



We have gathered the following information so we can assist you planning your destination wedding. This document will help you understand the process and will clarify some of your questions. We'd like to give you peace of mind and make sure your wedding planning will be as smooth as possible.

### **How can I reserve my wedding at an Iberostar hotel in Mexico?**

The sales executive(s) from the wedding department will help you by providing all the information and advice you need to pick the wedding package and/or services that best suit your needs. They will be able to tell you what the availability is regarding dates and venues for your wedding and all related events at each one of our hotels. They will also take care of everything related to the wedding service agreement as well as the respective payment. They can be reached at:

#### Iberostar Playa Paraíso Golf & Spa Resort – Wedding Department

- Idalia Ruiz Gomar  
Sales Executive  
[weddingsparaiso@iberostar.com.mx](mailto:weddingsparaiso@iberostar.com.mx)  
(984) 8772800 Ext. 8009
- Yuritzi Sanchez Reyes  
Sales Executive  
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- Paola Torrez Hernandez  
Sales Executive  
[Weddingsparaiso1@iberostar.com.mx](mailto:Weddingsparaiso1@iberostar.com.mx)

The above are the main contact people for inquiries about weddings taking place at Iberostar Paraíso del Mar, Iberostar Paraíso Beach, Iberostar Paraíso Lindo, Iberostar Paraíso Maya and Iberostar Grand Hotel Paraíso in Riviera Maya, Mexico.

### **Once I've reserved my wedding, what is the next step?**

As soon you have reserved a wedding date by submitting a signed contract, the sales executive will send you a checklist which will include a timeline and details on what to expect during the planning process. This checklist will be our guide to organize your wedding exactly the way you want it, without leaving any detail out. The sales executive will provide different options for your wedding including ceremony type, reception venues, decoration, flowers, music, photography, wedding cake, etc. The sales executive will assist you with all the information you need to make the decision making process easier.

### **Will the sales executive execute my wedding too?**

No, the sales executive will only help you during the initial stage of the planning process. The person that will actually execute your wedding will be the hotel's wedding coordinator. She will contact you to finalize all details right after receiving your file from the sales executive, 90 days before your wedding. The wedding coordinator will confirm the menu for the wedding dinner, cocktail party and dinner (or any other related event) and will assist you with spa appointments, special inquiries, as well as the legal paperwork. She will confirm all the services that you hired for your wedding. You will meet your wedding coordinator in person when you arrive at the hotel for your wedding. Then she will review with you everything related to your wedding and will be able to clarify any doubt or concern.

### **How far in advance do I need to reserve my wedding?**

We advise you to reserve the date for your wedding at least 6 months in advance. If you plan to have your wedding during May, June and July, bear in mind that those are the most popular months of the year. Therefore, you may want to book your wedding date as far as one year in advance. As soon as you have a date in mind please let us know so we can start making all the respective arrangements.

### **How far in advance should I and my guests book our room accommodations?**

Our recommendation is that you book your room as soon as you book your wedding date. Please keep the sales executive informed so she can follow up. As for your guests, they should make their room reservations as early as 6 months before the wedding.

### **How long in advance am I required to be at the destination?**

If you are having a symbolic wedding ceremony or blessing, the bride and groom must arrive 3 days prior to the wedding.



If you are having a civil wedding ceremony, the bride and groom as well as the 4 witnesses must arrive 4 working days before the wedding date. This is required as they must complete and sign all the required forms. The bride and groom must also complete a blood test. If you are having a Catholic wedding, the bride and groom must arrive 3 working days before the wedding date.

### **A requirement for the civil wedding is taking a blood test. Where can I get it done?**

The blood test can be done at the hotel's medical facility at a cost of \$180 (subject to change without notice). The wedding coordinator can assist you making the respective appointment.

### **What are the location options for the wedding ceremony?**

At the Iberostar Playa Paraíso Golf & Spa Resort the wedding ceremony can take place at the following locations:

- Beach
- Gazebos
- Chapel
  - Available only for Catholic weddings

\*All locations are subject to availability and must be confirmed by the sales executive.

### **Will my wedding ceremony be performed in English?**

Of course, the minister, judge or priest will perform the ceremony in English. Should you be interested in having your ceremony in another language other than English or Spanish please let us know and we'll check what the options are. In addition, if you're having a symbolic wedding or blessing you can also bring your own officiant. Note however, there will be no discount on the package should that be the case.

