

# Frequently Asked Questions



## Are the wedding package options flexible if I want to make changes?

The packages are created to provide you the most cost effective and easiest planning options for a four (4) hour dinner reception. Simple food changes and replacements are allowed, provided the new selection is of equal cost.

## Can I upgrade the wedding packages by adding additional food items, upgrading the bar or adding specialty drinks or desserts?

Yes, enhancing your wedding package is a wonderful way to be creative with your day. Martini, Mojito, Rum Runner and Margarita bars are great ideas for adding “island flair.” Please contact your catering sales manager for additional ideas.

## Do you have a local vendor list available?

Yes, for all of your additional wedding needs. Any vendors selected that are not on the current Casa Marina partner list will require prior approval by the resort and must provide current insurance coverage.

## Will my catering sales manager be present for our wedding?

Yes, she/he will introduce you to the banquet manager and/or captain prior to your event and they will facilitate the setup, ceremony and timing for your reception and dinner.

## Do you coordinate our vendors for us?

No, you will need to contract a hotel approved wedding/event planner for either day-of or full service who will assist in contracting your vendors. Because of the importance of building your personal relationship with your wedding planner, this relationship will ensure the coordination of the services provided is what you have envisioned for your special day.

## If I book my wedding and reception outside, is there an indoor backup space in case of inclement weather?

Yes, all of our events are reserved with indoor backup. This is an important question for all of the locations you are exploring as possible wedding sites; a last-minute rain shower can really “dampen” your affair!

## What is required to ensure we reserve our event at your resort?

A signed contract guaranteeing date, space, time, and food and beverage minimum, plus a non-refundable deposit. Once received, you can begin planning your special day!

## What time can I have my ceremony and reception?

We can plan your event for any time of the day based on availability. Your event must end by 11:00pm due to the Key West city noise ordinance.



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## Can I extend my wedding past four (4) hours?

Yes; however, all events must end at 11:00pm due to the Key West city noise ordinance. If the event is extended beyond the four (4) hours, there will be a \$1,000 extension fee per each additional hour in addition to any bar charges. **If extending more than one (1) hour, additional food is required. Please see our late night options.**

## Are there multiple events/weddings scheduled on property for any given date?

Yes, we are able to service multiple events on the hotel property at one time. We do not offer exclusivity.

## Do you provide tasting consultations/food tastings?

Yes, with a signed agreement. Arrangements require four (4) weeks' notice. Food tastings can be arranged for up to two (2) people only and will include up to two (2) salads and two (2) entrées only. Hors d'oeuvres are not available.

## Is there a special price for children?

Yes, children's meals are available for those ten (10) years and under at a cost of \$40 per child and \$15 per child for a soda bar. For those eleven (11) and older, the adult menu is offered and the bar is discounted out of the package if included in the price.

## What is the staff-to-guest ratio? Can extra service be provided?

We provide one (1) server per twenty (20) guests if the meal is plated and one (1) server per thirty (30) guests for a buffet-style meal. One (1) bartender per 75 guests is included in your package.

**Extra service can be provided at a cost of \$175 per bartender/server. \$10 per person for full guest count will be added to the package price for each additional staffed server/bartender.**

## Can we schedule a rehearsal?

Yes, please check with your wedding planner and catering sales manager for availability.

## When is the final headcount due?

An estimated headcount will be due thirty (30) days prior to your event date in order for the hotel to appropriately staff and order food items. Final Payment based on your estimated guest count is due fourteen (14) days prior to your event. Final headcount is due five (5) business days prior to your event. This number cannot be reduced.

## Can we offer multiple entrée selections for plated dinners?

Yes, up to two (2) choices for single entrées or one (1) choice of duo plate. \$30 surcharge will apply should you like to offer more entrée options to your guests. All entrée selections must be designated on individual place cards.



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## Is there a special price for vendor meals?

Yes, they are provided an entrée at \$50 per person.

## Weather Call

In all cases, the Resort reserves the right to make a final decision if lightning storms or severe weather conditions are expected in the vicinity that may endanger the safety of guests or employees. Should there be a report of 30% or more chance of precipitation in the area, the scheduled function will take place in the designated back-up area. Temperatures below 60 degrees and/or wind gusts in excess of 20 MPH shall also be cause to hold the function indoors. This decision will be made no less than six (6) hours prior to the scheduled starting time of the function. Should the decision be delayed by the client and results in a double setup of the function, a service charge of \$20.00 per guest will be added to the Master Account. Indoor back-up space is always blocked for all outdoors events. Please note that open flames are not allowed indoors, therefore, some cooking stations may need to be altered if the event is moved indoors.

## Can we put a tent over our event if it is held outside?

Yes, we do allow tenting on our beaches. All tenting arrangements must go through your catering manager and cost will be applied to your master account with the resort. Should you arrange tent directly with the rental company, surcharge of \$5,000 and load in/load out supervisor fee will be placed on your master account. Only clear top tents are permitted on property.

## Can we distribute our leftover food to our guests?

No, due to insurance liability laws, we are not able to allow distribution of leftover items other than the wedding cake. If distributing the wedding cake, you must provide the container of your choice for your guests to take home the cake.

## Can we ship our items directly to the hotel?

Yes, packages can be received up to three (3) days prior to your event. Please address all boxes to your attention c/o your catering sales manager. A \$10 per box fee is charged to your master bill for receiving and storage. Please consult your catering sales manager before shipping any of these items. The hotel highly recommends that you do not ship perishable items or your wedding dress. The hotel will not be held responsible for any items.

## What is your cancellation policy?

Your deposit is non-refundable. After that, you will follow the cancellation policy in your contract based on date of cancellation.

## Is electricity provided to our musicians?

Yes, standard electrical requirements are provided. Please contact your catering sales manager for high-voltage requirements and charges your event. This number cannot be reduced.



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## Does the hotel provide outdoor lighting?

If you are having an outdoor reception, please keep in mind that lighting is required if your event extends after sunset. Encore is our on-site audio-visual company and can provide you with pricing. Should you decide to use an outside vendor, Encore will place a surcharge on these services.

## Can we use birdseed, rice, or rose petals at our ceremony?

In order to maintain the beauty and natural setting of our beaches, tossing any sort of item after the ceremony is not permitted. Minimal natural flower petals may be tossed by a flower girl/boy/person during ceremony processional.

## Can we bring sparklers, wish lanterns, or a drone on property?

No, for safety and environmental reasons we do not allow this type of decor.

## Can we leave our wedding items after the event to be picked up at another time?

No, you will need to take all items with you or designate someone responsible for the items to be removed from the area the night of the event. The hotel will not be held responsible for any items left in the area by the wedding party.

## Are special guest room rates available to our guests?

In order to simplify the guest room reservation process, and to eliminate any liability to you as the event coordinator might have to the hotel regarding rooms not reserved, we have created the “wedding/social rate.” Reservations can be made by phone or online. In both cases, they will be offered a 10% discount off the best available rate for the dates they are inquiring about, based on availability.

## Is there a fee for welcome bags/amenities to be delivered to our guests?

\$5 per bag/amenity. Bags/amenities will not be distributed at the front desk. All amenities will be delivered on the same evening selected by you. Deliveries will begin after 4:30pm and continue throughout the evening. Should there be a “do not disturb” sign on the door, no delivery will take place that evening. A list by registered guest name and confirmation number must be given to your catering sales manager at least seven (7) business days prior to the delivery date. Gift bags/amenities must be delivered three (3) days prior to the delivery date. If this service is not pre-arranged and the list is not provided, distribution of the amenities will become your responsibility.

