

We know... “another piece of paper to sign?” ... but to make sure we are all on the same page from day one, we’ve established the following policies and procedures to help guide you with your wedding decisions. It’s our #1 priority to make your experience over the coming months to be an amazing and memorable one. So, please read through our policies and procedures so we can offer you the highest quality service.

#### **Wedding Date Possibilities:**

- ✓ Weddings are scheduled seven days a week, Monday through Sunday. Please note that we cannot hold weddings on National holidays, and should you unknowingly select one of these dates, your wedding consultant will advise you immediately to pick the next best option.
- ✓ For Sundays, we can perform either symbolic or legal ceremonies. An extra fee of \$195 USD will be applicable for all Sunday SYMBOLIC weddings and \$350 USD for all Sunday LEGAL weddings.
- ✓ Please note that in order to best serve you and to ensure everything is ready, we require you to arrive 2 days in advance of your ceremony for symbolic weddings and 3 FULL BUSINESS DAYS for legal weddings. It is also important to note that for legal weddings, your witnesses must arrive 3 full business days in advance as well.
- ✓ For symbolic weddings, the start time is up to you (as long as it is available)! The latest ceremony start time will be 5:00pm, but depending on the time of year and sun set, we recommend 4:00pm.
- ✓ Wedding dates cannot be held and are available first come, first served. To secure your date, we will require a \$500 USD non-refundable deposit along with this document signed and sealed!

#### **Day Passes and Visiting Guests:**

- ✓ Yes, we welcome your guests staying off site to join in on your celebrations! The more the merrier. But we require that at least 75% of your wedding group be guests of the host hotel.
- ✓ Here’s how it works: all non-hotel guests must purchase a “Day Pass” to enter the hotel. These passes are valid for a maximum of 8 hours, and said guests can arrive up to one (1) hour prior to event and should leave directly following its conclusion. Remember, we need to calculate non-hotel guests into the final head count of all private events. You may even want to pay for these passes in advance, which you can easily coordinate with your wedding consultant. Requests for last minute day passes must be made through the hotel wedding consultant. And remember (this one’s important!), these guests will be required to present ID upon check at the hotel to be welcomed.

#### **Eating, Drinking and Merriments:**

Here are some important rules about our food and beverage policies:

- ✓ PLEASE do not bring or arrange for outside food or beverage to be brought into the hotel. For so many reasons, including the health and safety of all guests, we need to be 100% in charge of your food.
- ✓ 60 days before your wedding means A LOT to us. Here’s what needs to be finalized by that date (we are warning you WAY in advance, so we don’t have to say, “we told you so!”):
  - All private events (including location)
  - Menu selections (including food and beverage)
  - Special menu requests such as vegetarian meals, kid’s meals or dietary restrictions (give us notice, we’re happy to accommodate!)
  - Final guest count. If your guaranteed count is not received, your estimated attendance will become your minimum charge. If the number of guest exceeds your minimum guaranteed count, you will be charged for the actual number of guests that attended your event. Remember, meals are charged on a per person basis (so don’t forget to feed your vendors too!).

As mentioned, this gives us ample time to make sure everything will be in place as promised. If you make changes after 45 days, it may be subject to a surcharge. We will not be sticklers but it’s our job to help you get organized well in advance.

- ✓ Semi-Private Dinner: The semi-private dinner in our Luxury package is a 3-course meal. If you would like to add extra courses, additional fees may apply. This dinner will require a set menu that your wedding consultant will help you with. Please note that due to ensuring our kitchens and staff can serve your wedding group efficiently, one consistent set menu is required for your group. If your group has any food restrictions or allergies, kindly let us know and they will most certainly be accommodated!

