

FAQ'S




DREAMS[®]
Playa Mujeres
GOLF & SPA RESORT

Frequently asked questions & answers

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WHAT ARE THE STEPS FOR ORGANIZING AND CONFIRMING MY WEDDING AT DREAMS PLAYA MUJERES?

STAGE 1 Secure the wedding date !

- Contact the weddings department in order to choose a date
- Evaluate all the wedding packages information, and decide what type of wedding you want, legal or symbolic. Decide also time and locations for your ceremony, cocktail & dinner reception.
- Fill out the Wedding Reservation Form and guarantee your wedding date and time through a deposit.
The wedding department will then have accounting department email you a link invpice where you can process the deposit via credit or debit card:
\$100 usd for the Paradise Package; 500 usd for the Eternal Love or \$750 Beyond promotion packages of 50-79 guests and \$1,100usd for 80-100 guests.
- Wait for our confirmation letter 10 days after the deposit is received. Your wedding date, time and locations will be secured.
- An estimated budget will be provided based on the number of guests, package and additional services that you asked to be quoted.

STAGE 2 (6 months before your big day)

- Create a vision of your wedding with colors, atmosphere, style, etc. Be sure you have the WEDDING PLANNER FORM which will guide you to review all the possible details of your event.
- Arrange your room's reservations with your travel agent.
- Make sure you have a valid passport, birth certificates and all the documents needed for a legal wedding.
For a symbolic ceremony there are no specific requirements.
- 6 Months before your wedding feel free to start making your appointments on the BEAUTY & SPA for you and the bridal party, as well as PHOTOGRAPHER/VIDEOGRAPHER.

WEDDING STEPS AT DREAMS PLAYA MUJERES

STAGE 3

-3 months before your wedding day, one of our experienced wedding planners will contact you to confirm all your requests and coordinate your wedding details.

-Send the completed Wedding Planner Form to your wedding coordinator with pictures and specifications.

-Arrival at the hotel based on the type of ceremony you will have (4 working days before for a legal wedding, for a symbolic wedding 2 days are enough). On site meeting with your wedding coordinator to go over all event details and make any last minute changes or additions.

-Have a trial hair and makeup run if desired. Extra cost will apply.

-Set up a SPA day with bridesmaids, mother and other loved ones.

-Arrange for welcome bags room drop if planned at the meeting with your Wedding coordinator

-Have steamed and ironing of your wedding attire for the big day. Your wedding coordinator will advise you the process to get it done during the onsite meeting.

-Rehearsal dinner or welcome cocktail if desired.

SMILE, RELAX AND ENJOY YOUR BIG DAY!

WEDDING PACKAGES

Wedding in Paradise Package:

1. Is the service of the minister and judge included in this package?

*The service of the minister or judge is NOT included, the cost for the minister is \$250 usd**

2. Can I bring my own minister? Is there a charge for that?

Yes, you can bring your own minister, it could be a family or friend, if they stay at the resort there is no fee for that. If they are not staying at the Resort they will have to pay a wedding day pass of \$130 usd.

3. How do I get this package complementary?

Simply book a Preferred Club Junior Suite or higher category for a minimum of 7 night stay or book 5 rooms for 3 nights at any room category. 3 months before the wedding, you or your travel agent must send a guests list with arrival and departure dates of each guest.

4. How much is the deposit to book the wedding in Paradise package?

\$100 usd

5. In case I change my mind and I decide on last minute to UPGRADE my wedding package can you make that possible?

Yes you can, an extra deposit of \$400 usd will be required to make the upgrade, this deposit will be use also towards the wedding package

6. Is a sound system included in the package?

*It is NOT included in the package. The price for the sound system for the ceremony only is \$120 usd**

**plus 15% service + 16% taxes*

WEDDING PACKAGES

Eternal Love Wedding Package:

1. Is the service of the minister and judge included in these packages?

Yes, the service of the minister is included in the Eternal Love wedding package

2. If I bring my own minister, can I get a credit if I don't use yours?

No, there is no credit if you don't use any of the inclusions of the packages

4. What is the Eternity Honeymoon Package?

This package is complimentary when booking the Preferred Club Junior Suite Ocean View or higher for a minimum of 7 nights. This package includes:

Sparkling wine, fresh fruit and flowers in room upon arrival

Breakfast in bed with Mimosas one morning of stay, reservation with concierge required

Tension Release Massage for two in our couple massage suite (25 minutes)

Choice couples spa treatment (25 minutes, options to be provided by resort)

Private beach front dinner one evening (includes a bottle of domestic wine and silver menu for two) - upon return from dinner you will find a romantic turndown service.

5. In case I change my mind and I decide on last minute to DOWNGRADE my wedding package can you make that possible?

There will be a \$500 usd penalty if downgrading wedding packages

WEDDING PACKAGES

Eternal Love Wedding Package :

6. Is a sound system included in the package?

It is included for the ceremony but not for the reception.

