



# PALACE WEDDINGS GUIDE



# **Your Guide To...**

## **The Perfect Palace Weddings**

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## 01. Welcome to Palace Weddings

We are thrilled to host your wedding at Palace Weddings. This will be one of the most exciting times of your life and we're excited to be a part of it. Although you do have many decisions to make, our goal is to make the process as easy and stress-free as possible.

We've put together this Reference Guide to help you plan your events, from pre-wedding festivities to the ceremony & reception. We want to ensure you have no worries so you can enjoy the most important day of your life.





## 02. Your Guide To... Room Reservations

Let us help take care of reserving your rooms and wedding benefits. Contact your Palace Wedding Agent or arrange for your rooms/benefits via your travel agent or personal (outside) wedding planner.

A minimum of 1 room must be booked and paid in full for the Bride & Groom's stay, or a group agreement will be required. Rooms that are booked individually cannot be rebooked in the group and will not count towards group amenities.

Please remember to finalize your room request at least **30 days prior** to your wedding dates so we can block them off for your group.



## 03. Your Guide To... Wedding Day Passes

Wedding Day Passes for non-Palace Resorts, Moon Palace and Le Blanc Hotels & Resorts guests are per person/per day for offsite guests and are guaranteed for purchase for the date of the ceremony only. The hotel will only allow the purchase of Wedding Day Passes up to a maximum of 20% of the total number of guests booked at the hotel.

Wedding Day Passes give guests access to the resort one (1) hour before the wedding, up until the termination of the official wedding events.

Example: If you have 20 guests, only 20% of that total can purchase Wedding Passes, in this case, only 4 guests are able to purchase Wedding Passes. During the planning process, the Wedding Specialist will provide the cost per Wedding Pass.





## 04. Your Guide To... Your Wedding Ceremony & Events

At Palace Weddings, we understand the importance of a perfect wedding ceremony, which is why we offer a variety of options to suit your preferences. Whether you're looking for a non-denominational minister, a Catholic priest, or a legal officiant, we've got you covered.

If you have someone in mind who isn't on our list, our wedding specialists will be happy to help you find local options based on your needs and availability. However, you can also bring your own officiant if you prefer. Our goal is to ensure your special day is everything you've ever wanted and more.

- Event function locations are assigned based on final room production. They are not guaranteed and are subject to change based on the final room list (number of guests).
- If Bride & Groom wish to use indoor locations at the Hotel (such as ballrooms), additional rental fees will apply.
- Private events must be held on a single day, during the hours of 10:00 am to 10:00 pm, with a minimum of 3 consecutive hours and maximum of 5 consecutive hours, unless the Bride & Groom does not have this concession, as per the terms of their Agreement. In that case, the private event must last no longer than 3 consecutive hours. If a private event(s) requires additional time (past the 10:00 pm deadline), extra fees will apply to such event(s),



subject to availability at the Hotel and the terms and conditions of private events at the Hotel.

- All “Wedding Inspirations” and “Blanc Collections” will have additional costs and must be reserved at least thirty (30) days prior to arrival. A fee of **500 USD** will apply to any request received less than thirty (30) days prior to arrival. Costs are not applicable for other services not included in the Wedding Inspirations and Blanc Collections.

- The Complimentary Wedding Packages at Palace Resorts and Moon Palace include a ceremony location on the beach or gazebo, a minister to perform a symbolic ceremony, a wooden pergola and matching wooden ceremony table, 30 white avant-garde chairs, a basic audio system, sparkling wine during the ceremony, 1 semi-private dinner reservation for up to 30 guests with standard restaurant décor and a complimentary Honeymoon Package.

Note: The Complimentary Wedding Packages are applicable with a minimum of 10 paid rooms or 30 nights within the wedding group, with a minimum of 3 nights stay and a signed Group Agreement. If the wedding group does not meet the required minimum of 30 room nights, a fee of 320 USD will be charged, which includes minister services, a basic audio system, and one bottle of sparkling wine. The Complimentary Wedding Packages will not apply if they are requested directly onsite. A maximum of 4 bottles of sparkling wine will be provided.

- The Elegant Beginnings complimentary wedding package at Le Blanc Spa Resorts include a ceremony location, minister to perform the symbolic ceremony, exclusive for the Bride: 2-hour access to Aura Spa, Bridal Suite

on the wedding day, exclusive for the Groom: 4-hour access to hospitality Suite on the wedding day (subject to availability), 3 additional hours of private events, no extra charge for beach setup, sparkling wine during the ceremony, basic audio system available for the ceremony, 1 semi-private dinner reservation for up to 20 guests with standard restaurant décor, and Complimentary Honeymoon Package.

