

# **Vegas Weddings Customer Responsibility Contract**

It is our Goal to Exceed and Surpass Every Couple's Expectations! As we strive to provide our signature service, we request every couple review and commit to our policies so we may continue to provide excellent service to all of our guests.

### **Important Message:**

Your credit card has been charged and your payment has confirmed your agreement and understanding to the terms and conditions listed below. This Agreement is the complete outline and serves to solidify the reservation and planning process. While your payment does confirm this agreement, we do require every guest to finalize the confirmation. Please carefully read the information contained within this document.

#### **Courtesy Limousine Service:**

Not all packages include this service. Certain restrictions apply. Please inquire with your Wedding Planner to confirm if the package you have selected offers Courtesy Limousine Service.

- Courtesy Limousine Transportation is not available for residential areas and hotels outside our travel
  radius. The available travel radius for the Courtesy Limousine Service is Las Vegas Boulevard (main strip
  corridor) between the South Point Hotel and the Downtown area near Fremont Street. Check with your
  Wedding Planner for more details and to confirm your hotel is within the travel radius.
- A total of 6 passengers are welcome to ride in the limo. Child seats may be required, but are not provided by Vegas Weddings. Wheelchairs are not provided by Vegas Weddings. Children who are younger than six or weigh less than 60 pounds should ride in an approved safety restraint system, provided by our wedding couples.
- While not required, you are welcome to provide a gratuity to your Driver, should you feel they exceed your expectations. Many of our guests have requested the industry standard gratuity suggestions. The following information is provided for your guidance:
  - Wedding Day Limousine Driver(s) approximately \$15-\$20 each way.
  - Appointment Service Driver (i.e., Tuxedo or Gown appointment, final consultation and marriage license service) approximately \$10-\$15 each way.
- Transportation requests must be confirmed in advance. Courtesy limousine pick-up times are scheduled approximately 30-60 minutes before your ceremony based on package details, location, and road conditions.
- While we do our best to remain on time, there are occasionally circumstances such as heavy traffic, accidents, and unusual road conditions outside of our control that may cause delays. Please understand we will do our very best to meet the confirmed time expectations.
- Upon check-in to your hotel, please call with the hotel and room information that will be used for courtesy limousine service. Please include the registered name for the room. Please call 702-933-3464 with this information.

- Please be dressed and ready 60 minutes prior to your ceremony. About 90-60 minutes prior to your scheduled wedding time, the driver will call to confirm the pickup time and pickup location at your hotel.
   Cell phone service is unreliable in the hotels, so it is important that you remain in your room for the driver's call.
- We request that you remain in your room so the driver can again contact you about 10 minutes prior to the actual pickup time, which is normally (depending on your hotel location) about 30-60 minutes prior to your scheduled wedding time.
- PLEASE REMEMBER TO BRING YOUR MARRIAGE LICENSE, WEDDING RINGS, IDENTIFICATION, CREDIT CARDS (OR CASH) FOR ADDITIONAL PURCHASES & INCIDENTALS, AND 'Something Old; Something New; Something Borrowed; Something Blue & a Penny for your Shoe!'

The limousine drivers operate on a very tight schedule and are subject to a variety of traffic delays. Therefore, Vegas Weddings must conform to the Courtesy Limousine Policy. Failure to comply with these instructions may impact your wedding day in the following ways:

- Hotels will not allow the driver to 'wait' or 'linger' near the hotel. Generally the driver is not permitted to wait past the scheduled pickup time they have provided.
- If you are not at the planned pickup location at the predetermined time, or if the driver is unable to locate you, this will likely result in the limo being relocated and perhaps cancelled entirely. Should that happen, you will be responsible for your own transportation. This may also require a forced rescheduling of the ceremony with the associated fees as noted in our rescheduling policies.
- The First Glance/Bridal Suite option may also be forfeited due to late arrival and loss of limo service.