7. Is there any music included? Is the Dj included in these packages?

DJ is not included in wedding packages;

Eternal Love wedding package includes a set of 45 minutes of a Mexican Trio, they usually play during the cocktail hour.

They play mariachi songs.

8. When booking any wedding package, is the wedding couple entitled to a complimentary room upgrade?

Yes, to the next room category above the one they reserved and it is SUBJECT TO AVAILABILITY UPON ARRIVAL

9. Does it has an extra charge the steaming of our wedding attire/dress?

It does not; every package includes the steaming of the wedding couple outfit (Just the wedding couple's outfit is included), for all the guests there are extra charges.

10. Why do weddings have an additional charge, when Dreams Playa Mujeres is an All Inclusive Resort?

Dreams Playa Mujeres uses the Unlimited-Luxury® service, under this service all meals, beverage and entertainment are included; however private functions, like weddings, events, etc, require special set up, private location, specific menu, and staff. Therefore, these services require additional charges

11. If I don't need some of the inclusions of the wedding package, do I get credit for those items?

There is no credit if you don't use any of the inclusions of the package. For hair, make up, photo or video, you can use them any other day. For flowers, for example if you don't need the wrist corsages we can use those flowers to decorate the cake. But we do not do any kind of credit. If you will not use lots of the items instead of a package you can go A la carte.

***Plus 15% service and 16% taxes**

WEDDING PACKAGES

Eternal Love Wedding Package :

12. If I don't use the hair and make up service included can someone else use it?

This service is not transferable to another person or trade for another service, but you can use this service for another day, for example for the rehearsal night.

13. Can I confirm ahead of time the complementary room included in the package?

I cannot. This room will be confirmed upon arrival or during the onsite meeting with your Wedding Coordinator. The room is subject to availability. The room will be available for 1 night before for 1 member of the wedding couple so check in is 3 pm and check out 12 pm OR it can be used for the wedding day to get ready, this 2nd option will allow you to be in that separate room from 9 am to 30 minutes before your wedding ceremony begins. All your belongings must be out of the room at this time.

14. How much extra is per persona for the additional guests above the 20 included in the package?

WEDDING PACKAGE	COST PER PERSON
Eternal Love Package (cocktail and Gold dinner)	\$89 usd*
Additional cake	\$4.50 usd*
Additional bottles of sparkling wine	\$40 usd*
All prices listed above are subject to 15% service and 16% tax	

15. How many hours of event are included in the package?

Ceremony takes 20 to 30 minutes, cocktail 1 hour, dinner reception 3 hours. Extra hours are available at an additional cost.

WEDDING PACKAGES

Beyond Memorable Package:

1. Is the service of the minister and judge included in these packages?

No, the service of the minister is not included in the Beyond Memorable wedding package

2. What is the Eternity Honeymoon Package?

This package is complimentary when booking the Preferred Club Junior Suite Ocean View or higher for a minimum of 7 nights. This package includes:

Sparkling wine, fresh fruit and flowers in room upon arrival

Breakfast in bed with Mimosas one morning of stay, reservation with concierge required

Tension Release Massage for two in our couple massage suite (25 minutes)

Choice couples spa treatment (25 minutes, options to be provided by resort)

Private beach front dinner one evening (includes a bottle of domestic wine and silver menu for two) - upon return from dinner you will find a romantic turndown service.

In case I change my mind and I decide on last minute to DOWNGRADE my wedding package can you make that possible?

There will be a \$500 usd penalty if downgrading wedding packages

WEDDING PACKAGES

Beyond Memorable Wedding Package :

6. Is a sound system included in the package?

On beyond Memorable package It is included for the ceremony & for the reception.

7. Is there any music included? Is the Dj included in these packages?

DJ is not included but you can pay the upgrade to DJ & MC to get these services.

8. When booking any wedding package, is the wedding couple entitled to a complimentary room upgrade?

*Yes, to the next room category above the one they reserved and it is **SUBJECT TO AVAILABILITY UPON ARRIVAL***

9. Does it has an extra charge the steaming of our wedding attire/dress?

It does not; every package includes the steaming of the wedding couple outfit (Just the wedding couple's outfit is included), for all the guests there are extra charges.

10. Why do weddings have an additional charge, when Dreams Playa Mujeres is an All Inclusive Resort?

Dreams Playa Mujeres uses the Unlimited-Luxury® service, under this service all meals, beverage and entertainment are included; however private functions, like weddings, events, etc, require special set up, private location, specific menu, and staff. Therefore, these services require additional charges

11. If I don't need some of the inclusions of the wedding package, do I get credit for those items?

There is no credit if you don't use any of the inclusions of the package. For hair, make up, photo or video, you can use them any other day. For flowers, for example if you don't need the wrist corsages we can use those flowers to decorate the cake. But we do not do any kind of credit. If you will not use lots of the items instead of a package you can go A la carte.