- ✓ Private cocktail parties: All of our wedding cocktail parties found in our Private Events Guide will include one (1) hour of open bar service. Appetizers are allotted per person based on selection and not replenished (unless you order more!). Private cocktail parties will be set with three (3) high cocktail tables. If selecting the Refined or Exclusive Package, both these packages include a cocktail hour.
- ✓ Our Refined & Exclusive packages already include a private reception with open bar. If upgrading your Luxury package (Semi-private) to a private reception, Open bar must be added for the full duration of said function. Our standard table set up is round tables that seat eight (8) persons with white linens and white folded garden chairs (unless we make different plans, of course). Please note that if you are adding on a private reception a la carte, a location fee, menu fee and open bar fee will be required. Not to worry, your wedding consultant will provide you with all these costs – just reach out to them if you have not done so already.
- ✓ You want to freeze your cake? Well... due to strict health codes, food that is left at the end of the function may not be removed from the event area, including wedding cake. This will attract bugs to your room and travelling with cake might not work out as well as you are hoping. We recommend taking some pictures of the cake for your memories.

#### Locations:

- ✓ To exchange your vows, we are pleased to offer the Beach, Grazie Ocean View Terrace and Sky Terrace. Please note that our ceremony locations are not completely private and we do our best to keep hotel guests “away” while you say your ‘I do’s’. NOTE: our Sky Terrace location is NOT included in our wedding packages. These locations will come at an additional cost for ceremony use. Please consult with your wedding consultant on this cost.
- ✓ Our Luxury wedding package includes a semi-private dinner at one of our selected restaurants, which is determined based on your guest size and availability with a set dinner menu. Please note that we cannot secure locations for semi-private dinners other than the Gourmet Marche. Locations will be confirmed in destination during your meeting with the onsite team. We ask that you please provide us with your top two selections. We will do our best to give you your first choice when you have arrived for the big day! The semi-private dinner start time is 6:00pm.
- ✓ Private event locations include our Sky Terrace, Grazie Ocean View Terrace, Beach and Ballrooms. Location fees are determined based on location selected. Please speak with your wedding consultant about the costs. Outdoor events can go as late as 11:00pm, to ensure that our other guests are not disturbed by the sound of all that partying you will be doing. Events in the ballroom can be held until 2:00AM, however additional fees will apply.
- ✓ For all private events, open bar service is required for the entire duration of the event.
- ✓ Please note that all of our private locations, excluding the ballroom, require a buffet or family style dinner.
- ✓ Preferred locations are not guaranteed until your date is booked and locations are secured directly with your wedding consultant.
- ✓ **EVENTS ON THE BEACH (NATURAL PROTECTED AREA - PUERTO MORELOS REEF NATIONAL PARK)** Any event held on the beach area of the hotel will incur an additional fee of \$4 USD per person, per event. Please notice that if the events are held on the same day the fee will work for all events (ceremony, cocktail, dinner). However, if the group is having the events on separate days, the charge will be per day. This fee is not included in the rate and is required by the corresponding governmental institutions for the care and preservation of the area, as mandated by the Federal Law 198-I-Ter. This fee will be charged by the onsite wedding team during your pre-event meeting.
- ✓ **All locations are subject to availability. Wedding locations are occasionally shut down to improve, repair or regenerate the space. In the event that your previously booked location is affected by a closure we will contact you as soon as the closure is announced with an alternative location and solution.**

#### Plan B: (Yes...we have to talk about it!)

- ✓ Unfortunately, from time to time we are faced with a bout of bad weather – rest assured we always have a backup plan! The hotel will approach you with a Weather Channel Webpage print out to decide if your function will be held in the pre-determined location or moved to an appropriate venue that will guarantee full coverage. The Bride and/or Groom will sign off on the new plan to ensure that everyone has been made aware of their options, and the final decision has been made by you, our clients. Once the decision has been made, setup at the new location will begin and cannot be changed after this.

- ✓ Please note, that in extreme weather conditions, the hotel staff will be forced to make the call to relocate the event to the pre-determined back up location for the safety of all guests and the Bride and Groom. If the chance of rain is 30% or higher and you decide not to take the back up plan, the hotel staff will be forced to make the call to relocate the event if necessary.
- ✓ Private outdoor functions that need to be relocated due to weather will be moved to the ballroom based on availability, another indoor location or special arrangements can be made at additional charge. Every attempt will be made to execute the event according to the original plan, but that cannot be guaranteed. As we are not Mother Nature and this would be at no fault of ours, no refunds will be given on any unused portion of the event including optional amenities that cannot be used due to weather related relocations. Unfortunately, these are rented through our external vendors and are brought to be setup either way.
- ✓ If you decline to use the backup location presented to you the morning of the event (this applies to any outside events including the wedding and pre or post-wedding events), a \$3000 USD fee (non-negotiable) will apply for moving decorations and services that can be recovered according to set-up times and safety procedures and policies established by the company.
- ✓ The Sky Royalton/Hideaway Ceremony Fee will not be refunded if the event is moved due to weather related matters.

