



### Vegas Weddings Customer Responsibility Contract

*It is our goal to exceed and surpass every couple's expectations regardless of budget. 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.*

#### **PAYMENT CONFIRMATION**

Your payment confirms agreement to the terms and conditions listed below. This agreement serves as a beginning to the reservation and planning process. While your payment automatically confirms this agreement, we require every couple to review and sign each page. Please carefully read the information contained within this document.

#### **COURTESY LIMOUSINE SERVICE**

- Courtesy limousine service is not available for residential areas or locations outside the travel radius. The 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. Car seats may be required, but are not provided by Vegas Weddings. Wheelchairs are not provided by Vegas Weddings. Children who are younger than 6 or weigh less than 60 pounds should ride in an approved car seat, provided by our wedding couples.
- Transportation details must be confirmed no later than 7 days prior to the ceremony. This includes the desired pickup location and return location (if they are different).
- Courtesy limousine pick-up times are scheduled approximately 30-60 minutes before your ceremony based on package details, location, and road conditions.
  - Occasionally circumstances such as heavy traffic, accidents, and unusual road conditions outside of our control may cause delays. Thank you for understanding that all times are approximate.
- Please call 702-933-3464 with the hotel and room information that will be used for courtesy limousine service upon your arrival to Las Vegas. Please include the registered name for the room.
- Please be dressed and ready 90 minutes prior to your ceremony. About 60-90 minutes prior to your scheduled wedding time, the driver will call to confirm the pickup time and 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.
- **PLEASE REMEMBER TO BRING YOUR MARRIAGE LICENSE, WEDDING RINGS, IDENTIFICATION, CREDIT CARDS (OR CASH) FOR ADDITIONAL PURCHASES AND INCIDENTALS**
- **The limousine drivers operate on a tight schedule and are subject to a variety of traffic conditions. Therefore, Vegas Weddings and our couples must conform to the following policy. Failure to comply with these instructions may impact your wedding day in the following ways:**

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- 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 on 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/wedding suite option may also be forfeited due to late arrival and loss of limo service.

### **ARRIVAL**

- **Wedding Couples:** Most packages include at least one limousine for transportation. If you opt to drive or take other private transportation, both parties must arrive 45 minutes prior to ceremony time to avoid being charged the \$100 rescheduling fee. **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 for couples not using Vegas Weddings’ transportation.
- **Guests:** We are unable to hold the chapel/venue for late guests, family, or the wedding party. Please advise wedding guests to be on time and to arrive at least 30 minutes prior to the ceremony.

**The ceremony venue and time slot are reserved specifically for your event. Vegas Weddings is unable to make exceptions to this policy. We are not able 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 timeframe, at the discretion of Vegas Weddings, rescheduling options will be provided, and a \$100 fee will be incurred for the necessary re-staffing and changes to the schedule.
  - The \$100 rescheduling fee also applies if a wedding couple chooses to delay for late guest arrivals.
- 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.

### **Departure**

- Plan on your experience lasting 30-90 minutes. Departure time will be specific to your wedding package inclusions so please confirm approximate departure with your wedding planner.
- Please use this as a guide when making external wedding arrangements, such as dining or show reservations, as travel time should be considered.

### **GUEST INFORMATION**

Vegas Weddings recognizes how important the wedding celebration is to family and friends, but our first priority is you, our wedding couple. We ask that you help your guests enjoy their experience by sharing the following:

### **Parking**

- 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, make sure your guests are aware it is metered parking on the street until 6PM Monday through Friday. Change or debit card is required for the parking meters.

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- Guests may also use the ParkMobile App to pay for parking and receive alerts and/or add time to their on-street metered parking.
- Please provide your guests with a celebration location for after the ceremony so they may immediately depart and avoid additional parking meter charges and/or frustrations with limited lobby space.
- The Hilton Hawaiian Garden and Vegas Weddings by the Lake venues have free parking.

### **Photography/Videography Policy**

- We do not allow outside photography or videography of any kind at the chapel, lobby or within our property due to our contract with professional photographers and videographers. In addition, we want you and your guests to enjoy this momentous occasion, and 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, it may prevent the photographer or videographer from providing their service in accordance with your package due to copyright issues and other circumstances.

