

Cambridgeshire Registration Service,  
Lawrence Court,  
Princes Street,  
Huntingdon,  
PE29 3PA

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regadmin@cambridgeshire.gov.uk

Dear Colleagues,

As we enter another Christmas & New Year period here is a summary for accessing the Registration Service that we would be grateful if you could share within your organisation as appropriate please (note that we do not cover the geographical area of Peterborough City Council).

Whilst financial pressures mean that most Cambridgeshire County Council services, and most buildings, are closed over the holiday period we are pleased to confirm that due to the nature of our services we will be open – all be it in a slightly reduced number of locations.

All our locations are “by appointment only” (for births, deaths, re-registrations, marriages, civil partnerships and citizenship services) so we strongly advise against people just turning up. Such customers may have a wasted journey, and need to attend elsewhere / on another day.

In law a death must be registered in 5 days from the date of death (unless the Coroner requires a post mortem and / or inquest), even during the holiday season. Please note this is 5 **calendar** days (not working days, nor from when the doctor signs a certificate of cause of death nor from when the informant receives such a certificate). This does sometimes mean that the appointment needs to be in a location in Cambridgeshire different to the ones the informant would ideally prefer.

Birth and death appointments, and ceremonies, can be booked on-line 24/7 via our website at <https://www.cambridgeshire.gov.uk/residents/births-deaths-and-marriages/>

Alternatively, and for all other appointments, Registration Office calls are taken on 0345 045 1363 from 8am to 6pm Monday to Friday, and 9am to 1pm on a Saturday (excluding Bank Holidays) unless otherwise stated below.

Over the holiday period appointments will be available to book as follows, with priority given to death registrations:

	<b>Mon 24<sup>th</sup> Dec</b>	<b>Thurs 27<sup>th</sup> Dec</b>	<b>Fri 28<sup>th</sup> Dec</b>	<b>Mon 31<sup>st</sup> Dec</b>
<b>Cambridge</b>	Open	Open	Open	Open
<b>Ely</b>	Open	Closed	Open	Open
<b>Huntingdon</b>	Open	Open	Open	Open
<b>March</b>	Closed	Closed	Closed	Closed
<b>Wisbech</b>	Open	Closed	Closed	Closed
The buildings used for March & Wisbech appointments are closed between Christmas & New Year Normal opening hours / days then resume from 2 <sup>nd</sup> January 2019				
The Contact Centre will close at 4pm on Mon 24 <sup>th</sup> , Thurs 28 <sup>th</sup> , Fri 29 <sup>th</sup> and Mon 31 <sup>st</sup> Dec				

## **Out of hours**

There is no statutory obligation on any Local Authority to provide any form of “out of hours” service provision. In Cambridgeshire we are able to consider doing so in exceptional emergency circumstances only.

Emergency exceptions are primarily:

- Registering a death and / or issuing a “green” where the actual burial / cremation of the deceased is taking place before the next working day. (If the burial / cremation will be on the next working day it needs to be arranged for 3pm at the earliest)
- An urgent marriage / civil partnership where the life expectancy of one of the parties is such that they will not have the mental capacity / physical capability to contract a marriage / civil partnership if we are not contacted until the next working day

If our Contact Centre is not open then please contact Cambridgeshire Constabulary on 101, who have emergency contacts for the service should these exceptional criteria be met.

In all other circumstances then a birth / death appointment can be made on-line at any one of our locations with relevant appointment availability, or we can be contacted from when the Contact Centre re-opens.

Wishing you season’s greetings. Thank you for your assistance over the year and in particular at peak times.

Kind regards,

Registration Administration  
Cambridgeshire Registration Service.