for the ceremony respecting the wishes of the parties within the ceremony
- ⇒ Ensure the ceremony is audible for those present
- ⇒ Provide opportunity for feedback from clients and provide clients with information about the procedure to make complains or raise concerns regarding my services

In addition, when conducting multiple marriage ceremonies on the same day. I will:

- ⇒ Ensure parties to each marriage receive service the meets their individual requirements, is fair and reliable and organized.

### Invoices and Refunds

I offer the following structures as part of my services:

- ⇒ Free initial consult to outline my philosophies, costs and other details
- ⇒ If you decide to go ahead booking my services, there is a \$500 non-refundable booking fee payable within 2 weeks of making the booking. Balance of fees is payable at least 14 days prior to the ceremony.

# Melissa Haley

## Civil Celebrant

0411 969 151  
Ringwood, 3134

[info@melissahaley.com](mailto:info@melissahaley.com)  
[www.melissahaley.com](http://www.melissahaley.com)

---

My basic fee includes:

- ⇒ Meetings, rehearsal and wedding day preparation and planning
- ⇒ Information and planning pack
- ⇒ Access to resources including ceremony formats, readings, rituals and songs
- ⇒ Individualised ceremony design and all preparation and planning of the ceremony
- ⇒ Legal documents completed and registered online
- ⇒ Marriage certificate - professional presentation copy
- ⇒ Use of PA system if required

Extra costs may be incurred when:

- ⇒ Travel to the venue is more than 30 kms from my residence
- ⇒ You elect to undertake extra package services such as life coaching or Master of Ceremonies
- ⇒ You require costumes or special items to fit with a theme
- ⇒ You would like me to order the official marriage certificate from BDM
- ⇒ Any special requests

Refunds will be only provided if I cannot meet my obligations. All event planning up to this date will be forwarded to the clients. The initial booking fee remains non-refundable, however, depending on circumstances a refund may be possible at the discretion of the celebrant.

### Document Recording and storage

In relation to documentation, recording and storage reasonable steps will be taken to ensure:

- ⇒ All data/documents provided to me by clients is safeguarded against loss, misuse (including use, modifications and disclosure) and unauthorized access
- ⇒ The celebrant's copies of Form 15 Marriage Certificates and the Certificate of Marriage are securely stored for a period of 6 years from the ceremony as required by the Attorney General

### Equipment maintenance and servicing

Reliable public address systems will be available for every wedding. To ensure equipment can meet this requirement, the following steps will be taken:

- ⇒ Equipment will be maintained and serviced regularly
- ⇒ Equipment shall be stored in a safe and secure location
- ⇒ Equipment shall be tested/charged and prepared before the ceremony
- ⇒ Additional batteries and leads must be available for use during ceremonies

\*An option for hire will be sourced and used if necessary, with no cost to the clients

# Melissa Haley

## Civil Celebrant

0411 969 151  
Ringwood, 3134

[info@melissahaley.com](mailto:info@melissahaley.com)  
[www.melissahaley.com](http://www.melissahaley.com)

---

### Stationery ordering

To perform as a marriage celebrant documents and books must be purchased from an approved supplier. The current Commonwealth contracted supplier is CanPrint Communications Pty Ltd.

These forms include:

- ⇒ Notice of Intended Marriage
- ⇒ Certificate of Marriage/Declaration of No Legal Impediment to Marriage
- ⇒ Certificate of Marriage (Form 15)
- ⇒ Marriage Register
- ⇒ Happily Ever Before and After

### Wedding Attendance

**My aim is to ensure your day is a success.** Disaster proofing is a necessary element to meeting success criteria. The following policy outlines the procedures in place to ensure the disruptions resulting from the unexpected are minimised.

#### Prior to the day:

- ⇒ If I am sick and/or unable to attend I will notify the parties as soon as possible and forward all details and documents to a new celebrant. This will be at no extra cost to you.

On the day: **I will always be at the venue at an agreed time.** If there is a problem [emergency at home, in transit etc] I will make contact with an agreed point of contact [POC] to let them know as soon as possible. If I have not arrived at the agreed time and have not contacted the POC this procedure should be adhered to:

1. Telephone my mobile number 0411969151
2. If I cannot answer or fail to return the call within a few minutes - ring my next of kin who will have the details of where I should be and who to contact if I remain uncontactable

If I have a car accident on the way to the venue and I am

- ⇒ Conscious - I will ring as soon as I can, or get someone to ring the POC asap
- ⇒ Unconscious - I will have a note in my car with POC details and I would hope a first responder would take over from there. NOTE: If a first responder contacts you please ring this number for another celebrant who may be able to find someone quickly for you [0400 000 000]