### **PHOTOGRAPHY INCLUSIONS**

Vegas Weddings is proud to offer high-quality photography, produced by a team of world-class, experienced professional photographers. In this section, we'll review what's included in your package, what can be added, and how much images cost. Here's what you need to know:

- **Most wedding packages include coverage for the ceremony portion only.** These photography inclusions will consist of images taken during the actual ceremony, starting when the wedding party enters and ending after the couple's grand exit after being announced as newlyweds.
- **Most packages do not include posed photographs.** Posed photos begin during the couple's grand re-entrance into their venue as newlyweds. For more information, and to see examples of candid and posed photos, please review this link: <http://www.702wedding.com/las-vegas-wedding-photo-packages#important>
- **It has been our experience that posed photography is preferred.** We highly recommend to budget for photography and arrange a professional photo shoot in advance. Vegas Weddings offers a variety of Photography Sessions to match every budget, starting at \$95. 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 with you and your guests for some beautiful posed photos in and around the Chapel grounds. Posed images are not included in your package without a pre-arranged Photography Session.
  - Photography Session Photo Gallery: <http://gallery.702wedding.com/Posed/>
- **Most photography is available for review the following day during a pre-scheduled, one-hour photo viewing appointment.** During your photo viewing appointment, you will review your package inclusions and any additional photographs taken during your pre-arranged Photography Session. Some packages and sessions require a longer time for final edits; please ask your wedding planner for further details.
- **If you choose *not* to purchase a photo session in advance, we strongly recommend you still budget for photos after your ceremony.** Most of our couples do end up purchasing more than the images included in their package. The cost to purchase all your ceremony and posed images for most packages is \$795, including the copyright release. The copyrights to individual images can be purchased for \$50 each.

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## **FIRST GLANCE SERVICE**

Upon arrival at Vegas Weddings, the couple and their guests should be dressed and ready, unless the couple has arranged a First Glance. The traditional First Glance keeps the wedding couple hidden from one another until the ceremony begins. When applicable, our wedding coordination team works together to ensure a proper First Glance so the wedding couple doesn't see each other until the ceremony.

- A package with this feature, or an enhancement with this feature, must be pre-arranged and paid for prior to the ceremony. Contact your wedding planner for more information.
- Our courtesy limousine service is the best way to ensure a successful First Glance. The limo drivers and coordination staff work together to make sure the couple's arrival is separate. It is difficult for us to ensure a successful First Glance without Vegas Weddings courtesy transportation.
- The First Glance is included in our premium packages, starting with the Dream Package. This feature is not included or available with the Fast Lane, Cherish, or Ignite packages.
- A package with a First Glance allows use of our bridal/wedding suite. Please note:
  - The time in the suite is allotted to slip on wedding attire and meet with your wedding team, including your coordinator, minister/officiant, and photographer. Depending on your arrival time, prepare to be completely dressed and ready within 10-15 minutes. It is imperative that the person utilizing the suite arrive with hair and makeup completely done.
  - The wedding party and/or guests are not allowed to dress onsite.
  - Please note due to the size of the suite, and to keep the area accessible for our coordination staff, we typically limit to two additional guests. We suggest arranging this prior to arrival.
  - On premium dates, the suite is not available for dressing, but will be used to ensure a proper First Glance.
- The wedding suite at the Hilton Hawaiian Garden is not available for dressing but can be used to secure a First Glance.

## **FINAL CONSULTATION SERVICE**

Vegas Weddings offers a complimentary consultation prior to the ceremony, referred to as the couple's Final Consultation. This consultation includes a tour of the venue when available, finalization of paperwork, and a discussion of your wedding day itinerary. Please arrange an appointment time with your wedding planner.

- Please note all Final Consultations are facilitated at our main chapel location in Downtown Las Vegas, regardless of your wedding venue. We are located at 555 South 3<sup>rd</sup> Street, Las Vegas, NV 89101.
- We are conveniently located across the street from the Marriage License Bureau so you can purchase your marriage license in advance and bring with you to your Final Consultation.
- Your wedding planner will make every effort to arrange the consultations around your mutual schedules. Chapel consultation hours are typically 9am to 8pm Sunday through Friday and 9am to 11pm Saturday. If your package does not include transportation to the Final Consultation, you may contact your wedding planner to add this service at an additional cost.

## **MARRIAGE LICENSE DETAILS**

- A valid Nevada Marriage License must be purchased prior to your ceremony. The cost is \$77 cash or credit, and it is not included in your wedding package. Couples renewing their vows do not need a Marriage License, but they can obtain a Certificate of Vow Renewal for \$21 at the Marriage License Bureau if they wish. Couples renewing their vows must provide proof of marriage.

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- 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 and to pre-register, please visit <http://www.702wedding.com/las-vegas-marriage-license.asp>.

