



*Royalton*

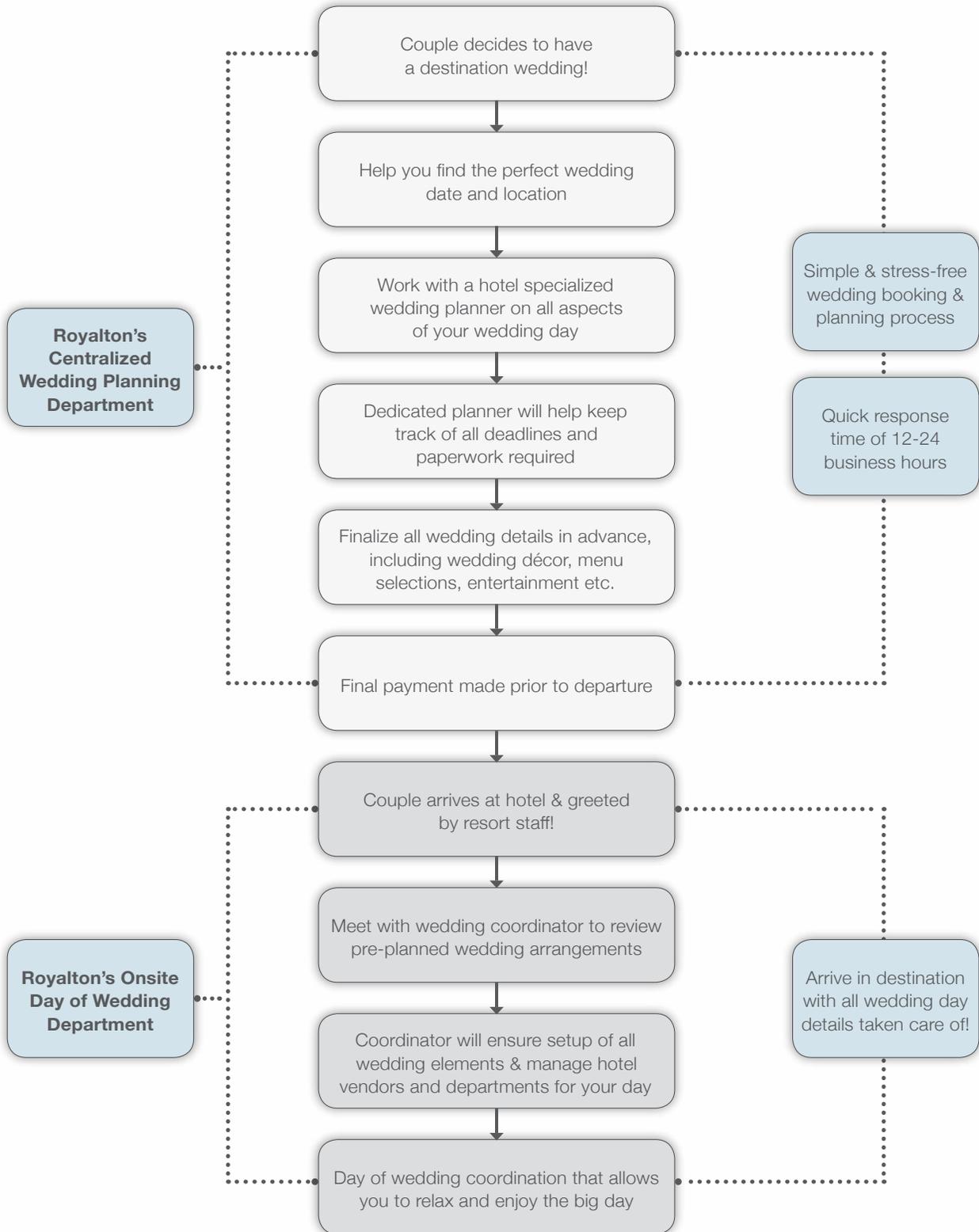
Riviera Cancun  
Resort & Spa

Wedding  
Planning  
Process





## Wedding Planning Process





# Royalton Riviera Cancun Weddings Frequently Asked Questions

## General

### **1. When do I pay for the wedding?**

Payment in full is due forty five (45) days prior to the event for all event services. Orders cannot be placed with vendors until full payment is due and we want to ensure that everything is organized for your big day before you arrive!

### **2. Why do I have to pay an additional guest fee at an all-inclusive?**

The all-inclusive package includes the regular services offered by the hotel, including the restaurants and bars during their scheduled hours of operation. Anything above and beyond that does not fall within what you and your guests have paid for in the all-inclusive package.

