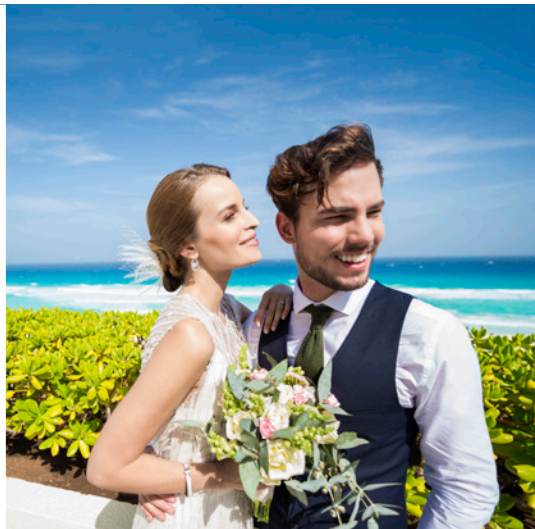


LA COLECCIÓN WEDDINGS

RESORTS BY FIESTA AMERICANA



FREQUENTLY ASKED QUESTIONS



CANCUN • CHETUMAL • COZUMEL • LOS CABOS • PLAYA DEL CARMEN
PUERTO VALLARTA • PUNTA CANA • SAN MIGUEL DE ALLENDE

FREQUENTLY ASKED QUESTIONS

1. How many weddings do you celebrate per day?

- We celebrate only one wedding per day at each Resort.

2. How can we book our wedding date and venues?

- Fill out the wedding request on the web page or email weddings@posadas.com and a wedding specialist will assist you and confirm venues and date availability.

3. How can we secure our wedding date?

- Once the wedding date availability is confirmed, the wedding specialist will provide you the wedding contract and deposit instructions.

4. Would there be a wedding planner on site?

- An on site wedding specialist will be assigned and will be available for immediate planning and coordination for the special day.

5. What services does your wedding planner provide? Is there a fee?

- There is no fee for onsite wedding planning and coordination service. Some of the services included are: continuous budget update, vendor recommendations, logistical timeline scheduling, rehearsal of ceremony, menu tasting, rooming list and master account control, use of decor inventory and coordination for the special day.

6. What decoration is included in my package?

- La Colección Wedding Packages includes wedding altar or gazebo decorated with draping and floral accents, aisle runner, white Avant Garde chairs, basic set decoration (banquet tables, glassware and non-floral centerpieces), Bouquet(s) and/or boutonniere(s) for the wedding couple.
- Extra decoration is available at additional fee depending on the venue, such as tents, flowers, stages, tables, linen, chandeliers, illumination, live music and more. Everything can be rented to personalize the look of your event.

7. Is it mandatory to book a wedding package?

- No, we can create customized wedding quotes as well.

8. How many days do we need to arrive prior to a legal ceremony?

- We highly recommend you to arrive at least 3 full business days before wedding day (Saturdays, Sundays and Mexican holidays do not count for legal ceremony).

9. What is the difference between legal and Symbolic ceremony?

• CIVIL CEREMONY

A civil ceremony is performed by a judge. It officially changes your legal status from “single” to “married” and it is valid worldwide. This ceremony requires the wedding couple to be in Mexico 3 business days before the wedding day (not including Mexican official holidays), some documentation and the vows to be exchanged are in Spanish. The ceremony lasts approximately 15 to 25 minutes.

• SYMBOLIC CEREMONY

A symbolic or non-denominational ceremony is a promise of love between two people. Although, a symbolic ceremony is not a legally recognized marriage ceremony, it allows you to personalize every moment of this special occasion with heartfelt readings, meaningful blessings, favorite traditions, and even exchanging your own vows.

FREQUENTLY ASKED QUESTIONS

10. What if we want a ceremony that honors a particular religion? Can someone of that faith be provided?

- The on-site wedding specialist will help you to find the minister to perform the particular ceremony, however you're free to bring your own minister/pastor at no additional charge.

