

Wedding FAQ

Sandos Caracol Eco Resort



- **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 Caracol Eco Resort 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 access to any vendor if they do not comply to resort 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 gazebo (on the sand) 100 people
 Beach reception (on the sand) 100 people
 Max. until 9pm during turtle nesting season
 (May 1 – Oct. 31)



Rooftop terrace ceremony/reception:
 100 people



Cenote ceremony: 80 people



Mapache deck reception: 50 people



Ceiba / Kapok tree ceremony:
 100 people

- **What kind of setup is included?**



- **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.

- **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 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

- **When do we have to pay for our wedding?**
 - After the initial wedding deposit the final balance is due directly at the resort when you meet with your onsite 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.

- **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.

- **Until what time can events take place in outdoor areas?**
 - Hotel policy mandates that all events need to end by 11pm. From 11pm-2am we invite everyone to continue the party at the resort disco. 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.

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

- **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 USB stick or CD. We recommend you to prepare the following songs:
 - Wedding party procession (1 song)
 - Main procession (1 song)
 - Signing of documents (2 songs) 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 Caracol Eco Resort

Attn: Wedding and Groups Department
 Carretera Federal 307 Chetumal – Pto. Juarez km 295
 Entrada Corasol (antes: Gran Coral)
 Playa del Carmen, Solidaridad
 Quintana Roo, México CP 77710

In the package please include your name and wedding date in a note.

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 nor Chinese lanterns cannot be launched at the resort. Alternatively we are able to offer cold pyrotechnics and sparklers.

- **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.

- **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 within 60 days of paying your initial deposit, no cancelation 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 con contact your wedding coordinator if you have any questions.

Happy planning! 😊