#### **Event Set-up:**

- ✓ Décor: If you're hosting an event in one of our existing restaurants, we cannot alter the décor or music (particularly if there are other hotel guests dining, and it's a semi-private event).
- ✓ What happens if we plan for 20 and then you bring 60 guests? In this case, the hotel reserves the right to change your function's location in the event the guaranteed count of your guest is modified. On the day of the event, any changes to the set-up configuration are subject to a \$5.00 USD per person set-up fee. Such surprises can lead to unnecessary last minute stress.
- ✓ Like it or not, there are other guests staying at the hotel (yes, you might not notice them because you're busy having the best time ever.) For this reason, all private outdoor events must finish by 23:00 hrs (11:00pm). This ensures that everyone is happy! Not to worry – head over to the disco to continue the party!
- ✓ We know that you have been planning this wedding since you were five and that you might have some decor already set aside that you would just love to bring. We encourage clients to do so and would be happy to help with the setup! Please note that anything brought from home might incur a setup fee that will be determined in destination during your consultation meeting with our onsite consultant. Our onsite teams are not responsible for the collection of items you have brought to the hotel. If it is something that you wish to keep, please ensure that you assign someone from your wedding group to collect at the end of the night. The hotel is not responsible for these items. Please note that local vendors, beyond our exclusive vendors, may not be used for décor or floral.
- ✓ Please note that string lights and hanging lanterns may not be brought from home. If you would like to add these items, they would have to be rented through the resort's décor vendor.
- ✓ Please note that shipping of wedding décor or items you wish to have setup in advance is not permitted. Unfortunately we just do not have the storage space to hold all those beautiful items, nor is the hotel liable for their safety from theft or destruction due to weather conditions. We would never want a bride to arrive to a bad start – use your bridal party and spread out that décor!
- ✓ Please note that we require a minimum of 4 hours between events (from the end of the initial event to the start of the next event) to relocate any items. This includes but is not exclusive to some of the following items:
  - Décor
  - Florals
  - Furniture

Relocating any items will incur a relocation fee that will be determined by the vendor based on the items being relocated. If you wish to use the same items at two events on the same day and have events occurring less than 4 hours from one another, additional purchase will be required and the items will not be moved between events.

- ✓ Private outdoor functions that need to be relocated due to weather will be moved to the ballroom based on availability or special arrangements can be made at additional charge. Every attempt will be made to execute the event according to the original plan but that cannot be guaranteed. As we are not Mother Nature and this would be at no fault of ours, no refunds will be given on any unused portion of the event including optional amenities that cannot be used due to weather related relocations. Unfortunately these are rented through our external vendors and are brought to be setup either way.
- ✓ In case of an abrupt and unforeseen weather transformation the starting time of your function is subject to change to provide a reasonable time frame to assure proper set-up in a new location.

