

## Business Policies and Procedures

### *Operation Processes and Procedures*

The procedures and processes within the business will ensure that the services promised are the services delivered. I will;

- Maintain high presentation standards and show professionalism when dealing with clients and potential customers.
- Provide the clients with a booking agreement that clearly states what services will be provided and the standard in which these services will be conducted.
- Ensure to meet the standards agreed upon in the booking agreement.
- Include details of payments required and the refund policy in booking agreement.
- Provide a resource kit which will include information, ideas, rituals and templates to help clients understand what can be incorporated in their ceremony.
- Provide ample opportunity for client involvement and discussion in ceremony creation and work with them to ensure they receive the ceremony they desire.
- Include at least 1 face-to-face meeting with clients to gather information for the ceremony script and to complete any required documents.
- Include a wedding rehearsal as part of the services listed in the booking agreement.
- Reply to any communication from clients as soon as possible and within 24 hours of being received and follow up with clients if no reply has been received within 1 week of communication.
- Send reminders out to clients 1 week prior to any documents or payments being due.
- Conduct all meetings in a quiet, comfortable and professional location.
- Include business logo on all documents.
- Provide Happily Ever After booklet to all clients getting married and also include information on marriage education services in the area.
- Visit the ceremony location once the deposit has been received to ensure that it is suitable and safe for the ceremony to take place.
- Complete all required documentation and forms correctly and in the required time frames and double check that everything needed is correct and supplied to ensure that all legalities are adhered to and the wedding is valid.
- Arrive at ceremony location a minimum of 1 hour prior to ceremony starting.

## Privacy and Confidentiality

Under the Marriage Celebrant Code of Conduct I will ensure to fulfill my obligation to maintain my client's privacy and confidentiality by;

- Installing anti-hacking and anti-virus software on devices being used for the purpose of receiving documents and personal information from clients.
- Ensuring all devices used in the business are passcode or password protected.
- Ensuring information is not discussed with third parties.
- Ensuring that all information, documents and details obtained from the clients are used solely for the purpose in which they were intended.
- Conducting all meetings and phone calls with clients in a private location where information cannot be overheard by a third party.
- Keeping all hard copies of documents, agreements and contracts in a secure environment and in a lockable steel cabinet.

## Invoicing and Refunds

After the booking agreement has been signed and received an invoice will be compiled and emailed to the client.

- Invoice to be completed on business template document and will include business logo.
- Payment details and payment conditions to be displayed on invoice.
- Total amount of services and deposit amount required to be shown.
- Non-refundable Booking fee amount of \$200 for all bookings.
- Payment dates to be clearly set out and included – Booking fee within 2 weeks of invoice date with remainder due 1 month prior to wedding date or 2 weeks prior to all other ceremonies.
- If full payment of invoice is not received by due date, ceremony will not be conducted and services will not be provided.
- Invoice payment reminder to be emailed 2 months prior to wedding date and 2.5 weeks prior to any other ceremony date if full payment has not yet been received.
- Refunds – Booking fee is non-refundable. If cancellation occurs within 3-6 months of the ceremony date and all fees have been paid, 50% refund will be given on all fees paid excluding booking fee. If cancelled within 3 months of ceremony, no refund will be given.

## Document Recording and Storage

As instructed and required by the Attorney General's department, the Record of Use for Form 15 Marriage Certificates and the Official Certificate of Marriage (celebrant's copy) must be kept and stored securely and safely for a minimum of 6 years after the date of the last wedding listed on the Record of Use form. To ensure this requirement is met I will ensure the following;

- To have a second lockable steel filing cabinet located in a secure place where the post ceremony documents will be kept

- The Official Certificates of Marriage will be kept in a file in the lockable cabinet and will be in order from the most current at the back through to the oldest at the front
- The Record of Use forms will also be kept in a folder in this cabinet but with the most recent at the front for ease of use
- The stored documents will be checked through once every 6 months and any that are over 6 years old can be removed and destroyed by shredding

All other ceremony documents need to be sent through to the Registry of Births, Deaths and Marriages in the state where the ceremony was conducted. The NOIM, The Official Certificate of Marriage with the Declaration of No Legal Impediment to Marriage on the reverse and any other Statutory Declarations, Consents, Dispensations or Interpreter’s Certificates all must be included and submitted within 14 days of the ceremony taking place. To ensure this happens I would;

- Have a checklist of all the required documents to be checked off prior to sending to ensure all necessary items are submitted
- Schedule time for the day after the wedding to submit the required documents

## *Equipment Maintenance and Servicing*

All equipment used within the business will be maintained regularly and serviced when required to ensure they are in good working order for any ceremonies conducted. A maintenance schedule is listed below;

<b>Equipment</b>	<b>Maintenance</b>	<b>Service</b>
PA System	Check working order on the 1 <sup>st</sup> of each month and again 2 days prior to any ceremony	As per the operations manual
Microphones	Check working order on the 1 <sup>st</sup> of each month and again 2 days prior to any ceremony	As per the operations manual
Car	Check oil and coolant monthly and check car starts 2 hours prior to leaving for any ceremony	Service every 6 months
Computer	Ensure anti-virus and anti-hacking software is updated when required. Add calendar reminder for 1 week prior to software subscription expiry	Service when issues arise
iPad used in Ceremonies	Ensure battery is holding charge and device is backed up weekly	Service when issues arise

## Stationery Ordering

It is the responsibility of a marriage celebrant to ensure all documents, information and certificates used are the current version. All required marriage forms are readily available and can be downloaded from the Attorney General's website. It is important to always have stock of the required documents and certificates. To ensure this is adhered to I will;

- Stay up to date with any changes to these items by regularly checking emails from the Attorney Generals department and by also visiting their website on the 1<sup>st</sup> of each month
- Ensure the most current version of documents, stationery, certificates and information is kept on hand and all past versions are deleted or removed from use
- Keep track of any hard copy stationery or forms needed by doing stock counts and make sure to order more when I only have 4 in-stock of each item. This will allow for a delivery window of approximately 2 weeks if conducting ceremonies weekly