# **Punctuality/Late Arrival:**

- Wedding Couples: We recommend that every wedding couple arrange for a wedding package that
  includes a courtesy limousine arrival. If you opt to drive or take other private transportation, please arrive
  promptly 45 minutes prior to ceremony time. Be sure to have your marriage license and wedding rings. If
  you are planning a First Glance, then you must review our First Glance guidelines without transportation.
- Guests: We are unable to "hold" the Chapel/venue for late guests, family, or wedding party. All guests and wedding attendants must be at the appropriate Vegas Weddings venue 30 minutes prior to the ceremony start time. We seat the guests and arrange the wedding party for the ceremony. We kindly request you explain the importance of this information, as well as the address, parking options, and policy details to your guests.

The ceremony venue and time slot are reserved specifically for your event. Vegas Weddings is unable to make exceptions to this policy. We are unable to allow one event to impact or disrupt other scheduled events. If rescheduling is required due to issues that arise because of late couples or guests, and the timeline of events must be changed, please review how this may impact your day:

- If a wedding couple does not arrive within the proper time frame, at the discretion of Vegas Weddings, rescheduling options will be provided and a \$100 fee is incurred for the necessary re-staffing and changes to the schedule.
- If a wedding couple chooses to hold or request to delay for late arrivals and guests, rescheduling options will be provided and a \$100 fee is incurred for the necessary schedule change, re-staffing, and related accommodations.
- While we will do our best to accommodate these situations, it could result in the forfeit of your courtesy
  limousine service, preferred venue, and other services. If this is a heavily scheduled date and/or premium
  date, in addition to the above, we may not be able to accommodate the same date if a reschedule occurs.

## **Wedding Guests/Wedding Party:**

Vegas Weddings recognizes how important the wedding celebration is to family and friends, however our first priority is to our wedding couple. We ask that you help them enjoy their experience by preparing them for the following:

- Please provide the correct Vegas Weddings venue address and area to park for that venue. If the venue is
  one of our Downtown Las Vegas venues such as the The Wedding Chapel, The Terrace Gazebo, The
  Wedding Garden or Casino Chapel, make sure your guests are aware it is metered street parking until 8PM
  Monday through Friday 8-6pm. Street parking is free Saturday and Sunday. Change or debit card is
  required for the parking meters. Your Wedding Planner can help with more information.
- Please advise wedding guests to be on time and to arrive no later than 30 minutes prior to the ceremony.
- Prepare your guests with a departure plan and meeting location for after the ceremony and photography session so they may immediately depart and avoid any additional parking meter charges or frustrations with limited lobby space.
- Please advise your guests that Vegas Weddings does not allow guests or outside photographers to
  photograph or video in the lobby, venue, or around the grounds (including cell phone footage), due to our
  agreement and professional copyright arrangements with our photographers.
- Additionally, we know that your photographs are very important to you, and the best way to provide the
  excellent photos and videos of your day require that photographers and videographers have exclusive,
  unimpeded access to the wedding couple and guests.
- Unless you are having a reception or an extended photo session at Vegas Weddings, plan on your experience lasting about an hour inclusive of ceremony time. This may vary with specific packaging, so check with your wedding planner. Including travel time, your entire experience is about 2 ½ hours from pick up to drop off. Please use this as a guide when making external wedding arrangements, such as reservations, since travel time should be considered.

#### "FIRST GLANCE" SERVICE

Upon arrival at Vegas Weddings, unless otherwise noted, everyone should be dressed and ready to walk down the aisle. The "First Glance" allows a couple to enjoy a Wedding Tradition and arrange for neither party to see one another prior to the Ceremony. A package with this feature, or an enhancement with this feature, must be pre-arranged and paid for prior to the ceremony. When this option has been selected, the Wedding Coordinator Staff will ensure a proper "First Glance" so the wedding couple doesn't see each other until the Ceremony.

- If this Service is important, please arrange a package that features this option and confirm with your Wedding Planner.
- If your package does not include a First Glance Service, but does include the Courtesy Limo Service, we do have enhancements that would allow for this feature at an additional cost this will need to be prearranged. This service is not applicable on Fast Lane Ceremonies.
- For a Successful First Glance the parties should utilize the Courtesy Limousine Service. The limo drivers and coordination staff work together to make sure the wedding couple's arrival is separate. When parties arrange their own transportation, we can no longer be responsible for this service.