#### **Looking to use your own Vendor?**

- ✓ There's lots of talk about "outside vendors" so let us clear the air for you. Outside photographers and videographers will be allowed onsite, but required to pay for a vendor pass of \$850 USD per service/per day. If you require your outside photographer and/or videographer to be on property for more than one day, an additional outside vendor pass must be purchased at the applicable rate for them to be allowed on property. The hotel reserves the right to deny access to the property to any unauthorized photographer or videographer. Please note that this fee will allow a maximum of two (2) employees from the vendor you have hired on property to perform the services. Any additional people required to enter the property will be charged a day pass fee to enter. This fee will be waived if your vendor(s) is staying at the hotel for the minimum length of stay required during your travel dates, per wedding. Please reach out to your travel provider directly regarding the required minimum length of stay for you and your group.
- ✓ If you would like to use your own Hair Stylist, Makeup Artist, DJ, entertainment, photographer, or videographer vendor- an \$850 USD outside vendor fee per service/per day will apply to allow them on property. If you require your outside vendor to be on property for more than one day, an additional outside vendor pass must be purchased at the applicable rate for them to be allowed on property. Please note that this fee will allow a maximum of two (2) employees from the vendor you have hired on property to perform the services. Any additional people required to enter the property will be charged a day pass fee per person to enter. This fee will be waived if your vendor(s) is staying at the hotel for the minimum length of stay required during your travel dates, per wedding.
- ✓ Unfortunately, we do not allow outside décor vendors or florists on property.
- ✓ Each vendor fee will include a maximum of 2 vendor meals based on the menu selection for the wedding at \$0 additional cost. Additional vendor meals can be purchased at 50% of the meal price.
- ✓ If you are bringing in your own outside photographer/videographer, please note that that drones are not permitted on property.
- ✓ Important: if outside vendors are not disclosed to your wedding consultant, and you are found in breach of our vendor's policy outlined above, there will be a penalty charged by the resort in destination. Penalty fees are set in place by hotel management and are non-negotiable. The vendors will be turned away and not permitted on property.

#### **Security:**

- ✓ We're always looking out for the best interests and safety of everyone (it's our job!). We reserve the right to inspect and control all private parties, meetings and receptions, and to limit the noise volume out of consideration for the other guests (put yourself in someone else's shoes for a moment. I know it's hard to do when planning your own wedding, but we have to!). We want you to have a great party, and certainly don't want to impose on your fun, but we play friends to all of our guests equally! Also, the hotel will not assume responsibility for loss or damage of any merchandise or articles left in the hotel prior to or following any event.

#### **Other:**

- ✓ Should you be eligible for any group concessions that you would like to add to your wedding events, such as a semi-private dinner or cocktail hour, this must be sent to the wedding consultant and planned no later than 45 days prior to the wedding date.

### Payment Information

- ✓ A \$500 USD non-refundable deposit is required to secure and hold your wedding date with us. This \$500 USD deposit is used towards your final payment and package selection.
- ✓ Thirty (30) days prior to your final balance owing, 50% of your Wedding Package (Refined, Exclusive) is due. The remaining balance is due in full forty-five (45) days prior to the event for all event services. Orders cannot be placed with vendors until full payment is made.
- ✓ Cancelled weddings and events will be subject to the following cancellation fees based on the total cost of your contracted function:
  - Weddings cancelled 44-31 days prior to the first event date will result in the forfeiture of your deposit (\$500 USD) plus 50% of the total cost of your contracted function
  - Weddings cancelled 30-8 days prior to the first event date will result in the forfeiture of your deposit (\$500 USD) plus 75% of the total cost of your contracted function
  - Weddings cancelled 7-0 days prior to the first event date will result in the forfeiture of your deposit (\$500 USD) plus 100% of the total cost of your contracted function
- ✓ If you choose to make changes upon arrival, please note that these might be subject to additional charges, as vendors will have already been notified of your wedding plans in advance. Cancellation of services in destination are 100% non-refundable.

*Kindly note that we only accept Visa or MasterCard credit cards as forms of payment. "Visa-Debit" is not accepted.*

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### Late Payment Policy:

If your final balance is not paid by the below date structure, the following fees may be implemented:

- 44-40 Days prior to wedding: Full payment + \$500 late fee
- 39 - 30 Day(s) prior to wedding: Full Payment + \$1,000 late fee

If full payment of your wedding balance is not received 30 days prior to your wedding date, this may result in a complete cancellation of your event(s). We request that you please submit all quote requests to your consultant by the 60 day prior mark so that we can ensure there is ample time to make the arrangements for you. Failure to do so will cause delays in your invoice creation and risk of items not being available for your day. Your Consultant reserves the option to stop requesting additional vendor quotes by the 45 day prior mark at their discretion.

*I/We have received a full copy of the "Private Wedding Event Policies and Procedures" and am excited to start planning all my wedding details with Royalton! I fully understand its content and agree to comply with these policies and procedures.*

Name(s): \_\_\_\_\_ Signature(s): \_\_\_\_\_

Wedding Date: \_\_\_\_\_ Hotel: \_\_\_\_\_

Today's Date: \_\_\_\_\_