***Plus 15% service and 16% taxes**

FOOD & BEVERAGE

1. How much is the cost per person for wedding events?

PRIVATE EVENTS	COST PER PERSON
Cocktail Hour Silver Menu, 1 hour international open bar	28usd*
Cocktail Hour Gold Menu, 1 hour international open bar	32usd*
Cocktail Hour Platinum Menu, 1 hour international open bar	38usd*
Buffet or Sit down dinner Silver Menu, 3 hours international open bar	55usd*
Buffet or Sit down dinner Gold Menu, 3 hours international open bar	58usd*
Buffet or Sit down dinner Platinum Menu, 3 hours international open bar	62usd*
WEDDING PACKAGES	COST PER PERSON AFTER THE 20 INCLUDED (PARAMOUNT PACKAGE INCLUDES 30)
Eternal Love Package (cocktail and Gold dinner) COST PER PERSON AFTER THE 20 INCLUDED	89usd*
Beyond Memorable Package (cocktail and Gold dinner) COST PER PERSON AFTER THE 79 INCLUDED	149usd*
EXTRAS	COST PER PERSON
Additional cake	4.50 usd*
Additional bottles of sparkling wine	40usd*
Additional hour of international open bar	18usd*

FOOD & BEVERAGE

2 .How much is the cost per KIDS for wedding events? And what ages are considered kids?

Kids are considered from 3 to 12 years old, and they pay half the price of adults

Infants are considered from 0 to 2 years old and there are no extra charge for them

Older than 12 they are considered adults

3. How do I go about planning a rehearsal dinner?

There are many options, you ca have a private theme night (Taco bar, BBQ night, bonfire), a cocktail party or you can have a semiprivate rehearsal dinner at one of our restaurants. These are the prices:

REHEARSAL EVENTS	COST PER PERSON
Mexican Taco Bar (see inclusions Wedding Guide)	\$ 38usd* min 30 guests
BBQ or Havana Night (see inclusions wedding guide)	\$ 42usd* min 30 guests
Bonfire on the Beach, includes fire pit, smores, 2 hours of International open bar, pufs, petates and string lights	\$ 42usd* min 30 guests
Raw seafood Bar, 2 hours open bar	\$ 48usd* min 30 guests
Welcome or Rehearsal Cocktail, 1 ½ hr open bar with appetizers. Lighting and music NOT included.	\$ 28usd* min 20 guests
Semiprivate Rehearsal dinner (set menu in a Restaurant)	\$ 19.08usd* max 30 guests

***Beyond Memorable package includes a rehearsal dinner for 30 persons
(Taco bar, BBQ night, Havana Night)***

**plus 15% service + 16% taxes*

FOOD & BEVERAGE

5. My rehearsal dinner has to be necessarily on private location? Can I have it on one of the restaurants?

As part of the Unlimited luxury we do not take dinner reservations at the restaurants, service is first comes first serve. Reservations are only taken for the hibachi tables at the Fusion restaurant directly every night.

You can book a semi-private dinner at one of our restaurants. The restaurants for the semi-private dinners are subject to availability according to the resort weekly open/close schedule program. This service has an extra charge of \$18 usd + service + tax per person, and the maximum number of guests for this kind of event is 30 people with a set menu.

6. For my Wedding Reception, Do I have to pick a set menu or a buffet for my guests in advance?

Yes, please pick a four courses menu or a buffet option in advance and send it to you wedding coordinator on the Wedding planner form. (Buffet option only available if your guests' size is more than 40 people.

7. Can I mix and match the menus?

Yes, you can mix and match. We highly recommend 1 set menu for everybody, this way service will be faster and smooth (1 appetizer, 1 soup, 1 main course, 1 dessert)

8. Do my guests get to choose their own main course for example meat or fish?

Yes this is possible to choose from two options however you should provide us in advance the total number of each option, including a seating chart with the name of the guest, table number and dish and don't forget to bring your place cards otherwise this will not be possible. If you need help with this please contact our wedding coordinator, she will provide you with a seating guest list and seating form.

9. How will you handle it if I have vegetarians, allergic people or guests with special requests?

It works exactly the same as the question above; your wedding coordinator will provide you with a vegetarian menu and you indicate where are they going to sit and their names. We also have a gluten free menu

CEREMONY

1. How many weddings do you perform a day?

Maximum 2 weddings per day

2. What is the difference between a legal and a symbolic ceremony?

A legal ceremony here in Mexico will be only one valid back in the US. A symbolic ceremony will not be “real” In the US a priest, rabbi, etc., can marry you legally, but in Mexico this has to be done by a Justice of the Peace, an authorized person by the government to marry you, the ceremony is a ceremony in Spanish, but very straight to the point, it lasts about 20 minutes and you can say your vows. A Translator minister is needed if you want to have the ceremony in English.