### **3. Can we host a beach ceremony and/or beach dinner reception?**

Of course! We would be thrilled to work with you on planning a beach ceremony or dinner reception. Beach receptions are included in our Refined & Exclusive wedding packages only. If selecting the Luxury wedding package, a beach reception would come at an additional cost. Please be sure to check with your wedding planner.

## Ceremony

### **4. Will my ceremony be in English?**

If you host a symbolic ceremony, this will be performed in English by our fabulous onsite wedding coordinator. If you have elected to host a legal ceremony, the Minister will perform the ceremony in Spanish, and the translation will be provided by our onsite coordinator.

### **5. What is the difference between a legal and symbolic ceremony?**

A civil/legal ceremony is one that is legally recognized by the government of the country you are getting married in. This requires preparation of your documents in advance. You will receive a Marriage Certificate issued to you by the Mexican Government approximately 3 to 4 months after the ceremony. Your marriage certificate will then be sent to you in the mail. Please note that this marriage certificate will be issued to you in Spanish.

A symbolic ceremony means you have, or are going to process your legal/civil paperwork



in your home country. The ceremony you have abroad is a testament of love to each other, but is not legally recognized. You will still exchange vows, rings and be pronounced husband and wife – all the important parts! Guests don't even notice it is not legal!

#### **6. Can I include my own vows or readings?**

If you are having a civil/legal ceremony, unfortunately in Mexico they are very strict and must following their script. If you would like to include your own vows and readings, this can be done after the Minister is finished his/her portion of the ceremony. If you are having a symbolic ceremony, you can include anything you like. This is the most flexible type of ceremony.

#### **7. Will I get a ceremony rehearsal?**

Although we do not confirm formal ceremony rehearsals, during your meeting with the onsite coordinator, you may visit the site, go over the logistics and ask any questions you may have about the flow of the ceremony. If the location is open the day prior to your wedding, you and your bridal party are welcome to have a little run through!

#### **8. Does the wedding ceremony include a sound system to play music and a microphone?**

All our wedding packages include a sound system to play music along with a microphone. The sound system is adaptable to any form of media, so you can bring your marching songs on iPods, phones, MP3 players, tablets, computers etc. If unsure on the type of media you want to bring your songs on, feel free to ask your wedding planner!

#### **9. What are the tropical flowers as included in my wedding package?**

Types of flowers differ between the wedding packages. However the most basic types of flowers included in all package are: roses, alstroemerias or a mix of both. See Floral Guide for more details and options.

#### **10. What additional décor options are available?**

The décor options available are virtually unlimited and we are here to help you hone in on your wedding vision. What we ask from our brides and grooms is to help us by giving us an idea of how you envision your ceremony and reception and from there we can provide you with some options and pricing. Don't feel you are limited to what is included in our wedding guide – our vendors are happy to step out of the box and create custom proposals with us.

#### **11. Can I bring décor items from home?**

If you choose to bring your own decor from home, our onsite team will set up any décor that you bring. If you are bringing decor that might require specific setup, we request that you speak with us first to ensure that everything necessary is either available or brought with you.



### **12. What is the semi-private dinner reception?**

A semi-private dinner reception will be approximately 1.5-2 hours in a sectioned-off area of the restaurant (determined based on your guest size and availability with your wedding coordinator). Unfortunately, we will not be able to allow you to play your own music or allow dancing at this type of event, so as to not interfere with other guests' meals. Please note that the semi-private dinner time is subject to restaurant's availability.

### **13. For semi-private dinners, do I have to choose the meal in advance? Do my guests get to choose their entree when they sit down?**

Your wedding coordinator will provide you with the menu for the appropriate restaurant for you to select your group's meal. While the whole group must dine from the pre-selected menu, allergies and dietary restrictions are always taken into consideration!

### **14. Do you offer a kids menu for dinner?**

Yes, we offer children's menu selections. Please speak with your wedding coordinator about the options available for children.

### **15. Does the semi-private dinner event include white linens and white chair covers?**

The semi-private dinner receptions include the hotel restaurant décor.

### **16. Can I have a private event at the hotel?**

Most definitely! Our Refined and Exclusive wedding packages both include a private reception. Our Luxury package only includes a semi-private dinner, however this dinner can also be upgraded to a private reception at an additional cost. Your wedding coordinator will be able to assist you with further details based on your group size and vision!

### **17. What are the cut off times for private events at the hotel?**

For outdoor events, the cut off time is 11:00pm and for the ballroom, it is 2:00am. Additional fees may apply for events past 11:00pm.

