

## Wedding Timeline

### Weddings Sales Sr. Advisor

(Located in México. Secure the date and time with a wedding package)

- Review on wedding availability, confirm the wedding.
- Review on wedding group rooms availability, confirm the wedding group (in case to be applicable)
  - Follow up the wedding group updates (restrictions apply)
- When sales dept. receives the Ceremony contract signed, charges are made, and Judge or Minister is confirmed, Sales Executive assign a wedding planner for the wedding process, passing all the information we have of the bride, contract and even the wedding request form, that way we assure all information is passed correctly.

### Wedding Planner

(Located at the Hotel booked. Initial deposit and sign, scan and return wedding Contract is required)

- Then Planner contacts the couple or agent (depending on the instructions received) sometimes agents want to make all arrangements with the hotel and have direct communication with B&G, or just want to be cc in all the communication. During this process (deadline 45 days prior the wedding), here what must be covered:
  - Venues confirmed.
  - Menus for all events (dietary requirements, and restrictions are reviewed here).
  - Decoration (flower arrangements, linens, gazebos hoops, etc.), in this stage vendors are presented to the couple, so they can explore the options we have this is a long and very difficult process as decisions must be made to quote accurately, (you know brides, this is a delicate matter).

- Technical: basically, Sound System, lighting, dance floors etc. this one also difficult, as it is very technical and brides sometimes do not understand all what is required, so here we need to explain a lot.
- Photography and video.
- Extra services (photobooth, pyrotechnics, etc.)
- Rooming list review, this one is to target all guests not coming through you, also review special requirements on rooms and allocations. As an instruction this one must be sent by the bride, we know you send us one with your guests, this helps us a lot, as we compare both and apply the charges accordingly.
- Elaboration of your Purchase Order which reflects the services hired that complement your event. Agreement will be effective after approval and signature of the PO and payment of the percentage set forth as down payment before the couple's arrival to the Resort.
- Purchase Order is signed confirming all these details.
- Final payment, this is a MUST. To confirm all services (third Party), we need to cover them in full, and here exceptions cannot be made as this deadline is put by our vendors, that way they separate all the equipment for the wedding and assure the services to the couple. Please consider that we have had situations where brides cancel services after the deadline, this puts us in a very difficult situation as this represents a real lost for the vendor, and the only protection we have is the payment of the services in advance.

Ideally after all this, file is dispatched to the property, wedding onsite coordinator is introduced to review final details and arrange the Meeting prior the wedding.

### Wedding coordinator

#### **90 days before your wedding**

Wedding Onsite Coordinators are always on the go, their time in front of a computer is minimum, they are either doing Site inspections or operating weddings that is why is mandatory

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that all the planning process is 99.9% completed, so communication with them is concise and minimum.

Once on property you can meet with our Av vendor, our Photography Vendor, and your on-site wedding coordinator (She is assigned a month before to your wedding)

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