



BlueDiamond

WEDDINGS

Blue Diamond Weddings - Service Expectation

We are so excited to be working with you on your destination wedding! Before you book, we would like to make sure that you know what to expect when working with us throughout your Wedding journey. It can be a stressful time, but we have teams available through the different stages to guide you.

Who are we?

Blue Diamond Resorts is a Global Company with offices located across North America and the Caribbean. Below are the details of the three Teams you will work with when you book your wedding with Blue Diamond Resorts:

Sales Team: Your Blue Diamond Sales Representative will be your first point of contact when you inquire with us. This individual will help you determine the best property for your wedding, will confirm availability for your special day and collect your initial deposit.

Off-site Wedding Consultant: The Off-Site Wedding Consultant's role is to work with you virtually to quote, organize and confirm the details of your Wedding at a Blue Diamond property. Confirmed pricing and availability will only be available within 6 months to your Wedding Date. Once your wedding details have been ironed out and final payment has been collected, the Off-Site Wedding Consultant will relay the details of your special day to your On-Site Wedding Coordinator and all applicable vendors.

On-site Wedding Coordinator: Our on-site weddings department is located at the hotel in which you are hosting your wedding. Your on-site Wedding Coordinator will be introduced to you approximately 2 weeks (via email) before your wedding. The Onsite Wedding Coordinator will pre-arrange an initial meeting with you upon your arrival to the hotel where you will review and discuss the logistics of the wedding day. This meeting is typically the day after you arrive at the hotel. They will be present on your big day, ensuring that all elements pre-arranged are executed as planned. As the team is dedicated to those couples who are in destination, their hours are sporadic and intended to suite the needs of our clients while they are in destination.

Recommendations:

Wedding Planner: If you are looking for assistance with designing your wedding and want a personalized wedding planning experience, you may consider hiring a professional Wedding Planner who would work with our Wedding Consultant on your behalf.

Travel Advisor: We also would recommend that you work with a Professional, Accredited Travel Advisor who will be able to coordinate your groups' rooms and reservations for you and your guests. Please note that our Wedding Consultants are not Travel Agents and will be unable to assist with room reservations, travel plans or special requests.

Timeline Expectations Once Booked

6+ months prior to your Wedding: We are available to answer basic questions about your wedding, however formal quoting & planning will not begin until 6 months prior to the wedding. Our in-destination suppliers, will only confirm pricing and availability from 6 month prior to your wedding date. During this time, we encourage you to have some fun with your fiancé and create a vision of what your wedding day would look like. You are welcome to browse the Wedding Documents Link that was provided during the initial sales stage for some initial pricing. **For select properties and packages, we may be able to put you in touch with the vendors directly.**

6 month mark: 6 months prior to your Wedding, you will receive an email from your designated Off-Site Wedding Consultant, who will provide you with a wedding detail questionnaire for your completion. We wait until 6 months before the wedding date to start coordinating your wedding in detail as we want to ensure that we are offering you the most up to date availability and pricing in terms of décor, floral, entertainment, menus, packages etc. Guest counts can also drastically change between the time of booking and the start of planning, so we want to make sure **we have as accurate a guest count as possible.**

Vendor Quotes: Quotes from vendors may take some time as most of them are out in the field assisting with execution of events. We will always provide you with a confirmation of your request within 48 hours of your email with an anticipated timeline. **To assist us with a fast quote turnaround, providing as much detail about what you are looking for is very helpful and will hopefully eliminate clarification**



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Trusting Our Process

We know that formally starting the planning 6 months prior may seem like a long wait, however we ask that you trust us. We have been creating people's dream days for over 10 years! We love what we do and want to ensure that each couple feels valued when working on their wedding.

Blue Diamond Resorts is a Global Company with offices located across North America and the Caribbean. Below are the details of the three Teams you will work with when you book your wedding with Blue Diamond Resorts:

Step 1: Book your Wedding Time, Date and Venues with the Sales Team by placing your deposit

Step 2: Dream about your special day! Take note of any florals or décor you want to share on your Wedding Detail Questionnaire come the 6 month mark

Step 3: Receive your Wedding Detail Questionnaire from your Off-Site Wedding Consultant 6 months prior to your wedding date

Step 4: Complete the Wedding Questionnaire and send it back to your Off-Site Wedding Consultant (the sooner you do so, the sooner we can start to help with your special day!)

Step 5: Continue to work with your Off-Site Wedding Consultant fine tuning your wedding details (remember, the last day for you to request quotes is 60 days before your wedding date!)

Step 6: Confirm your final invoice with your signature and pay your final balance (partial payments may be required along the way based on the package you confirmed with your Sales Representative in Step 1!)

Step 7: Be introduced to your On-Site Wedding Coordinator via email

Step 8: Travel to the Resort for your Wedding!

Step 9: Meet your On-Site Wedding Coordinator who will review the specifics of your wedding day

Step 10: GET MARRIED!!!

Step 11: Your Off-Site Wedding Consultant would LOVE to hear from you about how the day was and see any photos you're comfortable sharing. Feel free to reach out!

Thank you for choosing Blue Diamond, we look forward to working with you!