### **18. Why do we have to pay for an open bar service during a private function?**

When hosting a private reception, full open bar service is required to be served throughout the entire duration of the event. Reason being is that we want all your guests to feel catered to during such an important celebration! Unfortunately, all services to host a private function are not part of the regular services offered by the hotel in your the all-inclusive package. Anything above and beyond is an additional cost. The open bar service covers for the additional alcohol service served privately for your group, staffing and security needed, and setup fee.

If you choose our Refined package, this package already includes a private reception



with 3 hours of open bar. While if you select the Exclusive package, this package includes a private reception with 4 hours of open bar.

## Other

### **19. Can I bring my own photographer/videographer from home?**

Absolutely! If they are staying at the hotel for 3+ nights, the outside vendor fee (\$850 USD) will be waived. If not, a fee of \$850 USD per vendor will be applied to your wedding invoice. Please note that drone services are not permitted.

### **20. Can I hire other vendors than what the hotel uses?**

You can, however we do have our own contracted vendors whom which we work with exclusively. If you want to hire your own hair and makeup stylist a \$450 USD vendor fee per service will apply. If you want to hire your own DJ or entertainment an \$850 USD vendor fee per service will also apply. All vendor fees include 2 employees from the vendor company you have hired. Additional fees will apply for additional persons. Please note that we do not allow outside decor/floral specialists.

### **21. Are there any restrictions for what my outside vendor can bring with them?**

While we do have an excellent team of preferred vendors, we are happy to work with most outside vendors that you choose! In addition to the vendor penalty fees, there are some limitations on what these vendors are able to bring onsite. For example, we do not allow photographers to bring drones or DJs to provide any décor. If you decide to work with an outside vendor, please discuss these limitations in more detail with your wedding planner before signing any vendor contracts.

### **22. What happens if I have guests staying at another property?**

If guest are staying at a different property, they will need to be registered for a day-pass for any event you are holding at your hotel. We require that 75% of your guests are staying at the resort in order to host your wedding with us. The front desk will need them to check-in upon arrival and requires them to provide their passport for identification. Please contact your wedding planner to inquire on the day pass rate.

### **23. What happens if it rains on my wedding day?**

There is always a Plan B! The onsite coordinator will print off a copy of the forecast first thing in the morning. If it calls for rain, we will come find you in your suite and ask what you'd like to do. Every hotel has a rain plan, typically the meeting/conference room. If it is more than a 70% chance of rain, we will strongly recommend you move your wedding inside. We recommend taking our advice as we live and breathe the weather daily – we know what to look out for! If you choose not to take our recommendation and risk it, the hotel will ask you to sign a legal waiver saying that they are not responsible for any



repercussions due to rain or weather. If you continue with your wedding outside and it does rain, the staff will move your group inside as quickly as possible, but will not move decorations.

**24. Wedding dress pressing/steaming services available?**

We want to be sure you are looking your best for your big day! We do offer these services and pricing is based on the condition and material of your garments.

**25. Can you help with hair and makeup appointments?**

All spa services, including hair and makeup requests, can be booked with the spa directly at [fdspacun@royaltonresorts.com](mailto:fdspacun@royaltonresorts.com). Payment for such services will be collected in destination and not charged in advance with your final payment.

**26. Is there Internet available at the hotel?**

Yes WiFi is FREE and available in your suites and across the resort! We also have a fantastic App which provides FREE and UNLIMITED calling plus texting during your stay to Canada, United States! Download the app through the iTunes or the Google Play Store. It also lets you communicate with other guests across the resort and check on daily activities and restaurant information.

**27. When do I meet with the onsite coordinator?**

Upon arrival you will get a letter from the wedding team stating the date and time of your meeting. This is usually the day after you check-in, and usually in the morning.

**28. What happens at this initial meeting with the onsite coordinator?**

You will go over the details that have been arranged and secured for you in advance! This meeting is crucial and is to make sure all parties are on the same page and everything is prepared for the big day. Any last minute changes or additions to the guest count are very important at this stage.

If you are having a civil/legal ceremony, you will need to take all your original legal documentations to this meeting.

If you are bringing any decorations from home, now is the time to hand them to the onsite coordinator so that they can setup on the wedding day!

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We look forward to helping you plan a wonderful wedding at Royalton!

**Royalton Weddings**  
[weddingplanner@royaltonresorts.com](mailto:weddingplanner@royaltonresorts.com)  
Toll Free: 1-877-687-7793