Note: Elegant Beginnings Wedding Package is applicable with a minimum of 10 paid rooms or 30 nights within the wedding group, with a minimum of 3 nights stay and a signed Group Agreement. If the wedding group does not meet the required minimum of 30 room nights, the cost of the Elegant Beginnings amenities will be 1,000 USD will be charged. The Elegant Beginnings Wedding Package will not apply if requested directly onsite. A maximum of 4 bottles of sparkling wine will be provided. In the event the Bridal Suite at Aura Spa is not available, an alternative setting will be provided. The Bridal Suite at Aura Spa is complimentary only when booking at least one salon service per person using the suite. All services incur an extra charge. The groom’s party will be accommodated in a hospitality room based on availability.

## Information about ceremonies:

### Ceremony Rates:

- Civil legal ceremonies: **850 USD.**
- Catholic ceremonies: **1,000 USD.**
- Civil ceremonies at Le Blanc Spa Resort Los Cabos: **3,000 USD.**
- Civil ceremonies at **Playacar Palace** will incur an additional **250 USD fee.**

### Availability:

- Civil ceremonies are not currently available at Cozumel Palace.
- Catholic ceremonies are exclusively available at the Chapel in Moon Palace Cancun.

### Civil Ceremony Guidelines:

- Civil ceremonies are conducted Monday through Saturday in the Cancun area and are not available on Sundays.
- Civil ceremonies are the only legally binding ceremonies. Symbolic or other special ceremonies are for symbolic purposes only and have no legal validity.

### Payment Information:

- Ceremony fees must be paid during the planning process, are non-refundable, and do not count toward wedding or resort services.
- Cash payments are accepted only upon the Bride & Groom's arrival at the hotel, with a limit of 1,500 USD.





## 05. Your Guide To... Event Rates, Fees & Policies

Although the costs below are firm, remember you can **earn FREE event hours** based on the number of room-nights in your group. You can also request additional event hours at 50% of the original price paid.

### Private events:

Cocktail Reception: Includes 1-hour cocktail reception, open bar & hors d'oeuvres.

- 10 to 20 guests: **500 USD**
- 21 to 30 guests: **750 USD**
- 31 to 40 guests: **1,000 USD**
- 41 to 50 guests: **1,250 USD**

A minimum of 10 people are required for cocktail receptions.

Dinner: Private dinners last for 2 hours and include food & open bar service. Costs:

- Buffet style service: **75 USD** per person
- Plated outdoor dinner: Additional **105 USD** per person applies for 3-course meals; **120 USD** for a 4-course meal.

A minimum of 25 people are required for private dinners.

For guests booked outside the Group Agreement, the following fees apply in order for them to attend scheduled events:

- **35 USD** per person/per 1-hour semi-private cocktail event (**13 USD per person for each additional hour**).
- **75 USD** per person/per 2-hour semi-private buffet dinner reception event (**13 USD per person for each additional hour**).

Please refer to the Group Agreement Benefits for details.

### Food Tastings

You may request a complimentary tastings for a maximum of 5 people at least 30 days prior to the date of service, with the following conditions:

- Tastings are offered at the following times: 12:30 pm, 1:00 pm, or 2:00 pm.
- 3-course plated service will include: 3 entrees, 3 main courses & 3 desserts. Service buffet will not apply for tastings.
- An additional fee of **45 USD** per person will apply for additional guests.







## Things To Keep In Mind:

- Outdoor, semi-private events can be held for a maximum of 5 hours on a single day, and must be kept between the hours of 10:00 am - 10:00 pm.
- If semi-private event(s) require additional time (past 10:00 pm), extra fees will apply, subject to availability at the Hotel and the terms and conditions of semi-private events at the Hotel.
- Semi-private events include standard white table linens and white napkins.
- The service offered is based on high standards of quality and safety for Hotel guests and the environment. As part of its safety guidelines, the Hotel does not allow the use of glassware at the beach, pool, or outdoor areas. We only use polycarbonate glasses for events in all outdoor areas.
- A minimum of 25 people are required for private dinner functions.
- You can earn **20 USD** per paid night in wedding credits (Promo 20), which can be used to enhance your events with a la carte Wedding Essentials, such as: flowers, cakes, audio/visual services, décor (linens), décor tables, photo/video, entertainment, favors & others. In the event you don't qualify for credits — or you use all of them and want to secure more essentials — you can arrange for add-ons for an extra cost.

Wedding Credit (Promo 20) is Not applicable to Le Blanc Cancun or Le Blanc Los Cabos. Only applicable for wedding groups with a minimum of 10 paid rooms and a group agreement. Blackout dates apply from December 24 to 31 of every year.

The amount of credit you've earned will be calculated 30 days prior to your wedding date, based on the number of room-nights booked within your contracted room block.