On the other hand, a symbolic ceremony is a beautiful ceremony performed by a nondenominational minister that will allow you to say your vows, exchange your rings, unity candles, prayers, sand ceremony, etc etc. Some couples decide to get married back home and come to Mexico and marry in a symbolic ceremony making it look like a legal ceremony, since you will sign a symbolic marriage certificate and they can also have witnesses to sign the marriage certificate. This type of ceremony does not require you to arrive to Mexico a specific date nor any kind of paperwork.

3. How many days do we need to arrive prior to the ceremony?

For legal weddings, wedding couple & Witnesses must arrive to the Resort 4 business days prior to the wedding day (Saturday, Sundays and Mexican Holidays do not count) in order to start the correspondent application for a marriage in the civil Registry Office. In case that you are celebrating a symbolic Ceremony, you must arrive 2 days before to finalize the last details with your coordinator.

4. How long last the ceremonies?

The legal or symbolic ceremonies lasts 15-20 minutes.

5. What if we want a ceremony that honors a particular religion; can someone of that faith be provided?

Catholic priests will not perform a wedding outside of the church. We can host a Jewish wedding however the bride and groom must provide their own Rabbi. Please also feel free to bring your own official if you would like a specific religious ceremony

CEREMONY

6. What are the legal requirements in order to do my wedding at Dreams Playa Mujeres?

**Valid Passports (This is essential, otherwise the wedding cannot be performed).*

**Copy of the Tourist Visa Card (this is given at the airport upon arrival to Cancun)*

**The blood tests are taken in Mexico; they are not valid if it is taken elsewhere. To be considered valid the test should not be taken more than 14 days prior to the ceremony. The blood will be tested for HIV, RPR (sexually transmitted diseases) and blood type. The results will be ready in 24 hours together with a certificate of the blood test and the charge will be \$300 USD+ tax per couple.*

**4 Witnesses are required, they need to present passport and tourist card*

**Legal form completed with the names, addresses, nationalities, ages, occupation, relationship, for bride, groom.*

Wedding Coordinator will send you the legal form.

**The Marriage Certificate is only valid in Mexico. In order to make it legal internationally, the wedding coordinator will send a copy of your License to Validation Process*

The process may take up to 2-3 months. Once the document is apostilled and translated into English the Hotel will send all documentation to your home address

7. How do the blood tests work?

The blood test will be done by a qualified person coming into the Resort. Your wedding planner will arrange the appointments for this.

8. If I get legally married in Mexico will the marriage be valid in my country?

The marriage certificate is in Spanish and only valid in Mexico. In order to make it valid internationally the wedding coordinator will send a copy to get the validation process with the local authorities and an apostilled letter.

9. How long after my wedding should I expect my valid legal marriage certificate with the validation seals?

2 or 3 months after your wedding it will be sent it to your home address.

CEREMONY

10. If we choose the legal wedding, do we need to send any documentation prior to arrival?

Yes, scan all your documents: passport, birth certificates. All legal documentation should be sent to your wedding coordinator at least 45 days in advance to verify all information. Also, you must have all originals with you when you arrive at the resort. Details of legal documentation can be found in the legal requirement section further below in this document. Fill the marriage form that your wedding coordinator sends you.

11 What if I don't have 4 witnesses?

If you do not have witnesses, they will be provided by the resort, the cost per witness is \$25usd + taxes

12. What does the sand ceremony consists of?

Is an ancient tradition equal to the Unity Candle in which two separate sand containers represents each other's life, as you pour both containers in one you represents your two life's becoming one, and as the sand grains can't be separated anymore your lives would be. We provide the containers and sand, feel free to bring you own special design or sand colors

13. Can we rehearse our ceremony?

Yes, this will be an informal rehearsal with the wedding coordinator. Wedding couple, wedding party and your parents, this will be mainly to plan the order of the processional and the place where they will be standing. If you want the minister to come for the rehearsal an additional cost of \$60 USD apply for her/his transportation.

14. How long last the ceremonies?

The legal or symbolic ceremonies lasts 15-20 minutes.



CEREMONY

15. Can I bring my own Minister or Rabbi and get a credit for not using the Minister or Judge included in the package?

You can bring your own Minister or Rabbi, but we can't give you a credit for not using the one included in the wedding package.

16. Is the ceremony in Spanish or English?

Our ministers are bilingual, (Spanish and English) If you require a French or Portuguese spoken minister, advice your coordinator, she will confirm if there is one available and the extra cost.