### **What will the decoration be for my ceremony?**

The standard decoration includes a canopy, chairs and a table dressed in white. If you're interested in another color or decoration type, please let us know and we'll quote you accordingly.

### **Can I pick the time for my wedding ceremony?**

You can certainly request a time for it but its feasibility will depend on the minister, judge or priest's availability. The sales executive will confirm the time only after it has been confirmed by the corresponding officiant.

Our recommendation is to have the wedding ceremony by 4pm if the wedding takes place October-April, as the sun sets earlier during this time of the year. Between May and September, we recommend having the wedding by 5pm.

### **Can I pick the music that will be played during my wedding ceremony?**

You certainly can. If you give the wedding coordinator your songs on a CD, iPod or memory stick she will make sure your music is played during your wedding ceremony or reception.

If you'd like to hire a special service, please ask your sales executive and she'll recommend you the best option.

### **What happens if it rains on the day of my wedding?**

Do not worry or panic, we have everything under control. For every outdoor event we plan we also designate an indoor area should there be bad weather. Your wedding coordinator will keep you informed in a timely manner regarding the best option.

### **How do I plan my rehearsal dinner?**

The wedding coordinator can reserve a dinner at any of our specialty restaurants for 1 and a half hour (subject to availability). Please note groups larger than 25 people can only dinner at 6:30pm or 9pm.

### **I'd like to have a welcome cocktail party or another additional event. What are my options?**

We will be happy to make some recommendations (including prices and venues) based on what you have in mind.

### **What venues are available for my dinner reception?**

All basic wedding packages (Star, Silver Star or Gold Star) include a dinner reception at a specialty restaurant. This is not a private dinner but we try to accommodate the wedding group at a semi-private section of the restaurant. The time allotted to this dinner is one and a half (1 ½) hour. The wedding coordinator will tell you what restaurants are available for this dinner.

In addition, the following locations are available for private dinner receptions (as well as the dinner included in the Dream package):

- Beach (minimum required: 50 people)
- Specialty restaurant
- Plaza at Shopping Center (minimum required: 50 people)
- Meeting room at Convention Center (minimum required: 50 people)

Note: Locations can vary based on the number of guests and they are subject to availability. Dinner receptions at any restaurant or the beach must be over by 11:00 p.m.



**When do I get to pick the menu?**

The wedding coordinator will send you a form with menu options for the reception. This form must be completed and returned to the wedding coordinator one month before the wedding at the very latest.

Should there be any special requirement from any of your guests (allergic, vegetarian, vegan, etc.), please notify the wedding coordinator so she can make the arrangements to provide a special menu for that person.

**What options do I have for my wedding cake?**

The following flavors are available for the cake:

- Chocolate
- Vanilla
- Cheesecake with strawberries

The size and number of tiers of the cake will be based on the number of guests.

**How do I pick my flowers?**

All our wedding packages include your bouquet and the boutonniere for the groom. The sales executive will send you a list of different flower options and colors that are included in the package so you can pick the ones you like best. In the event you require special flowers that are not included in the packages, please let the executive know so that we can quote you. Please note all flower arrangements are produced by our in-house florist. Ask for our flower catalog.

**What color are the tablecloths and chair covers?**

The decoration for a non-private dinner at a specialty restaurant will be that of the restaurant and cannot be modified.

If this dinner were private the standard tablecloth color will be white and so are the chair covers. Should you need a different color, we'll be happy to send you a quote.

**How can I hire the photography services?**

We offer a photography service at all our hotels through the in-house supplier Adventure Photos. They have a customer service desk at each hotel where they can show you the different photo and video packages they offer. Your wedding coordinator can tell you where to find the closest. They can also be reached via e-mail at [g.gomez@vallarta-adventures.com](mailto:g.gomez@vallarta-adventures.com) to see some of their work, you can also visit their website [www.adventurephotosmx.com](http://www.adventurephotosmx.com).

**How do I get to the ceremony venue the day of the wedding?**

Your wedding coordinator will come to your room to take you and your bridesmaids to the ceremony location. Your wedding guests can either walk to the venue or ask to be taken by the bell boys with a golf cart.

Should you need additional information or our assistance with anything related to your wedding planning, please do not hesitate to contact us.

*Start writing your love story at **Iberostar***