11. What about guests not staying at the resort?

- A minimum of 80% of the wedding group must stay at the hotel in order to host your event onsite. All non-hotel guests must purchase a Wedding Day Pass to have access to the resort. These guests can arrive up to one hour prior to the event and must leave directly following its conclusion. Non-hotel guests must be calculated into the final head count of all private events. Day pass guests may not enter a guest room. ID will be requested upon check in for all non-hotel guests.

12. Can the hotel distribute welcome or gift bags to my guests?

- Yes, the hotel can deliver welcome or gift bags at an additional fee per bag, after the guests have checked in. These cannot be held at the front desk or be set up in the guest rooms prior to arrival, as the rooms are assigned as the guest checks in.

13. Are you allowed to celebrate LGBTQ+ weddings?

- Yes, LGBTQ+ weddings are welcome.

14. What are the "extras" that bride and groom get before and after the wedding?

Before:

- Special rate to visit the property before signing a contract, which would be credited to the wedding stay, maximum 2 nights.
- Choose your venue in person program: tour of the venues, meeting with vendors, hair and makeup consultation, menu tasting.
- Room upgrade.

After:

- Romantic turn down service.
- Breakfast in bed.
- Pool or beach cabana.
- Anniversary or honeymoon certificate to be redeemed at any La Coleccion Resorts.
- 2 nights complimentary after 3 night stay or 3 nights complimentary after 5 night stay.

15. What kind of live music do you offer in the wedding packages?

- A 45-minute set of live music performed by a guitarist, violinist or saxophonist.
- We also have available for an additional fee: DJ, trio, Mariachi, live band and others.

16. If I want entertainment for a wedding, what options are available, what is the approximate pricing and how does the payment need to be processed? Does it have to be paid separately? Or can it be included in the master account?

- We do offer different options, we offer at least 3 vendors per service so the couple has the option of choosing. The price varies according to the destination and number of musicians.
- The payment needs to be done through the hotel master account.

FREQUENTLY ASKED QUESTIONS

17. Can I bring my own vendors?

- It is our interest to keep the integrity of our valued customers and we have to say that all vendors recommended by the on site wedding specialist are reliable and have demonstrated to be professional and ethical. Should you have any needs of contacting local vendors directly, we will be happy to share an updated list so that you can choose the one that fulfills your needs.
- We can make the exception of photographers and videographers, and only when the outside vendor fee has been applied or waived for staying 3 or more nights. No outside florists, caterers, decorators, DJ's, entertainers, or other vendors are permitted.

18. Can you explain how the Rehearsal Dinner works?

- The Rehearsal dinner could be done at one of our restaurants during hours of operation (up to 20 people, \$15 USD per person) or a private rehearsal dinner at one of our venues (subject to availability, price varies). The menu has to be pre-selected 30 days prior. The on-site wedding expert will confirm the restaurant or the venue along with the logistics.

19. What is the cut off time of the events?

- In outdoor events 11:00 p.m. and for ballroom events, 2:00 a.m. Additional fee applies per person and per hour according to the services required.

20. What happens if we have guests with special dietary needs?

- Our Food and Beverage team is trained in a variety of dietary needs and will be able to prepare meals ensuring the safety of all of our guests. You will have to provide this information 30 days in advance in order for the wedding expert to inform the team in the kitchen and be prepared.

21. Once I book a wedding package, can I upgrade it?

- Yes, you can upgrade the wedding package but not downgrade it.

22. What is included in the bar for the event?

- For private events, we will set up a private bar with all the regular drinks included in your all-inclusive but with private services just for your wedding group.
- Premium brands of liquor are not included however you can order them at an additional fee. The On-site wedding expert will provide you the list of the included and not included drinks.

23. Can I bring my own cake?

- The wedding packages include wedding cake with a variety of flavors, décor and design.
- In case you want something more elaborate, please share the picture and request with your on site wedding expert so she can check with the pastry chef to confirm if it is possible, to reproduce it and if additional fees apply.
- External food and beverage vendors are not included.