

frequently asked questions

CEREMONY

- 1. Do you have an ocean front ceremony site and reception venue?**

Yes. The Lagoon Lawn is ocean front with panoramic views of the Pacific Ocean, coconut trees and a Hawaiian sunset as your backdrop.
- 2. Can I get married on the beach?**

We recommend our ocean front Lagoon Lawn for your ceremony and utilizing the beaches for picture taking. We do not recommend ceremonies on the sand due to the fact that beaches in Hawaii are public and there is a high possibility of interrupting visitors and obstructed views.
- 3. What is included in the ceremony rental fee?**

The exclusive use of the ceremony site and 80 white chairs are included with the Lagoon Lawn, and 50 white chairs are included with the Gazebo. We also provide water refreshments for your guests.
- 4. What are your ceremony times?**

If you book with a banquet lunch reception your ceremony time will be between 9:30am – 10:30am.
If you book with a banquet dinner reception your ceremony time will be between 4:30pm – 5:30pm.
- 5. Can I book a wedding ceremony only (no banquet reception)?**

Yes. Ceremonies booked without a banquet reception may be contracted within one month of your desired wedding date. The ceremony site rental times will be for one hour between 9:30am – 5:30pm.
- 6. How do I get a wedding license?**

A Wedding License must be obtained in person at the Hawaii State Department of Health.
Here is a link to obtain more information: <http://hawaii.gov/health/vital-records/vital-records/marriage/index.html>
- 7. What is the difference between an Event Manager and a Wedding Coordinator?**

All weddings include the services of a hotel **Event Manager** who represents our hotel. They will assist in planning and ensure the highest level of service regarding menu selection, setup, timeline management and service of hotel staff.
A **Wedding Coordinator** represents the Bride and Groom. On your behalf, they will manage the delivery of services from vendors requested by you. Our hotel **Event Manager** and your **Wedding Coordinator** will partner together for a seamless wedding day. Please see our list of Wedding Coordinators on our Preferred Vendor List for professionals who have established a relationship with our hotel.
- 8. Is a Wedding Rehearsal included?**

If you are flexible we offer a complimentary rehearsal based on availability. The date and time will be confirmed two weeks prior to your wedding date.
- 9. What will happen if the weather is not favorable on the day of my outdoor wedding?**

All of our outdoor venues include a backup indoor venue that will comfortably accommodate your number of guests.
- 10. Do you offer wedding packages?**

Yes, please view our Makali'i Bridal Collection for details.
- 11. Can the hotel provide a Minister, Musician & Audio Visual for my ceremony?**

Yes, please see our Ala Carte menu and PSAV (Audio Visual) pricing for services and estimates.

12. *When can I hold/secure a ceremony and reception venue?*

Ceremonies with a banquet reception may be contracted up to one year prior to your wedding date. Ceremonies without a banquet reception may be contracted one month prior to your wedding date. We will require a banquet contract to be signed and a \$5,000 non-refundable deposit. If your estimated total is below \$5,000 we will collect a 100% non-refundable deposit. As a courtesy we will hold the venue up to two weeks before your contract & deposit is due.

13. *What is the process of booking a wedding?*

One of our **Wedding Sales Specialists** will assist you with a proposal followed by a complimentary consultation and tour of our resort. We will also help you to secure the venues of your choice with a contract and initial deposit. After your wedding contract and deposit is finalized, a hotel **Event Manager** will assist you in planning the details of your wedding. The hotel Event Manager will then be your primary contact from the hotel. Your **Wedding Sales Specialist** will always be an additional resource.

14. *When will I start planning with the hotel Event Manager?*

The majority of your planning will be within six months of your wedding date. At that time you will be able to finalize your menu and determine your timeline and floor plan. Your complimentary tasting for two will take place within three months of your wedding date.

15. *Do you have a hospitality room to get ready in?*

We offer a complimentary hospitality room for up to one hour based upon availability, which will be determined on the day of your wedding. We suggest securing a hotel room the day before and the night of your wedding to guarantee a hotel room where you can get ready.

16. *Can I use my own vendors?*

We have a Preferred Vendor List of vendors who frequently work with our hotel and provide excellent service. However, you may utilize any vendor of your choice at no extra cost from hotel.

17. *Do you provide Audio Visual Services?*

Yes, please inquire about our in-house PSAV audio visual services for information on packages and prices.

RECEPTION

18. *What does a standard reception include?*

The standard set up includes banquet tables (Malolo Ballroom has 72 inch rounds, all other rooms have 66 inch rounds), white with gold trim banquet chairs, white 8 point tablecloths (not floor length) & white napkins, dinnerware, 3 votive candles per table, and mirror base for table centerpieces.

Indoor venues also include dance floor, stage, podium, and house sound system. Microphones may be added at an additional cost.

19. *Are there additional charges for receptions held outdoors?*

There is an outdoor set up fee of \$2,000.00. Additional items not included are: tent, dance floor, sound system, audiovisual, tiki torches, and white lanterns. Glassware is not allowed, drinks will be served in disposable cups.

20. *Are chair covers included?*

We do not include chair covers; our Preferred Vendor list has a selection of vendors who you may contact.