17. Can we write our own vows?

Yes, writing your own vows allows you to truly speak the words and feelings towards each other that are YOURS! I encourage you to inspire yourself and create a ceremony that reflects uniquely you! Otherwise you can repeat the traditional vows after the minister.

18 What are the most popular locations for wedding ceremonies?

- 1. Beach Gazebo (built in wooden gazebo structure)*
- 2. Beach (open space with the option of setting up a bamboo canopy, floral arch, acrylic hoopa, etc)*
- 3. Central garden*
- 4. if you book the Paramount suite that is also a great location for a wedding ceremony*

19 What is the best time to have my wedding ceremony?

The best time during autumn and winter is between 4 and 5pm (November-March). During spring and summer months is at 5 pm and 6 pm (April-October). That's great for sunset pictures!

20. Is a sound system included in the ceremony?

The sound system is only included in Eternal Love & Beyond Memorable package. For the other packages it will apply an additional cost

CEREMONY

21. What is the ceremony setup included in the package?

- *Avant garde Chair (white folding chairs)*
- *White aisle runner*
- *Ceremonial table with white linen*
- *2 small natural centerpieces (for Eternal Love package)*



Additional decoration such as flowers, bows, tiffany chairs, special lightning, etc. are available with an extra charge.

*An extra set up fee may apply if you bring your own decorations and details to place in all your events.

FAKE FLOWERS OR FAKE PETALS ARE NOT PERMITTED

22. In case of rain, what's the back up for my ceremony?

We have the ballroom and Azure Veranda for back ups. We always book a back up spot. Your wedding coordinator will touch base with you the morning of the wedding to determine the back up locations.



SET UP AND DECORATION OF YOUR CEREMONY, COCKTAIL AND RECEPTION LOCATIONS

1. What is the cocktail setup included in the package?

Cocktail tables with white linen

**centerpieces not included*

International open bar and appetizers included



2. Are the appetizers are passed by servers?

Yes, we will have servers during your cocktail hour serving drinks and appetizers

3. Is music included for the cocktail hour?

For the Eternal Love Package a set of 45 min of a Mexican trio is included. This will play at the Cocktail hour.

For the Beyond Memorable packages, music at cocktail hour is not included.

4. Can I change the Mexican trio for another type of music?

Yes you can do instead a violinist, harpist, guitarist or Romantic trio.

5. What is the best time to have my cocktail?

One hour after the ceremony get started, to have your reception right after, example: ceremony 4:00pm, cocktail at 5:00 pm and Reception 6:00 - 9:00pm. Additional hours of service and open bar are available at extra charge of \$18 usd ++ per person, per hour

6. Do we get to choose all the appetizers included in the cocktail menus?

You get to choose 8 options for the gold menu (Eternal Love) and 4 options for beyond Memorable package.

SET UP AND DECORATION OF YOUR CEREMONY, COCKTAIL AND RECEPTION LOCATIONS

5. Can we have a Signature drink? Is there an extra cost to do this?

Yes you can create your own signature drink, if you are using liquors and ingredients included in the international open bar there is no extra charge. If you want something different outside of the open bar included there will be an extra charge. Please send the description of the drink to your wedding coordinator so she can quote it for you

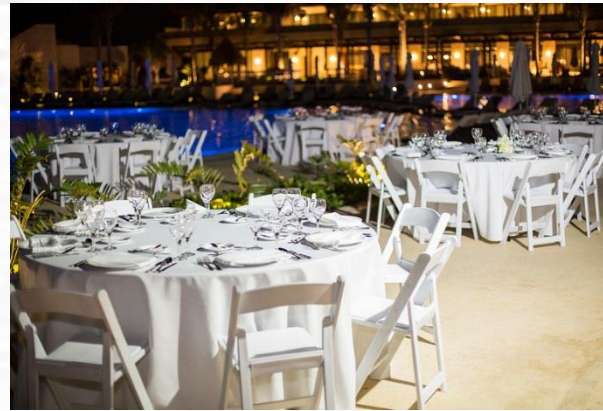
6. What is the Reception dinner setup included?

Round tables with white linen

Avant Garden chairs (folding chairs)

White napkins, crystal glasses, silver cutlery

Sweetheart table for wedding couple with white linen



Additional decoration such as flowers, bows, tiffany chairs, special lightning, etc. are available with an extra charge.

Please see our wedding budget planner and catalogs for more information.

