

## 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 & easiest planning options for a four (4) hour dinner reception. simple food changes & 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 & frozen drink 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 vendor list will require prior approval by the resort and must provide current insurance coverage.

### **do you coordinate all of 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/event planner, this relationship will ensure the coordination of the services provided are what you have envisioned for your special day.

### **do you coordinate our ceremony?**

yes, our catering sales manager, banquet manager or captain will assist your wedding/event planner with your ceremony rehearsal & be present for the official ceremony to organize your guests & bridal party.

### **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 & they will facilitate the set up, ceremony & timing for your reception & dinner.



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**if i book my wedding and reception outside, is there an indoor back up space in case of inclement weather?**

yes, all of our events are reserved with indoor back up. this is an important question for all of the locations you are exploring as possible wedding sites, a last minute 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 & food & beverage minimum plus a non-refundable deposit. once received, you can begin planning your special day!

**can we put a tent over our event if it is held outside?**

no, we do not allow tenting in order to avoid obstructing the view from our ocean view guestrooms.

**what time can i have my ceremony & reception?**

we can plan your event for anytime of the day based on availability. your event must end by 11:00 pm due to the key west city noise ordinance.

**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 \$500 charge in addition to any additional bar charges.

**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 a four (4) week notice. food tastings can be arranged for up to two (2) people only and will include up to two (2) salads & two (2) entrees only. hors d'oeuvres are not available.

**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 30 guests for a buffet style meal. one (1) bartender is provided complimentary as part of the wedding package & we recommend one (1) bartender per 70 guests. extra service can be provided at a cost of \$150 per bartender/server.



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**can we schedule a rehearsal?**

yes, please check with your wedding planner & 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 & order food items. final headcount is due three (3) business days prior to your event.

**is there a special price for children?**

yes, children's meals are available for those ten (10) years & under at a cost of \$30 per child & \$10 per child for a soda bar. for those eleven (11) & older, the adult menu is offered & the bar is discounted out of the package if included in the price.

**is there a special price for vendor meals?**

yes, they are provided a plated entrée at \$40 per person.

**can we offer multiple entrée selections for plated dinners?**

yes, up to 2 choices for the entrée. all entrée selections must be designated on individual place cards.

**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 & 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 & charges.



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**does the hotel provide outdoor lighting?**

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

**can we use birdseed, rice or rose petals at our ceremony?**

yes, these items can be used as long as they are biodegradable.

**can we bring sparklers, wish lanterns or drones on property?**

no, for safety and environmental reasons we do not allow this.

**are special guestroom rates available to our guests?**

in order to simplify the guest room reservation process & to eliminate any liability 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 either by web link or by phone. in both cases, they will be offered a 10% discount off the best available rate for the dates they are inquiring about.

**is there a fee for welcome bags/amenities to be delivered to our guests?**

yes, \$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 & 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 & the list is not provided, distribution of the amenities will become your responsibility.

**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.



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