

## FREQUENTLY ASKED QUESTIONS



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## **CAN THE WEDDING PACKAGES BE CUSTOMIZED OR MODIFIED?**

You are welcome to add any a-la-carte enhancements to our wedding packages, or you may find that selecting all of your services a-la-carte is best to truly customizing your unique wedding.

## **DO YOU PROVIDE OTHER SERVICES TO COORDINATE AN EVENT SUCH AS FLOWERS AND DECOR, PHOTOGRAPHY, WEDDING CAKE, TRANSPORTATION, ETC?**

Yes! As a full-service Resort Wedding Department we have all the resources you might possibly require at your fingertips and one of our expert wedding specialists will assist you with all of your planning needs.

## **DO YOU PERFORM CEREMONIES ON THE BEACH?**

At this time we do not perform ceremonies or vow renewals on the beach; however, we offer our dramatic Sunset Cliff locations as an excellent alternative. Please see our wedding venue descriptions to learn more about these locations.

## **HOW DO I OBTAIN A MARRIAGE LICENSE AND WHO MAKES THIS APPOINTMENT?**

Sheraton Kona Resort & Spa at Keauhou Bay's wedding department will be pleased to provide you with marriage license information but note that appointments must be made in advance.

## **WHAT IS YOUR SERVICE CHARGE?**

A 23% service charge of the total Food & Beverage revenue (plus applicable taxes) will be added. This includes 16% gratuity for Banquet Employees. No other fee or charge is a tip, gratuity or service charge for any employee. Service charge is subject to 4.166% tax.

## **WHAT ARE YOUR CURFEW TIMES FOR YOUR LOCATIONS?**

9:00 pm: Bayside Wedding Chapel, Overlook, Gazebo and Sunset Cliffs

10:00 pm: Photo Gardens, Bayview Grounds, and Hawaii Lawn

11:00 pm: Bayview Banquet Rooms

12:00 am: Kaleiopapa Convention Center

## **WHEN IS THE BEST TIME TO GET MARRIED IN HAWAII?**

Any time is a good time to get married in Hawaii but typically May and June are the busiest months for weddings. If you want to consider a less busy time when there may be fewer people here, January – March and September – November may be better for you.

## **DO YOU OFFER DISCOUNTS DEPENDING ON TIME OF YEAR OR TIME OF DAY?**

Since anytime is a good time to marry in Hawaii, we do not offer discounts, however, weekdays (Monday – Thursday) have lower minimum revenue guarantee requirements and are sometimes less busy, so you may want to consider one of those days for your wedding.

## **CAN I HIRE MY OWN VENDOR SERVICES OUTSIDE OF THE HOTEL?**

All vendors must be contracted through the Hotel's Wedding Department. If a request is made for the services of a vendor not arranged by the hotel, the request must be made in writing and approved by the Wedding Department prior to guaranteeing those vendors' services. The vendor must sign a "Hold Harmless" agreement, have a minimum of \$2 million in liability insurance and add a rider that includes the Sheraton Kona Resort & Spa at Keauhou Bay, its owners and management company.

## **IS THERE A CEREMONY REHEARSAL?**

We recommend a rehearsal in order to become familiar with the aspects of the ceremony for the bride, groom, wedding party and immediate family and your wedding specialist will schedule this with you approximately 30 days prior to your wedding. The Officiant will not be present prior to the ceremony unless special arrangements have been made in advance.

## **HOW LONG WILL YOU HOLD SPACE BEFORE WE HAVE TO GIVE A DEPOSIT?**

We will hold space complimentary for one (1) week. A non-refundable deposit is required to secure the space on a definite basis in addition to signing a wedding / catering agreement. This deposit will be applied to the final bill of your event