



SANDOS WEDDINGS

Wedding FAQ

Sandos Playacar Beach Resort

- **How can we secure our wedding date and time?**
 - In order to book a wedding date three steps are required:
 - The completed wedding Q&A form.
 - The wedding couple's room booking number.
 - USD 500.- deposit which can be paid by credit card or wire transfer
 - After your wedding coordinator has confirmed that your wedding date and time is available and you are ready to take the next step, we will send you deposit and Q&A forms for you to fill in. In case you need some time to make accommodation arrangements we will be happy to put a 2 weeks courtesy hold on the date after receiving the filled in wedding Q&A form. In case we do not receive notice after 2 weeks the date will be automatically released.

- **How many days prior to the wedding do we need to arrive at the resort?**
 - For a legal ceremony you and four witnesses need to arrive at least 3 business days prior to the wedding. For a symbolic ceremony there are no arrival requirements, however, we still recommend you to arrive at least 2 days prior to the wedding in order to be able to meet with the wedding coordinator at the resort and allow time for your wedding attire to be steamed.

- **What are the requirements for a legal ceremony?**
 - The following requirements need to be met for a legal ceremony in Mexico:
 - Valid Passports, birth certificate and tourist card (received at airport upon arrival) of the wedding couple
 - Valid Passports and tourist cards of 4 witnesses
 - The couple and witnesses need to arrive 4 business days prior to the wedding
 - Blood test of the couple upon arrival
 - Various permits and forms to be filled out all of which will be taken care of and organized by your wedding coordinator

- **Does the resort perform same sex ceremonies?**
 - Absolutely, at Sandos Playacar Beach Resort we are able to perform legal and symbolic same sex ceremonies.

- **When do we have to pay for our wedding?**
 - The total wedding cost will be charged to your room after the meeting with your wedding coordinator at the resort and can be settled during your stay with credit card (Visa, Mastercard or Amex) or cash.

- **How much is it to add on additional guests to my wedding package?**
 - Our wedding packages include 30 people including the wedding couple. Additional guests can be added on for USD 65 per person. Children pay 50% if they order items off our kids' menu.

- **Is the resort able to cater to dietary restrictions of our guests?**
 - We are happy to cater to your guests special needs. Please send any dietary requirements together with your rooming list to your wedding coordinator 30 days prior to arrival.

- **Until what time can events take place in outdoor areas?**
 - Hotel policy mandates that all events in outside areas need to end by 11pm. If the event takes place in an indoor space there is no time limit. Please refer to our a la carte menu for cost of additional event hours.

- **How much is it to extend our event beyond the included timeframe?**
 - Our wedding packages include a 3 hour private dinner reception. DJ and bar service can be extended at an hourly charge respecting the 11pm limit in outdoor spaces. Please refer to our a la carte menu for costs.

- **After we have secured our date, when do we start planning all wedding details?**
 - After your wedding date and time have been officially confirmed, your wedding coordinator will send you additional information to start the planning process. She will be in touch again 3-4 months prior to your wedding in order to finalize all the details.

- **Can we personalize our wedding?**
 - We actually encourage you to personalize your wedding in your theme, colors and style and any kind of decoration can be added on to your wedding package. Our wedding coordinator will be your main contact to quote the wedding of your dreams.
 - You can write your own vows and even personalize your ceremony. If you wish to be in contact with our officiant directly, we will be happy to get you in touch with them.
 - In case you feel that none of our wedding packages fits your needs you are welcome to create your own custom a la carte wedding event.