[Click here for terms and conditions regarding this promotion.](#)

- Private function locations are based upon availability and room nights booked.
- All wedding services must be paid in full 45 days prior to the event.
- All extras must be settled 45 days before the wedding. Unpaid services will not be guaranteed and will remain subject to availability.
- The hotel will not be responsible for unpaid or unconfirmed wedding services. All locations and venues will be changed accordingly.





## 06. Your Guide To... Vendors

The hotel has its own in-house production company: Palace Productions, to whom the Group can request a quote for the following services: Evoke Events Decor, Amada Flower Design, Delight Cake Studio, Quantum Events Technology, Esenia Entertainment Studio, Memories Photo/Video Services, Edge DMC & Souvenirs. For all of the above services, the group may contact Palace Productions through the following email address: **palaceproductions@thepalacecompany.com**

Palace Productions agrees to the following response times:

- Reply within a maximum period of 48 (forty-eight) business hours after having received your email.
- Submission of commercial proposals/quotations: within a maximum of 5 (five) business days.
- Layouts/Technical plans: a maximum of 8 (eight) business days.

Palace Productions is the only authorized supplier of audio/visual services and décor (including branding, furniture, tents, flowers, bakery & others) products and services inside the resort. No outside suppliers offering the same products and/or services will be allowed to operate at the Hotel.

In the event the Group chooses to contract with external suppliers (not applicable for audio/visual & décor vendors) for the provision of services within their events. Your group must comply with the Guidelines stated in the Palace Weddings External Supplier Manual.

The Group must also pay the following fees, which may vary, without prior notice:

- Vendor Fee: **1,000 USD** per supplier/per day/per service. If one company provides multiple services; the Vendor Fee will be applied **1,000 USD** per service/per day.
- Vendor Fees apply to any Company, Agent or Person within the Group who introduces event props, flowers, services, or any services offered by Palace Productions.

In addition to the vendor fee for audiovisual services, there will be an additional fee for power distribution depending on venue, event, and client request.

### A Message To Vendors:

The Hotel assumes no responsibility or liability for damage or loss of any merchandise or articles brought into the Hotel or any item left unattended.





## 07. In Case Of A Change In Plans

If Bride & Groom cancel the wedding after execution of the agreement:

- An additional cancellation charge of 500 USD will apply to all wedding add-ons or services if the wedding ceremony is canceled 46 days or more prior to the wedding ceremony date.
- If the wedding is canceled from 2 to 45 days before the wedding date, liquidated damages in the amount of 50% for all services ordered such as photography, music, minister, priest, any type of private event services, etc. will apply and be charged, in addition to the 500 USD cancellation wedding services charge.
- If the Wedding is canceled within 48hrs of the wedding date, liquidated damages in the amount of 100% for all services ordered such as flowers, décor, audio/visual, video, favors, cakes, entertainment, photography, music, minister, justice of peace, judge, priest, or any type of private event services, etc. will apply and be charged, in addition to 500 USD cancellation charge.

- If the Bride & Groom do not contact the Hotel upon arrival, or do not show up to the briefing/wedding meeting with the onsite Wedding Coordinator, and/or to the wedding ceremony itself, a charge of 500 USD will be applied directly to the personal expenses account, as well as the 100% liquidated damages fee for all services ordered such as flowers, décor, audio/visual, video, favors wedding cakes, entertainment, photography, music, minister, justice of peace, judge, priest, any type of private event services, etc. will be charged. All charges/fees must be paid prior to departure, as well as the full cost of any Wedding Inspiration Package reserved. All payments still due for wedding services will be charged upon meeting with your assigned Wedding coordinator and must be paid in full.
- If Bride & Groom arrive at the Hotel and decide to cancel the Wedding and continue with their travel plans, all services and benefits contained in this wedding agreement, will be canceled.
- Services not rendered due to bad weather are non-refundable and do not qualify for force majeure; this is applicable to all types of weddings.
- Ceremony and optional services MUST be canceled in writing to be processed; a written confirmation has to be provided in return from the wedding specialist.



From all of us at Palace Weddings, we appreciate your time and consideration in reading through this guide, which we have prepared especially for you. We hope that it brings you peace of mind as you plan your wedding.

There is nothing more important to us than ensuring you and your guests are able to enjoy an amazing day surrounded by your loved ones and with the luxury & comfort you deserve.

We are thrilled to host your Wedding and Events.



This document was prepared by **OPERADORA PALACE RESORTS (JA) LTD** for informative purposes only. For any inquiries regarding its content, please contact the hotel staff at: [weddingservices@thepalacecompany.com](mailto:weddingservices@thepalacecompany.com) and [palaceproductions@thepalacecompany.com](mailto:palaceproductions@thepalacecompany.com)

