

# Wedding FAQ

## Sandos Cancun



- **How can we secure our wedding date and time?**
  1. Complete wedding Q&A form for 14 day courtesy hold of wedding date
  2. Check room availability with your travel agent and send confirmation number after you have booked your stay.
  3. Pay a USD 250 deposit (the amount goes towards your wedding package and is fully refundable up to 60 days after payment has been made)
  4. Sign your wedding contract.
  5. Your wedding is confirmed 💕
- **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 4 Mexican business days** prior to the wedding.
  - For a **symbolic ceremony** we recommend you to **allow 3 days prior** to the wedding for best wedding experience, so you can meet with the wedding coordinator 48 hours prior to the wedding, make last minute arrangements, steam wedding attire etc.
- **Does the resort perform LGBT ceremonies?**
  - Absolutely, at Sandos Cancun we are able to perform legal and symbolic same sex ceremonies. The resort is also a proud member of IGLTA.
- **Can we hire our own vendors?**
  - The resort has long established relations with trusted local vendors and our weddings team will take care of all the details for you and assure 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 a **USD 500 outside vendor fee will apply per vendor per day**. The resort will not assume responsibility of any outside vendors, nor will their services be coordinated by our wedding staff. The resort also reserves the right to deny any vendor access to the resort if they don't comply with hotel rules. In case the vendor is a resort guest and stays for a minimum of 3 nights this fee will be waived.

- **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 day pass** (USD 100 per person), which will give them access to the resort from 9am to 11pm. Please note that the wedding pass fee is in addition to any wedding fees for additional guests and we require that at least 80% of guests stay at the resort.
- **What are the wedding locations and maximum capacity for private events at the resort?**



Beach ceremony (on the sand) 300 people



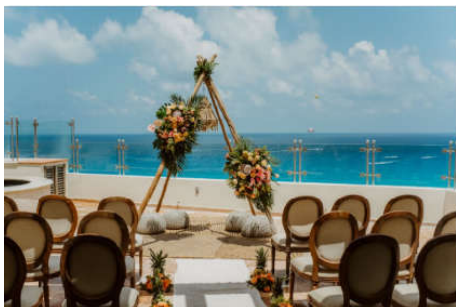
Beach reception (on the sand) 200 people  
Max. until 9pm during turtle nesting season  
( May 1 – Oct. 31)



Rooftop terrace ceremony: 300 people



Rooftop terrace reception: 300 people






Penthouse ceremony: 70 people  
Penthouse reception: 50 people



Ballroom reception: 300 people  
Max. until 2am

- **What kind of set up is included with the wedding package?**

	<p><b>Ceremony set up:</b></p> <ul style="list-style-type: none"> <li>• Canopy with white fabric</li> <li>• White table</li> <li>• White avant-garde chair</li> </ul>
<p><b>Avantgarde chair:</b></p> 	<p><b>Round tables</b> for 8-10 people each, white linen, white napkins, glass and silver ware</p> 

- **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.
- **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. Please feel free to reach out to her any time before that if you have any questions or need assistance.

- **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.
  
- **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
  
- **Can we add on additional guests to my wedding package?**
  - Our wedding packages include 30 people including the wedding couple. Additional guests can be added on at an extra cost which can be found in our wedding brochure. 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.
  
- **Can we extend our event beyond the included timeframe?**
  - Our wedding packages include a 4 hour private dinner reception. DJ and bar service can be extended at an hourly charge until max. 11pm in outdoor spaces or until 2am if the reception takes place in the ballroom. Events on the beach need to end by 9pm during turtle nesting season (May 1 – Oct. 31). Please refer to our a la carte menu for pricing.
  
- **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 the resort deliver our welcome bags to guest rooms?**
  - We will be happy to deliver your welcome bags to your guests' rooms for a small fee 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?**
  - We do not recommend shipping items to the resort but in case you do, please inform your wedding coordinator if you are shipping anything to the resort and make sure that all packages are visibly addressed to:

Sandos Cancun  
 Attn: Wedding and Groups Department  
 Retorno del Rey Mz. 53 Lote 37 - 1  
 Km. 14 ZH Sec A  
 Cancun, Quintana Roo, México CP 77775

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 Fireworks and Chinese lanterns allowed at the resort?**
  - Due to fire hazard neither Fireworks, sparklers nor Chinese lanterns unfortunately cannot be launched at the resort. Alternatively we are able to offer cold pyrotechnic fountains.
  
- **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). Our Seaside Bliss 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 fee will be added on to your wedding bill.

- **What does the menu tasting included in the wedding package entail?**
  - The menu tasting can be arranged during a visit prior to your wedding stay or if you arrive at least 3 days prior to your wedding. The wedding package includes a menu tasting for 2 people and you are able to taste 3 items from your wedding menu. Instead of the menu tasting you can also do a cake tasting. Your onsite wedding planner will be in touch to set up time, locations and which menu items you choose for the tasting. If you would like to taste more than 3 menu items please contact your wedding planner for costs.
  
- **How many weddings do you perform per day?**
  - Sandos Cancun only performs 1 wedding per day.
  
- **When do we have to pay for our wedding?**
  - After the initial wedding deposit the final balance is due directly at the hotel when you meet with your wedding coordinator. The resort accepts Visa, Mastercard and AMEX. In case you would like to prepay for your wedding services prior to travelling you can do so via wire transfer.
  
- **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 within 60 days of paying your initial deposit, no cancellation fee will apply and your initial deposit will be refunded in full.
  - If you cancel at a later date, your initial deposit and any other payments will be kept as a cancellation fee. In case you will still be travelling to the resort on the original travel dates, the amount paid can be used towards your incidental bill. Any unused funds will not be refunded.
  - 3 business days prior to your first event no cancellation or changes of individual services are allowed.

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

Happy planning! 😊