- **How many songs do we need to prepare for our ceremony?**
 - Our wedding packages include a sound system for the ceremony and you can bring your ceremony songs on an ipod or CD. We recommend you to prepare the following songs:
 - Wedding party procession (1 song)
 - Main procession (1 song)
 - Signing of documents (1 song) in the case of a legal ceremony
 - Sand ceremony (1 song) if applicable
 - Recessional (1 song)

- **Can we use our own vendors?**
 - The resort has long established relations with trusted local vendors and our wedding coordinator will take care of all the details for you and will make sure your wedding will be a memorable and stress free event for you and your guests. In case you would still like to bring in your own vendors (eg. photographer, videographer, stylists, florist, musicians, etc...) please note that an outside vendor fee of USD 300 will apply per vendor. The resort will not assume responsibility of any outside vendors, nor will their services be coordinated by our wedding staff.

- **Can we bring our own decoration?**
 - If you bring wedding decoration with you, we ask you to inform your coordinator in advance and deliver all items on the day of your meeting with your wedding coordinator. Depending on how much decoration you bring or if your decoration requires elaborate set up, a set up fee may apply.

- **Can the resort deliver our welcome bags to guest rooms?**
 - We will be happy to deliver your welcome bags to your guests' rooms. Room delivery is USD 3 per room. Please hand your gift bags to your wedding coordinator on the day of your meeting together with any delivery instructions. The bags will be delivered after your guests have checked in, as room assignments can change during check in and to make sure that your guests receive your welcome bags. Please note that due to staff turn-over and guest volume our reception staff is unfortunately not able to give out welcome bags during check-in.

- **Can we ship things to the resort prior to the wedding?**
 - Yes, please inform your wedding coordinator if you are shipping anything to the resort and make sure that all packages are visibly addressed to:

Sandos Playacar Beach Experience Resort
Paseo Xaman-Ha, Mz 1 Lt 1
Fracc. Playacar, Playa del Carmen
Solidaridad, CP 77710
Quintana Roo, México

We recommend you to use trackable mailing services (eg. Fedex, DHL, UPS,...) and send any packages at least 30 days prior to your wedding. Please also make sure to check any customs regulations, as certain items will be retained at customs and may cause a delay in delivery.

- **Are Chinese lanterns allowed at the resort?**
 - Due to fire hazard Chinese lanterns unfortunately cannot be launched at the resort.
- **How can we go about booking the services included in our wedding and honeymoon package?**
 - Your wedding coordinator will be happy to assist you in booking all the services you have included prior to arrival or while you are at the resort.
- **Why is there an extra fee for events on the beach?**
 - Mexican government charges a beach usage fee for weddings and events (Zofemat) of USD 300.- per event. Our "Turquoise Breeze" wedding package already includes this fee. If you would like to organize any additional events on the beach or chose a different wedding package and would like to change the location to the beach, the USD 300.- fee will be added on to your wedding bill.

- **We have guests staying at another resort, are they able to attend our wedding?**
 - Guests not staying at the resort are able to come in on the wedding day by purchasing a wedding pass of USD 80 per person, which will give them access to the ceremony, cocktail hour and reception. Please note that the wedding pass fee is in addition to any wedding fees for additional guests.

- **How many weddings do you perform per day?**
 - The resort is able to perform between 1 – 3 weddings per day. In case there are more than one weddings scheduled per day, they will take place at different times during the day and at different locations in order to guarantee each wedding privacy.

- **What happens if it rains on our wedding day?**
 - Not to worry, in case of inclement weather on your wedding day we will have an inside back-up option for all events where we can set up your event exactly as previously planned. Your wedding coordinator will walk you through plan A and plan B during your meeting at the resort.

- **What happens if we have to cancel our wedding?**
 - In case you cancel up to 6 month prior to your wedding, no cancelation fee will apply and your initial deposit will be refunded in full.
 - If you cancel between 6-3 months prior to your wedding, your USD 500 initial deposit will be kept as a cancellation fee and any additional deposits will be refunded. In case you will still be travelling to the resort, the amount of the initial deposit can be used towards your incidental bill.
 - Between 3-0 months prior to your wedding, no refund will apply. In case you will still be travelling to the resort any payments made can be used towards your incidental bill.

Please feel free to contact your wedding coordinator if you have any questions.

Happy planning! 😊