***An extra set up fee may apply if you bring your own decorations and details to place in all your events.**

FAKE FLOWERS OR FAKE PETALS ARE NOT PERMITTED

7. Can I have rectangular tables instead of round table?

Yes we can provide rectangular tables, but you will need to consider renting white rectangular tablecloths



SET UP AND DECORATION OF YOUR CEREMONY, COCKTAIL AND RECEPTION LOCATIONS

8. Can I bring my own décor?

Yes you can, a set up fee will be charged starting at \$100 usd depending on the total amount of items you bring. Please send a décor list to your wedding coordinator so we can calculate the total fee.*

FAKE FLOWERS OR FAKE PETALS ARE NOT PERMITTED

9. Can I bring my own fake flowers?

We allow personal fake flowers (bouquets/boutonnieres) but fake flowers are not permitted to be used as décor for the ceremony or reception

Fake rose petals and confetti are not permitted to be used as decoration or animation for any wedding.

There are alternate options available. Please ask for more info to your wedding coordinator

10. Can I Bring Sky Lanterns?

We are sorry but due to safety reasons they are not allowed. Ask for sparkles, those are permitted.

11. Can I have Fireworks?

Yes you can! Ask your wedding coordinator for options and prices

12. Can we have a bonfire on the beach?

Yes, it is possible. Ask your wedding coordinator for more details & prices



SET UP AND DECORATION OF YOUR CEREMONY, COCKTAIL AND RECEPTION LOCATIONS

13. Can you provide the measures of the tables ?

Round tables 6ft diameter x 2.5ft tall

Rectangular tables 8ft long x 2.5ft wide x 2.5ft tall

14. What is the max capacity per table?

6 guests minimum, 10 guests maximum

15. How do I organize my seating chart?

Please ask your wedding coordinator for the seating chart template, so you can organize the tables. Your wedding coordinator will help you to organize the floor plan.

16. If I decide to rent upgraded chairs for the ceremony, can I use them for the reception?

Yes, the rental fee of the chairs include the set up at the ceremony and reception

17. Can the floral arrangements from the ceremony be carried over the reception?

Absolutely, the fee to reuse the flowers is 15% of the total cost, this cost includes extra flowers to refresh the floral arrangements and moving them from the ceremony to the reception location.

18. What additional décor will you recommend?

We recommend lanterns, floating candles, string lights, chandeliers, giant letters, all depends on the trend that you will like to have for your wedding day, we will be glad to make a special quotation for you.

19. Do you have Décor catalogs?

Yes, we do, your wedding coordinator will send them to you during the planning process.

SET UP AND DECORATION OF YOUR CEREMONY, COCKTAIL AND RECEPTION LOCATIONS

20. How long the reception does lasts?

Three hours, including International open bar

21. What do you use to keep the bugs away at outdoor receptions? Candles, spray?

We fumigate everyday to keep away bugs. Feel free to bring your own repellent.

22. Can I use real candles for outdoor locations?

We highly recommend battery candles

23. How long can the reception last outdoors?

On the beach from May 1st thru November 30th until 9pm due to turtle season

For the rest of the year and for all other outdoor locations until 11pm.

If you want to continue partying, we can set a ballroom privately for you so you can dance the night away. A set up fee will apply which includes lounge set up, dance floor and a bar. Ask for quotation.

25. Are any kind of lights included in the package?

It is not. We highly recommend to considering lighting for your outdoor events. We just have courtesy lights around the resort, but these are not enough for a private event. Ask your wedding coordinator for options.

26. Can I pay for an extra hour of music without the bar service?

Unfortunately, this is not an option, if you consider extending your reception you must pay for the extra hour of international open bar and the extra hour of music. You cannot just have music because our wait and set up staff needs to break the furniture and leave the area empty after your reception which means they have to stay until the end of the event.

27. Can I have cold fireworks if I don't have a dance floor?

Yes you can, the dance floor is not mandatory to do the cold fireworks

28. After the reception, where can we continue the party without paying extra fees?

The Spin night club at Dreams or the Desires night club at Secrets, both close at 1am only)

(adults

MUSIC



1. Is a sound system included in the package?

Eternal Love & Beyond Memorable includes a sound system for ceremony.

2. Can we have a DJ for our cocktail or reception?

Yes, we have an amazing inhouse DJ that we highly recommend; he has a wide variety of music. From 70s 80s to the most popular and latest songs, you can send him a list of songs that for sure you want to be played. Ask your wedding coordinator for the different packages and prices.

3. If we don't want a DJ, but would like to bring our own music on an iPod, I Phone or Cd, can we rent the speakers? *Yes you can rent the sound system, you will be able to find the prices in the Mills & James Catalogue*

4. if I rent a sound system do I have to provide the music?

Yes you have, please bring the music on an ipod, lap top or usb

5. Can I use my phone and create a playlist?

Yes, however we do not recommend an app that requires Wi-Fi. Please download the music to make sure it works.

6. Can I hire an external company for the DJ services?

NO, we don't allow external Ausiovisual companies.