#### **OUTSIDE PHOTOGRAPHY/VIDEO POLICY FOR GUESTS**

- Due to our contract with professional photographers & videographers, we do not allow outside photography or videography of any kind at the chapel or within the property. In addition, we want you and your guests to enjoy this momentous occasion. It makes for a much richer, smoother experience and better photos if guests do not distract or get in the way of the professionals.
- Please notify the guests and wedding party of this in advance. This will help avoid any issues or confusion on the wedding day.
- Unfortunately, if this does become an issue and guests refuse to adhere to our policies, due to copyright
  issues and other circumstances, it may prevent the photographer or videographer from providing their
  service in accordance with your packaging.

#### **MARRIAGE LICENSE DETAILS**

- A valid Nevada Marriage License must be purchased prior to your ceremony. The cost is \$77 cash, debit card is not accepted. The marriage license fee is not included in your wedding package. (Vow Renewals do not need a Marriage License, but should show proof that they are married to each other.)
- Please be aware, there may be a long line to obtain your license on Saturdays and holiday weekends. To learn about acquiring a marriage license in Las Vegas, please visit <a href="http://www.702wedding.com/las-vegas-marriage-license.asp">http://www.702wedding.com/las-vegas-marriage-license.asp</a>. This link provides details regarding how to pre-register for your marriage license.

#### **FINAL CONSULTATION SERVICE**

Vegas Weddings offers a complimentary consultation. This Final Consultation includes a tour of the venue, finalization of paperwork, and discussion of your wedding day itinerary. Please arrange an appointment time with your Personal Wedding Planner.

- Your Planner will recommend that you purchase your Marriage License prior to the scheduled consultation. We are located across the street from the Marriage License Bureau. Please bring your Marriage License and related paperwork to the consultation.
- Your Personal Wedding Planner will make every effort to arrange the consultations around your mutual schedules. We kindly ask that you pre-arrange your final consultation time to ensure proper staffing and avoid long wait times at the Chapel.
- Chapel Consultation Hours are typically 9am to 8pm Sunday thru Friday and 9am to 12pm Saturday. We recommend that you arrange for a Marriage License Service and Final Consultation. This is an upgrade option that should be arranged and paid for in advance.

#### **CERTIFIED LEGAL DOCUMENTS**

- For a fee of \$49, we offer a 2 business day, expedited service, to obtain your Certified Marriage Certificate. This is the legal document necessary for name changes, TSA, Social Security, Driver's License, passports, insurance, Immigration Services, adoption, etc.
- The document may be picked up at the chapel or mailed to via standard US Postal Service mail service. Please allow for approximately 7-21 business days for this delivery time. Additional mailing services including Priority, International Priority, and Express Mail are available for an additional fee. Arrange this

service with your Wedding Planner or order online *after* your ceremony at http://www.702wedding.com/las-vegas-marriage-certificate.asp

### **FLORAL & DÉCOR**

Vegas Weddings offers a Full Service Floral/Décor Shop, and we welcome you to review our included style of package bouquets, as well as additional styles to choose from with a minimal upgrade charge. Standard inclusions are Roses with the choice of Red, White, or Pink. Additional rose colors are available starting at \$10 per color. See more options at: http://www.702wedding.com/las-vegas-wedding-flowers.asp

- All floral selections must be finalized within payment guidelines at 7 days or 14 days based on packaging. Changes/Cancellations to floral will incur additional charges. Please review Cancellation and Balance Due details.
- Since we are full service and able to provide any floral item inclusive of wedding party and décor items, we
  do not allow any outside floral, fresh or silk.
- We understand it is your wedding and want to be as accommodating as possible. In order to continue providing stellar service, if any exceptions are made we must charge a nominal fee of \$100. In addition to the fee, any included floral will be removed without credit. Our staff will not be available to assist with wedding party floral pinning and distribution.
- Vegas Weddings is not responsible for any outside floral, and we are unable to accept floral deliveries.
- Please note the outside floral fee only covers floral and excludes décor items. We are unable to accept or allow any décor items that are not expressly through our floral department. This is for all venues serviced and managed by Vegas Weddings. Please discuss with your Wedding Planner for further details and for a complete list of décor options available.

