

Ceremonies by Melanie

Melanie Lawson, Civil Celebrant: Service Guarantee 2024

1. Communication

Initial contact

I will record your name and phone number if you want to have an initial interview to discuss your ceremony. If you decide not to go ahead after the interview, I will delete your contact details. If you decide to proceed with a ceremony, your details will be recorded electronically in a secure folder.

Confirmation of booking

If you decide to go ahead with a ceremony, we will have a meeting to confirm the details of the date, time, venue, and your wishes for the ceremony. I will keep the relevant details in my secure folder. After this interview, I will send you written confirmation of the details of your ceremony along with an invoice.

Draft ceremony

We can begin drafting your ceremony whenever you are ready. The ceremony is generally a combination of your ideas, my suggestions and resources that I can help you source. It is a flexible process and we will communicate along the way. I will send you a draft copy of the ceremony to start with, and then we will finalise this within an agreed time frame (generally 1-2 weeks in advance for weddings and other ceremonies, or 2-3 days for funerals depending on the time frame available).

Rehearsals

A rehearsal can be booked as part of your ceremony. One rehearsal is included in the fee structure for a full wedding package. Additional rehearsals or meetings can be arranged on request, for an additional cost of \$50 per hour.

Communication

I will be available by phone or email to respond to any questions, changes or new information during the planning process. I will respond to phone calls or emails within 24 hours.

Feedback

After the ceremony, I will send you an email requesting feedback. It is very helpful to me to receive your feedback so I can improve my services; however you are under no obligation to respond. If you do not want to receive a feedback email, just let me know.

Code of conduct

I am a Commonwealth-registered Marriage Celebrant and am bound by a code of conduct. If you have any concerns or complaints about my services, you can contact the Attorney-General's Marriage Law and Celebrants Section on: 1800 550 343 to discuss your options.

2. Privacy

All my services and associated activities comply with privacy legislation. Personal information is stored in accordance with the Australian Privacy Act 1988 and the 13 Privacy Principles (2014). I will only collect information from you that is relevant to the ceremony. Your personal information including details such as your name, date or location of ceremony will not be shared with anyone unless you request this (for example to confirm a venue booking). You can view your records on request and can ask for details to be changed if they are inaccurate.

I hold all electronic records on a USB which is in a locked filing cabinet. Paper records are kept in a locked filing cabinet. Only information necessary for your ceremony, or as required by the Marriage Act 1961, will be kept on record.

P: 0431 214 687

E: melanielawsoncc@gmail.com

W: www.ceremoniesbymelanie.com.au

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3. Fee structure

The following standard fees will apply during 2024. Additional items, such as additional rehearsal, or extended travel time, can be added at a cost to be negotiated.

Ceremony	Inclusions	Cost
Marriage – ‘Simply Legals’	Completion of legal documents and lodgement with Births, Deaths and Marriages Ongoing phone and email contact as required Use of public address system and signing tables and chairs if required Simple ceremony including an introduction and legal wording/vows Attendance on the day of the ceremony including arriving 20 minutes prior to the service.	\$450
Marriage – full service	Completion of legal documents and lodgement with Births Deaths and Marriages Design of ceremony, including sample readings, poetry and vows Copies of readings provided for guest speakers Ongoing phone and email contact as required Use of public address system and signing table and chairs if required One rehearsal at an agreed location Printed copy of the ceremony Attendance on the day of the ceremony including arriving 20 minutes prior to the service.	\$600
	*If you require a copy of a Marriage Certificate from the Registry of Births, Deaths and Marriages I can order this for you when I lodge your documents, or you can choose to order this yourself at a later date.	\$65 (BDM fee)

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3. Fee structure continued

Funerals	Design of ceremony including sample readings, poetry and vows. Liaison with funeral director Ongoing phone and email contact as required Use of PA system if required Printed copy of the ceremony Attendance on the day of the ceremony including arriving 20 minutes prior to the service	\$500
Other life ceremonies	Design of ceremony including sample readings, poetry and vows Use of public address system if required Ongoing communication by phone and email as required One rehearsal at an agreed location Commemorative certificate Attendance on the day of the ceremony including arriving 20 minutes prior to the service	\$500

4. Payment schedule

- A deposit of \$100 is required at the time of the initial interview to secure the booking
- Full payment is required five days before the ceremony

5. Refunds and cancellations

- Deposits are usually non-refundable, however refunds may be negotiated if required
- All other fees will be refunded on 14 days notice of cancellation
- Refunds with less than 14 days notice will be at my discretion

6. Qualifications and business requirements

- Certificate IV in Celebrancy 2015
- Commonwealth-registered Marriage Celebrant
- Member of The Celebrants Network www.celebrants.org.au
- ABN: 27 903 460 619
- Current professional indemnity and public liability insurance
- Current Copyright Access License