****Live Bands and shows such as Fire show, Fire and drums show are available too. Please ask your wedding coordinator for options and pricing.**

PHOTO & VIDEO

1. Who is the in house photographer? Can I contact them directly?

Yes, Adventures-Photos: weddinginfo@adventures-photos.com

2. When do we discuss what kind of photos we would like and how many, etc?

Since they are in the hotel, we can set a meeting with them once you arrive so you can talk about your preferences. You can confirm your service with your wedding coordinator

3. Are the photos included with Eternal Love packages taken only during the ceremony or throughout the whole event?

The photos are only taken during the wedding ceremony (1 hour coverage)

If you would like to extend, review prices of additional packages

***Paradise package does not include photos.**

If you hire an outside Photographer the fee is \$600 usd per vendor (2 cameraman per team) Additional staff is \$150 per person. In this case the option is to have the included pictures taken at your rehearsal, rehearsal dinner OR book a session for the next day after the wedding

4. If my package includes 50 photos that means they are only going to take those 50 photos and that's all?

The photographer will take more pictures and at the end you get to pick your 50 final photos which will be printed on a Photo Album. If you want more pictures you can always purchase more photos

5. Who is the in house videographer? Can I contact them directly?

Yes, Adventure Photos & Video

6. What if I leave the Resort and I haven't received my video or photos of the wedding?

The video will be sent on a link thru email.

Photo book will be sent to your home address by mail as soon as we have them ready, it gets edited after your ceremony.

WEDDING COORDINATOR

1. Is there a dedicated wedding planner on site to assist my wedding?

Yes, 3 months before your wedding you will be assigned to a wedding coordinator, you will be in contact with her all this time and she will also be with you on your wedding day from start to finish. If you have any questions before that time feel free to contact us at: weddings.drepm@dreamsresorts.com, phone+52 (998) 2833600 Ext.9433

2. Once I know everything I want for my wedding day, how should I send this information to my Wedding Planner?

Please fill the Wedding planner form provided, you will see how easy is to have your wedding details together in few sheets and send it to your wedding planner 3 months before the wedding day. In this way we avoid saturate our inbox and we both are always in the same channel.

3. When do we meet our wedding coordinator and what is our first meeting about?

Meeting date & time will be arranged prior to your arrival to submit all your legal documents (if having a legal wedding), review the wedding planner form together and you can make the final payment then. You will also review the timeline, locations & last minute details such as flowers, decoration and final recommendations for the BIG day!

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

The service/coordination of a Wedding Planner is included In the wedding packages. Our specialist will be with you from day one until your special day. She will be there to answer any question you may have regarding your day!

5. Can we setup conference call instead of emails?

Yes we can, however we prefer to have everything on writing to avoid any kind of miscommunication/misunderstandings

6. Once I send my wedding planner form, when should I expect a response from my wedding planner?

Once your Wedding Coordinator receive your planner form for the first time, she will review it all and respond in a maximum of 10 days, this time frame will allow us to get all the necessary quotations and confirmations/options involved.

7. Can we communicate by WhatsApp with the wedding planner?

Unfortunately not, the wedding coordinator cellphones are personal and they are not allowed to use it during worktime The best way to communicate with her is through email

BUDGET

1. How do I know in advance how much my wedding will costs?

Your wedding planner will provide you with the Wedding Budget Planner; this form will help you from the beginning to plan your own budget.

2 Do I expect those prices to change by the date of my wedding?

These prices are always subject to change especially those services are provided by outside vendors.

3 What about guests not staying at the resort?

Guests who chose to come only for the event will have to purchase a pass.

Wedding Day Pass is \$130 usd per adult (coming in 1 hour before the ceremony time until the end of the events)

If they wish to come earlier, the full day pass is \$260 usd per person. They will be able to arrive at 9 am and enjoy the facilities, services, food and of course the wedding events

At least 80% of your wedding guests must stay at the resort.

4 What are the payment methods available?

Having verified /authorized the budget planner, you will decide the best way to pay the balance.

You can start making deposits in advance. If you would like to do this please ask for the payment link option.

Or you can pay everything after our final appointment upon arrival. We accept Visa, Master Card, American Express cards. We do not accept Discover cards or cashier/personal checks.

5 What is your cancellation policy?

If cancelled more than 6 months of the wedding date, no penalties will be charged and deposit will be refunded.

Weddings cancelled within 6 months of the event will be charged a penalty of the 100% deposit.

ROOMS

1. Can we come down to visit you before the wedding to plan everything?

Yes you can. We will organize a food tasting; visit all locations available for your ceremony, cocktail hour and reception, meeting with the DJ, Photographer, as well we can offer you a discount rate for this visit. Please contact us to verify availability of the rooms and availability of the wedding department to plan this visit. The special rate is \$168 usd per person, per night for maximum 3 nights. This rate is only available if you have already confirmed your wedding and you have a confirmation letter. This visit needs to be 6 months before or less.