#### OFFICIANT/MINISTER INFORMATION

- Vegas Weddings will arrange for a Minister/Officiant to be present for your ceremony. Their services are
  performed on a gratuity or donation basis, as they are not employees of the Chapel. This is in addition to
  your package (unless otherwise specified). After the ceremony you will be provided an envelope for their
  services that suggests an industry standard gratuity of \$40 \$60. (\$60 -\$80 for ceremonies at Hilton
  Hawaiian Gardens.)
- If you prefer to bring your own Minister, this must be pre-arranged with your Planner no less than 2 weeks prior to your ceremony. We charge an Outside Minister Fee of \$60 for coordination of the ceremony and processing legal documents. Vegas Weddings will arrange for the legal paperwork and the certification of your marriage.
- If you wish to request a specific Minister, this can be arranged for an additional \$100 fee (includes
  donation) based on availability. Spanish or other Foreign Language Ministers are also available upon
  request starting at \$150 (includes donation). Check with you Wedding Planner for confirmation on rates
  and a complete list of available options. This must be arranged no less than two weeks prior to your
  ceremony.

#### PHOTOGRAPHY INCLUSIONS

Vegas Weddings is proud to offer high-quality Photography, produced by a Team of World-Class Experienced Professional Photographers. Unless otherwise noted, the majority of our wedding packages include Ceremony

photography coverage. These photography inclusions will consist of images taken during the ceremony, and are referenced as the "Candid Ceremony Images." Please review below for an overview of Photography Services and policies. For more information, and to see our online Gallery that shows the difference between these photos please review this link: http://www.702wedding.com/las-vegas-wedding-photo-packages.asp.

- Candid Ceremony photography begins as the wedding party enters the ceremony venue, during vows and rings, the unity ceremony, celebratory Kiss and The Grand Exit! These are the un-posed, action type images that occur during the Ceremony service.
  - Ceremony Photo Gallery: http://gallery.702wedding.com/Ceremony/
- We highly recommend to book and arrange in advance a Professional Photo Shoot. Vegas Weddings offers a variety of photography sessions to match every budget. This is a great addition to further capture the emotion of the day and maximize your experience with our professional photographers. The photographer will spend extra time posing you and your guests for some beautiful posed photos in and around the Chapel grounds. Without a pre-arranged photography session, the Posed Images are not included in your package. Each photo session includes a select number of photo prints or digital copyrights.
- Our photographers are truly wonderful and we are confident you will enjoy the time you spend with them
  documenting your big day. We do not obligate our couples to any additional purchases. It has been our
  experience that posed photography is usually always preferred. We highly recommend to budget for
  photography and/or to arrange for the purchase of all the images in advance.
- Our photography sessions all include a distinct amount of time with the photographer and a choice of a limited selection of either prints or digital images. You may not select both as it is a choice. These are not available after the ceremony and must be arranged in advance. Please review our photography page for further information.
- Photography is available for review the following day. This includes both package inclusions and any
  additional photographs taken a pre-arranged photography session. An appointment is necessary and
  required. Please make sure to schedule your Photo Consultation with your Wedding Planner and enjoy 'ReLiving' your wedding day.

### **INTERNET BROADCAST**

- Vegas Weddings offers complimentary Internet Broadcast at many of our venues.
  - Please Note: Since this Online Broadcast is a technology based service (of which we have no control over the receiving ends' security and browser settings), we cannot make guarantees that all parties will be able to view. In the event that we are made aware of a possible malfunction, we will do our best to remedy as quickly as possible. However, under no circumstance are we able to provide credit or monetary compensation.
- The Casino Chapel, The Crystal Suite, The Fast Lane, and Offsite Venues including Hilton Hawaiian Gardens do not offer Internet Broadcast regardless of packaging selections or inclusions.
- If your package does not specifically notate the option for an Online Broadcast, this may not be included. Please check with your Wedding Planner.