21. *Can we bring in our own specialty wedding cake and is there a cake cutting service fee?*

Yes you may bring in your own wedding cake at no extra cost. If you would like the cake to be serviced to your guests there will be a \$2.00 per person cake cutting service fee plus 22% service charge and 4.712% Hawaii state tax.

- 22. Can a family member or wedding coordinator cut and serve cake to avoid cake cutting service fee?**
We do not recommend having a family member or your wedding coordinator serve the wedding cake to your guests. One option to eliminate this fee is to provide a stylized cupcake presentation and place it on your existing dessert buffet table. Your guests will be able to help themselves.
- 23. May we bring in our own food or beverages?**
We are a full service hotel and all food and beverages must be catered through our resort.
- 24. Is there a corkage fee?**
If we are unable to provide the wine of your choice you may bring in your own wine bottles at \$25.00 each plus 22% service charge and 4.712% Hawaii state tax.
- 25. What is the cost for children?**
Children ages 4 and under are complimentary. Children ages 5-12 will be charged ½ off the adult buffet menu price. If you prefer a plated menu you may order a selection from the children's plated menu.
- 26. What are your reception times?**
Lunch receptions are from 10:30am – 3:00pm.
Dinner receptions are from 5:30pm – 11:30pm. Outdoor dinner receptions are from 5:30pm - 10:00pm.
- 27. May I customize my own menu?**
Yes. After contracting a wedding with us you will work together with a hotel Event Manager who will assist you with customizing a menu with our Chef.
- 28. When can menu tasting be done?**
We offer a complimentary menu tasting (based on your menu selection) for two people after contracting an event with us. We offer this three months prior to your event.
- 29. Is there an extra charge for butler passed hors d'oeuvres?**
No, all food and beverage is assessed a 22% service charge, this service charge includes butler passed hors d'oeuvres.
- 30. Do you offer reception packages?**
Yes. Please let us know what you are interested in and we will be happy to customize a package for you.
- 31. When can I hold/secure a reception venue?**
Receptions may be contracted up to one year prior to the date of your wedding. We will require a banquet contract to be signed and a \$5,000 non-refundable deposit. If your estimated total is below \$5,000 we will collect a 100% non-refundable deposit. As a courtesy we will hold the venue(s) up to two weeks before your contract & deposit is due.
- 32. Can I host my wedding reception at one of your restaurants?**
We have three diverse restaurants, each with a unique dining experience. Azul accommodates up to 45-50 guests, Naupaka Terrace accommodates up to 30 guests, and Ushio Tei accommodates up to 30-40 guests. The maximum amount of guests will be determined on various factors such as setup and menu selection. Receptions with over 14 guests require a Prefix Menu or Buffet. You also have the option to exclusively buy out a restaurant. Our restaurant Manager will work with each reception individually to create a memorable experience.

RESORT ACCOMMODATIONS

- 33. Do you offer group hotel accommodation rates?**
Yes. We offer special group rates if you have a minimum of 10 rooms on at least one night of your stay. We will require a deposit and contract to be signed to secure the rooms.
- 34. What if I cannot meet the minimum of 10 rooms to qualify for a group rate?**
Please contact our Reservation Department directly at 808-679-0079 and inquire about the best rate available.

35. What is the check-in and check-out time?

Check-in is at 3:00pm and Check-out is at 11:00am.

36. Can I get an early check-in or late check-out time?

Early check-in and late check-out is by request only and can not be guaranteed. Availability will be determined on the day of check-in or check-out.

SPA & SALON SERVICES

37. What services do you offer?

We offer a full service luxury spa with the convenience of providing hair, make-up, manicures and pedicures for your entire Bridal Party.

38. Do you have a private Salon for Bridal Parties?

Yes. Our private Ho‘onanea Salon Suite accommodates up to seven services in one hour. It may be reserved for bridal showers or for pampering the day before and the day of your wedding. You may also enjoy champagne, hors d’oeuvres, and desserts while you pamper yourself. It is also a great opportunity for photography & videography of your special day.

39. Who may I contact for more information on spa and salon services and packages?

Please contact our Spa/Bridal Concierge by phone at 808-679-3321 or by email at Ihilani.spa@marriotthotels.com.

MISCELLANEOUS

40. Can I get a tour of your property?

We offer a complimentary wedding consultation which also includes a tour of our property, wedding venues, banquet rooms, hotel rooms, and spa.

41. Do you have a preferred vendor list?

Yes. Please see our list of preferred vendors who established a relationship with our hotel.

42. What will happen if the weather is unfavorable on the day of my outdoor wedding?

All of our outdoor venues include a backup indoor venue that will comfortably accommodate your number of guests.

43. Are pets allowed?

Service animals are allowed throughout our resort. If your pet is not a service animal, they are permitted at the wedding ceremony only and must be on a leash.

44. Is picture taking allowed on your property?

Yes, after booking your Event Manager will assist in setting up a time when you can take pictures throughout our property.

45. Do you offer catering for Lanikuhonua?

Yes. Please speak with our Catering Sales Team for estimates and menus.

46. How far from the airport is your resort and what are our transportation options?

We are about a 25 minute drive from the Honolulu International Airport. If transportation is needed our hotel concierge can assist in arranging services.

47. What do you charge for parking?

Our current 2011 pricing is \$10 Event self parking, \$15 Event valet parking, & \$35 Overnight parking.

****Information is subject to change****