

Appendix 1 - Customer Testimonials



Maya with a bag around her neck containing the rings.



Bella waiting to walk down the aisle.

Ceremony Feedback

- We wanted to say a sincere thank you for running our legal and bespoke ceremonies in the Brooke Room and Sheene Mill on 12.09.24 and 15.09.24. It went really well, our parents kept mentioning how much they enjoyed it (both ceremonies) and especially how they liked your manner of holding it! So did several guests! We also felt very supported during the preparation process.

- I just wanted to send you a huge heartfelt thank you from Macaulay and I for such a beautiful ceremony on Saturday. It was perfect, with all of our kids involved and you did such an amazing job, we are so grateful and feel it couldn't have gone any better. Everyone commented on how emotional and personal they felt it was, so thank you again!

Our registrars were excellent and made the whole process stress free and easy. Elizabeth and Abi greeted both of us with a smile and instantly put us at ease They provided us a beautiful ceremony and we are very grateful.



- Our two registrars were brilliant. Put my partner & I both at ease on meeting privately. Lots of our family members also commented how are good they were. It was a wonderful ceremony, and we are extremely happy.
- Our registrars were lovely!! So friendly, and kind. They hosted the ceremony professionally and embraced our sense of humour and general atmosphere of the day. A huge thank you.
- The two ladies who conducted the ceremony were fantastic! They were open and friendly, and with a good sense of humour! They took us through the process and at no point did they appear to be in a rush or hurry, despite us being the last wedding of the day. They helped make the occasion great for us, despite the location.
- We wanted a simple signing only ceremony, low key, and this is exactly what the staff delivered in a good, humoured way. Hard to see how things could have been improved.
- Two wonderful registrars who made our day so very special. A great welcome, friendly, informative, and clearly explained everything and helped us. A very calming influence they helped us enjoy our day. As they said, it will go quickly, and it did, however made very special memories.
- The registrars that came to marry us were simply amazing, they were so kind and helpful. We could not have asked for 2 nicer people to be part of our big day.
- They were amazing and made the whole experience one that was enjoyable and will not be easily forgotten. We really appreciated how friendly, welcoming, and funny they were.

I cannot thank Laura and Jill enough. From the moment I first met them just before the ceremony, they put me at ease. Lots of our guests commented on how well Laura conducted the service. She was absolutely lovely, very personable and I honestly couldn't have asked for a more lovely lady to lead our wedding ceremony. Thank you so much, Laura!



- We absolutely loved our registrars. They were so friendly and personable. Even our family and friends said that if they were to pick registrars for us then they would have chosen the ones we had!



Our registrars were exceptional. I have been to ceremonies across the country and seen registrars conduct ceremonies, not great, however our registrars made our ceremony special for both of us and delivered the wording with passion and emotion which made the whole experience amazing - something we will be forever grateful for.

Citizenship Ceremony Feedback



Staff members were organised good and great welcome, I am pleased to bring positive energy for my field of work as a British citizen.