# **PAYMENTS, GUEST COUNTS, & BALANCE DUE**

- All payments for products & services are final and non-refundable.
- A Service Surcharge of 19% is in addition to all balances due. The Surcharge includes Tips, Gratuities, Filing & Recording Fees, Permits, Coordination & Supervision Fees, Clean-up/Set-up Costs, Duplication & Copy Fees, Applicable Taxes (including but not limited to Payroll, Property, Employment, and Fuel & Communication Taxes), Commissions & Bonuses, Credit Card & Bank Fees, Licensing Fees, etc. This is separate from and does not include the Officiant or optional Driver's gratuity.

#### **GUEST COUNT GUARANTEES**

- Chapel Ceremonies:
  - o Final guest count is required 14 days prior to the ceremony.
  - Credits or Refunds will not be issued, should your guest count decrease, as we prepare for the guaranteed amount.
- Receptions, Hilton Hawaiian Garden & Ceremonies off Chapel Grounds:
  - Final guest count is required 14 days prior to the Ceremony. Credits or Refunds will not be issued should the guest count decrease, as we prepare for the guaranteed amount. Please note menus, guest count, and final arrangements for your reception are also firm 14 days prior to the event. Changes to color scheme, linens, etc. will result in additional fees.
- If your reception package and venue allows for additional guests, you may request an increase in the guest count within 14 days of your reception. We try to accommodate most increase requests, however, it must be confirmed with your Wedding Planner as packaging and vendor arrangements must be verified.
- Upon confirmation that we are able to accommodate the increased attendance, a new guaranteed guest count must be provided and paid for as additional arrangements must be made. All payments are final and non-refundable, as previously stated.

#### **FINAL BALANCE**

- Chapel Ceremonies:
  - We require balances be paid in full 7 days prior to the ceremony. Reservations without payment in full
     7 days prior are subject to cancellation.
  - Additional payments may be made by credit card, traveler's checks, or in cash. Personal checks are not accepted.
  - o All payments are non-refundable and non-transferable.
- Receptions & Outdoor Ceremonies off Chapel Grounds:
  - Your balance must be paid in full no later than 14 days prior to the ceremony, or the reservation is subject to cancellation. Payment is taken along with final guest count details.
  - o Payments may be made by credit card, traveler's checks, or in cash. Personal checks are not accepted.
  - o All payments are non-refundable and non-transferable.

#### RESCHEDULING AND CANCELLATION

- Rescheduling:
  - Vegas Weddings offers one complimentary reschedule, so long as the request is made before your final balance is due. Additional schedule changes to the venue, date, or time will result in a \$100 change fee.
  - If you choose to postpone indefinitely within the appropriate timeframe, your payments will be transferrable to the new ceremony date for one year from the date you made the initial reservation.
- Cancellation:
  - If cancellation occurs before the balance due timeframe of 7 or 14 days you may use 100% of your payments towards a new, future reservation. Payments are non-refundable but transferrable to a new wedding date within one year from the date the initial reservation was made.
  - o If a cancellation is made in less than the 7 or 14 days but more than 72 hours prior, you may use the payments made towards a new reservation in the future. You will be charged the \$100 rescheduling fee. In order to use this credit you must make a new reservation within one year from the day the initial reservation was made.

- Reception or Offsite Packages cancelled after the 14 day or Balance Due timeframe: Should a cancellation occur within 14 days of your event, please be aware you are forfeiting the reservation entirely. All payments received will be retained by Vegas Weddings to cover the costs incurred for your event preparations. If you choose to make a new reservation with us in the future, there will be no credit given and a new reservation would be required.
- Should a cancellation occur within 72 hours of your event, please be aware that your reservation will be forfeited entirely. All payments received will be retained by Vegas Weddings to cover the costs incurred for your event preparations. If you choose to make a new reservation with us in the future, there will be no credit given and a new reservation would be required.

Thank You! Vegas Weddings Team