



## FAQ's

In order to improve our services and to keep you informed, we have created this Frequently Asked Question's format.

### **Who are the Wedding Coordinators and what do they do?**

The wedding coordinators are in charge of booking your wedding date, assisting you before, during and after your wedding.

### **How do I book a wedding date?**

You should ask for a date and check for availability with the coordinators. As soon as a date has been placed ON HOLD, you have maximum 2 months to confirm. In order to confirm the date, the wedding coordinators must receive written proof of the room booking from the Tour Operator (manifest).

### **What is the Tour Operator Manifest?**

The Tour Operator Manifest is a document from the Tour Operator through which you are booking your vacation. Some examples of Tour Operators are: Air Canada Vacations, Transat Holidays, Sunquest Vacations, Signature Vacations, GOGO, Apple Vacations, Funjet Vacations, etc.

### **When do I have to pick the wedding package?**

You should pick your wedding package in the same moment that you are booking your wedding date.

### **Where is the wedding location?**

All off our weddings are held on our lovely beach, the location will be confirmed to you once you meet with the wedding coordinator.

The ceremony set up is on the sand with a table for the judge, one for the cake, and one for the audio equipment (cd player, microphone and speaker). The guests will have chairs with white covers and bows.

(ask your coordinator for pictures, they can be sent by e-mail)

## **How and when do I meet with the wedding coordinator?**

The wedding coordinator will let you know when and where to meet her before you arrive the hotel, you will also receive a letter when you check in that will give you all of the indications you must follow.

## **How and when do I pay for the wedding?**

The wedding package and extras should be paid here after we have our meeting (I will let you know when we will meet when we get closer to the date), You will go with the coordinator to the Front Desk, you can pay with cash, travelers checks, Visa, MasterCard or American Express.

There are some services that you would have to pay cash for those are: Judge's transportation fee \$40 USD, beauty salon & spa services (hair due \$50 USD, make up \$30 USD, manicure \$22 USD, pedicure \$34 USD and the blood tests \$135 USD).

The Sea Breeze & Under the Stars package include: bride's bouquet, groom's boutonniere, table top piece and matching flowers to decorate the cake.

The prices for the extra flowers are:

Bridesmaid bouquet: 27 USD each

Extra boutonniere: 11 USD each

flowers for hair: prices vary

corsages: 22 USD each

For those couples that will have the Mayan Sunset package, the bride's bouquet is \$72 USD and the groom's boutonniere is \$11 USD.

The wedding package includes a certain amount of persons staying in the Hotel, even if the extra persons are guests, they should pay the extra charge for food and beverage for the wedding reception.

For persons coming from outside, the cost for the day pass for each person is \$77 USD per adult & \$39 USD per child (under 12 years old) and also they would have to pay the cost for the wedding dinner.

Children under 12 have no extra cost for the wedding dinner with the children menu, in case that you would like the adult meal for a child you would have to pay the charge.

Please check the optional up grades list in the wedding packages for the price list.

Please remember that all of the prices are subject to change without notice.

### **Can I pick the ceremony time?**

The ceremony dates and times exclusively depend on the availability of the City Hall judges (there are no legal weddings on holidays nor Sundays).

The judge does the ceremony in Spanish, there will be a wedding coordinator that will translate the ceremony into English.

### **How many days before the wedding must I arrive at the hotel?**

You should arrive 4 working days (Saturdays, Sundays and Mexican Holidays do not count) before the wedding date. Your 4 witnesses must arrive in the same time frame because they must sign the legal papers also.

### **What documentation should I have?**

The only paperwork that you need to bring is your passports and tourist visa cards (given to you at the airport upon arrival). Your witnesses must bring their photo Id's and tourist visa cards. **Only if the bride has been married before she would have to bring a certified copy of her Birth Certificate, translated and legalized (please read notes below).**

### **ONLY DOCUMENTATION REQUIRED:**

- ❖ Valid Passports (Groom & Bride) (ESSENTIAL)
- ❖ Valid Passports OR picture ID's (4 Witnesses)
- ❖ Tourist Visa Cards (Groom, Bride and Witnesses. They will be given at the airport).
- ❖ Blood Test (Name, Blood Type, Syphilis and HIV). The Blood Test must be done in Mexico from a specific Governmental Laboratory. An appointment will be set with them to come to the Resort and take the blood sample. The payment is directly and in Cash.