If you do this visit prior 6 months, it will be a site visit & won't include a food tasting

2. When do we book our rooms and the rooms for our guests?

We recommend you to make the rooms reservations once you have your date confirmed. We do not guarantee that rooms will be available if the reservations are made closer to the wedding day, we receive reservations every day and occupancy changes every minute. To secure your room reservations, we highly recommend you to contact your preferred travel agent as they can provide a package deal with airfare and transfers included, also, they will gather all your guests' requests and get in touch directly with us.

3. Do I get to have internet on my room?

Yes, Wi-Fi is available throughout the Resort

4. Are the rooms of my guests going to be located all together?

We can add notes on the reservations and subject to availability they can be together. Please keep in mind we do have different room categories, if your guests book multiple different room categories, we are not able to assign them in the same building or close to each other.

5. If I have giveaways or gifts for my guests and I want to ship them before I arrive how can I do that?

You can send them before you arrive, by a SECURE BROKER, ask your coordinator about contact information

Please DO NOT USE THE REGULAR MAIL OR FEDEX, DHL or UPS , YOUR BOXES MAY BE STOCKED AT CUSTOMS Since all materials need special paperwork). & you may not have them on time.

6. If I want to send my guest rooms a letter, a program or a welcome bag how do I do that?

If you are planning to send deliveries to the rooms just fill the guest list and seating chart form with full names and last names and bring the bags to your meeting with your wedding coordinator. This delivery will be sent after check in time once your guests are in the room to avoid any situation such as a room changing or another external factor.

The fee per room is \$4 usd++.

SPA

1. How long does it last to have my hair done?

Between 1 hour to 1 hour and a half

2. How long does it last to get my make up done?

1 hour

3. If I want a flower for my hair should I order through my wedding coordinator or directly with the spa?

With your wedding coordinator please

4. When will bride have a trial of hair and makeup?

If you want to have a trial this is possible. The sooner the better. Upon arrival contact our beauty salon and your wedding coordinator to make the arrangements. This service is not included in the wedding package.

5. If I'm not using the service of the SPA that is included in my wedding package can someone else use it?

These service will only be given the wedding couple, you can't give these inclusions to another person, the services are not transferable

6. Can I use my 15% discount for my bridesmaid and family services?

This discount is only for the bride and groom services

7. How much is the Bridal Suite to get ready there and when do I need to book it?

The sooner the better, first come first serve. The cost for 5 hours is \$349 usd, and includes refreshments and snacks for you and your bridesmaids

8. Can the stylist come to my rooms and provide the service there?

Yes, but there is an extra fee for that, \$100 usd per stylist. Keep in mind 1 or 2 stylist can do several services.

GENERAL INFORMATION

1.- Am I able to have my wedding at Dreams Playa Mujeres but stay at Secrets Playa Mujeres?

Yes; Secrets and Dreams Playa Mujeres are located right next to each other, all ADULTS staying at both Resorts have exchange privileges between the 2 Resorts and can go back and forth free flow to enjoy pools, restaurants, bars and entertainment. All CHILDREN and teenagers up to 18 years old are only able to stay and be at Dreams, this includes private events. No exceptions can be done for this rule.

2.- Do I have to pay a wedding pass for my guests that decide to stay nextdoor at Secrets Playa Mujeres?

Wedding pass or day pass fee is WAIVED for guests staying nextdoor at Secrets

3.- Can I choose to have the ceremony or cocktail or Reception at one of the Secrets locations?

No, Wedding events has to be at the same hotel



GENERAL INFORMATION

1. Am I permitted to bring my own vendors such as Florist, DJ, photographers, videographer, hairdresser, makeup artist?

To avoid future complaints that may involve our standards and reputation, the hotel works just with qualified vendors, outside authorized vendors are permitted but the resort is not responsible for the service provided by them. External vendors are responsible of protecting the facilities of the resort against damages and damages derived from the activities to be developed.

Outside Photographer/Videographer, Hair/makeup artist: \$600usd fee (includes 2 people) additional person \$150 usd PER PERSON PER DAY.

Outside décor vendor fee: \$1,500usd + tax

OUTSIDE FLORIST/FLORAL SERVICE IS NOT PERMITTED. No exceptions can be made
Outside DJ Services*/Audio visual* IS NOT PERMITTED. No exceptions can be made

*Please send the names of the outside vendors to your wedding coordinator so we can give them access to the resort
Some photographers/videographers request dinner service, please let us know if that is the case so we can include them to the reception dinner as those are not included. Cheese burger and French fries can be served to them at \$35 usd ++
Otherwise if you want them to have your same menu the cost will be same as all the other extra guests you are adding to your package.*

2 In case that I do not use some of the services that are included in the wedding package can I have a credit for that?*This will not be possible, in case you do not use the service or inclusions, we can not give a credit or exchange for something else.*