### **LEGAL DOCUMENTS**

- A Certified Marriage Certificate serves as the couple's legal proof of marriage and can only be obtained after the ceremony is complete. This document is necessary for name changes, TSA, Social Security, Driver's License, passports, insurance, Immigration Services, adoption, etc. Some countries also require an Apostille.
- Vegas Weddings offers an expedited service on these important legal documents starting at \$49. Arrange this service with your wedding planner in advance or order online *after* your ceremony at <http://www.702wedding.com/las-vegas-marriage-certificate.asp>.

### **OFFICIANT/MINISTER INFORMATION**

- A Minister or Officiant Service Fee will be added to all wedding and vow renewal packages. This fee is separate from, and in addition to, the cost of the wedding package and will automatically be included in the package costs. Vegas Weddings handles the coordination, legal paperwork and certification of your marriage.
  - The fee amount is based on the specific package/venue and will typically range from \$40 to \$80. You are welcome and encouraged to provide an additional donation or gratuity on the day of services. This additional donation/gratuity can be given directly to your Minister/Officiant or added to your wedding costs, commensurate with the services received.
- Should you request to bring in an Outside Minister, this must be pre-arranged with your wedding planner no less than two weeks prior to your ceremony. There is an \$80 Outside Minister Fee as Vegas Weddings handles the coordination, legal paperwork and the certification of your marriage.
- Spanish or other Foreign Language Ministers are also available upon request starting at \$150 (includes donation). Check with your wedding planner for confirmation on rates and a complete list of available options.

### **FLORAL & DÉCOR**

Vegas Weddings offers a full-service floral and décor shop for couples who want custom floral and/or enhanced decor. See included bouquets and more at: <http://www.702wedding.com/las-vegas-wedding-flowers.asp>.

- Unless otherwise specified, packages include the choice of red, white, light pink or hot pink roses with a matching ribbon color. Additional rose colors are available starting at \$30 per color.
- Custom floral arrangements are available and require advanced notice. Please consult your wedding planner for details.
- All floral selections must be finalized 7 days prior to your event. Any changes or cancellations within 7 days will incur additional charges. If a selection for floral has not been arranged by the 7-day mark, the floral department will provide red or white roses.
- **There is a personal floral fee of \$100 for outside floral.** We do not allow any outside floral, fresh or silk, since we have a full-service floral shop and are able to provide any floral item. If you do choose to bring in outside floral, any floral included in your package will be removed. Please make friends and family aware of this policy as well. Our staff will not be available to assist with wedding party floral pinning and distribution.
  - Vegas Weddings is unable to accept floral deliveries.

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- 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 provided by our floral department. We have a complete list of décor options available that you may discuss with your wedding planner.

**INTERNET BROADCAST**

- Vegas Weddings offers complimentary internet broadcasting at many of our venues.
  - Since this online broadcast is a technology-based service, 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 for internet broadcast issues that occur.
- The Casino Chapel, Crystal Suite, Fast Lane, Vegas Weddings by the Lake, and Hilton Hawaiian Gardens venues do not offer internet broadcast regardless of package selections or enhancements.

**SERVICE SURCHARGE AND PAYMENTS:**

- All payments for products and services are final and non-refundable.
- A Service Surcharge of 19% is added to most products in addition to the package or product price. 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, Fuel & Communication Taxes), commissions & bonuses, credit card & bank fees, licensing fees, and more. This is separate from, and does not include, the Minister/Officiant Service Fee or optional driver’s gratuity.
- Nevada State Sales Tax will be added to products and services as applicable.

**GUEST COUNT GUARANTEES**

- Final guest count is required 7 days prior to the ceremony.

**FINAL BALANCE**

- If the final balance is not paid on time, your ceremony and/or reception is subject to cancellation. Final balance due dates vary by venue and package. Please consult your wedding planner for details.
- Additional payments may be made by credit card, traveler’s checks, or cash. Personal checks are not accepted.
- All payments are non-refundable.
- All payments become non-transferable within 7 days of the ceremony.

**RESCHEDULING AND CANCELLATION**

- Vegas Weddings offers one complimentary reschedule prior to the 7-day mark. Additional schedule changes to the venue, date, or time will result in a \$100 fee.
- If you choose to postpone within the appropriate timeframe, your payments will be transferrable for one year from the initial date your reservation was confirmed.
- Cancellations made within one week (7 days) of the wedding date will be forfeited entirely. Vegas Weddings will retain all payments to cover the costs incurred for your event preparations. If you wish to reschedule after cancelling your ceremony, you must pay for a new package in full.

*Thank you for choosing Vegas Weddings! We look forward to making your day exceed expectations!*

*-The Vegas Weddings Team*

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