Notes:

- ❖ TOURIST VISA MUST BE FILLED ACCORDING TO THE OFFICIAL DOCUMENT YOU WILL PRESENT

- ❖ HIV positive, is a cause of impediment to get married.
- ❖ If the Bride is divorced in Canada and her passport has her ex husband last name, she needs to bring a separate and Original Birth Certificate certified by the Mexican Consulate and translated into Spanish as well as the certification and her Tourist Visa Card MUST be filled according to the Birth Certificate.
- ❖ If the Bride is divorced in United States or United Kingdom and her passport has her ex husband last name, she needs to bring a separate and Original Birth Certificate certified through an APOSTILLE SEAL by the Secretary of State and translated into Spanish as well as the Apostille and her Tourist Visa Card MUST be filled according to the Birth Certificate
- ❖ THE MARRIAGE IS LEGAL IN MEXICO. WE OFFER THE APOSTILLE SEAL IN THE MARRIAGE DOCUMENT (to be sent 3-4 months after wedding ceremony), IN ORDER TO LEGALIZE THE MARRIAGE IN YOUR COUNTRY.

### **When and where do I have my blood tests done?**

The Doctor will go to your room for your blood samples. You should pay him \$135 USD in cash per couple.

### **When do we pick our flowers?**

You will pick the flowers here when we have our pre-wedding meeting or briefing.

### **When do we pick our menu?**

The wedding Coordinators will send you the menu options , you should pick one set menu for all of your group (pick one first course, soup, main course and desert). As soon as you have decided on your choices please send it to us.

The Sea Breeze package includes the dinner in a banquet room that will be assigned by the wedding coordinator depending on how many persons will be attending. The menu choices for this package are offered from our specialties restaurants menus.

The Under the Stars package includes the private dinner on the beach with a special Gala Dinner made only for this occasion, you can chose between for menu choices. The dinner is candle lit and with torches.

The dinner includes fruit center pieces, if you would like flower center pieces it would be an extra charge.

## **How can we arrange for the pictures & video?**

We send the list of weddings each month to the Photo Shop and they are already scheduled to do the weddings, all you have to do is re-confirm with them when you arrive here, the Photo Shop is in front of the lobby bar in the Caribe Lobby.

The Photo Shop has 3 packages, all of them include an album:

Package 1: 36 pictures \$198 USD  
Package 2: 60 pictures \$ 330 USD  
Package 3: 80 pictures \$ 440 USD

The prices for the videos are:

40 minutes DVD: \$295 USD  
65 minutes DVD: \$360 USD  
85 minutes DVD: \$489 USD  
125 minutes DVD: \$595 USD

(prices subject to change without notice)

You can pay in cash or with your visa or MasterCard, you would pay directly at the Photo Shop after seeing the pictures.

For Photo Shop information & reservations, please write to the following e-mail address: [photocaribbean@hotmail.com](mailto:photocaribbean@hotmail.com)

**\*\*\* The Hotel does not accept external photographers.**

## **How do I make my Beauty salon appointments?**

Upon your arrival you should go directly to the Beauty salon by the Gymnasium and make your appointment directly with them. Please remember that the day of your hair dew you should go with your hair wash and dried. You should pay them in cash after the service.

## **What happens if it rains?**

We will let you know what backup will be used the day of our meeting with you. The backup will be used if the day is rainy or if it looks like it will rain, the decision will be made by the Hotel, it is not negotiable. The change will be informed to you in between the 12 hours before the wedding.

The change is made to ensure the service that you deserve for your special occasion, we want to always offer you the best and make your experience stress free.

**What color of linens for the tables and chairs can we chose from?**

You can choose from white, dark blue or red.

**Which are the available flavors for the wedding cake?**

You can pick among chocolate, vanilla, strawberry, coconut and pineapple

**Can I pick the musicians?**

The live music that is played for the ceremony can be with a Mexican Quartet or Key Board & Bass , it is subject to the availability of the Hotel.

If you have any special music you want for the ceremony you can bring a CD and we can play it in the CD player.

**On the day of the wedding how do I get to the wedding site?**

The groom should be at the wedding site at least 20 minutes before the ceremony, the bride stays in her room and the wedding coordinator will pick her up in a golf cart. The bridesmaids and/or any other person walking down the aisle may wait in the room with the bride.

**Is the marriage document legal in our country?**

At the moment that you receive the wedding document it will be legal only in Mexico, it will be legal in your country as soon as we have the wedding document legalized with an Apostille Seal or Certificated.

**When will I received the legalized marriage document?**

You will receive the marriage document in 3 or 4 months after your ceremony, we charge \$35 USD apart from the package for this delivery. The document will be in Spanish if you need it to be translated you should have it done in your country.

**If you require further assistance please contact us, we are at your service to make your dreams come true!**

**Contact information:**

**Tel: 52 (984) 875-1500 Ext. 6767 or 6768**

**Fax: 52 (984) 875-1509**

**E-mail: [weddings@barcelomaya.com](mailto:weddings@barcelomaya.com)**