

FREQUENTLY ASKED QUESTIONS

THE REEF RESORTS WEDDINGS

QUESTION

ANSWER

How much is the wedding deposit? Is it refundable?

*To secure your wedding date, we require a deposit of **800 USD** (or **15,000 MXN**). In case of cancellation, the deposit is non-refundable, but it may be applied to a new date depending on availability.*

Is there a minimum number of rooms or guests required?

None! We handle everything from intimate elopements for two to large family celebrations.

What is the Plan B in case of rain?

We check the weather forecast 24 hours before the event. If there is a risk of rain, your wedding will be moved to an air-conditioned indoor venue at no additional cost.

How do you manage guest payments?

We create a private booking link where each guest can reserve and pay for their room. Payments are typically made in three parts: 1 night at booking. Another installment 50-60 days before arrival. Final balance 30 days before arrival

Can I bring my own vendors?

Yes! A vendor fee applies depending on the service. You may also choose from our curated list of trusted local experts.

How far in advance should I book?

We recommend booking at least 12 months in advance, so your guests can plan flights and accommodations comfortably.

Do you perform LGBT weddings?

Absolutely. Love is love, and we celebrate every story with the same care and detail.

Do you offer legal (civil) weddings?

Yes. We manage full civil weddings, including LGBT ceremonies, and guide you through all documentation requirements.

Do you perform Catholic weddings?

Yes. A Catholic-style ceremony can be performed by an Anglican Catholic celebrant. We do not have an on-site chapel.

Is the beach the only ceremony location?

No. We offer multiple beautiful settings, including a tropical garden, rooftop with ocean views, and a beach club deck.

Can I use different locations or properties for the celebration?

*Yes! For example, you can have your ceremony at **The Reef Playacar** and a post-wedding brunch at **The Reef 28**. Each event is charged separately, even if you stay at one property.*



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If the hotel is All Inclusive, why is there a wedding fee?

ANSWER

A wedding is an independent service. The fee covers staff, setup, and unique personalized details to make your celebration truly special.

Do I need to hire an external wedding planner?

No. Our team of specialized planners will guide you from start to finish at no extra cost.

Do the couple receive a complimentary room?

Yes. When booking 14 rooms or more, the couple receives 3 complimentary nights.

How many weddings do you hold per day?

We believe in exclusivity: only one wedding per day, ensuring full attention to your event.

Where are you located?

In the heart of Playa del Carmen, Riviera Maya, just 50 minutes from Cancun International Airport and close to attractions.

What activities can we enjoy during our stay?

Through Reef Travel Shop, you can explore cenotes, Mayan ruins, natural parks, or enjoy a catamaran experience.

How many guests can stay in a room?

Up to 4 guests, ideal for families or friends.

Do you have an adults-only option?

Yes. The Reef 28 is our adults-only property, offering a chic rooftop, infinity pool, and a stylish atmosphere.

What do you recommend after the wedding?

The “Torna Boda”—a fun afterparty with tacos al pastor and music to keep the celebration going.

How late can beach events continue?

With municipal permission, events may continue until 1:00 a.m. After 11:00 p.m., volume must be reduced to respect the environment.

How late can my event last in the ballroom?

Indoor ballroom events can continue with full volume until 3:00 a.m.

Where can I see more photos of previous weddings/events?

You can find real wedding inspiration on our Pinterest: [pinterest.com/thereefevents](https://www.pinterest.com/thereefevents)



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ANSWER

Is there a menu tasting before the wedding?

*Yes. With the **Signature Wedding Package**, you enjoy two complimentary nights and a full menu tasting.*

Can we bring our own decorations?

*Yes! If you need our planners to set them up, a one-time **100 USD** setup fee applies.*

Can I bring my own wedding cake?

Yes. We can refrigerate it at no cost; we only require a signed waiver for external food items.

Are pets allowed at the ceremony?

Although we love them, pets are not permitted in any of our properties, including during the ceremony.

What forms of payment do you accept?

We accept bank transfers, cash payments, and credit/debit cards.

Do you offer a wedding payment plan?

Yes. After the initial deposit: 30% due 90 days before the event, 50% due 60 days before the event, Remaining balance 30 days before the event

Are there volume limits or restrictions on music?

On the beach, volume is moderated after 11:00 p.m. In indoor venues, your DJ may play without restrictions until 3:00 a.m.

How does the DJ service work?

We connect you directly with our DJ so you can choose music styles, must-play songs, do-not-play songs, and special selections for key moments.

What furniture is included for the event?

Our basic setup includes round tables with white linens, full tableware (plates, glassware, cutlery), and gold Versailles chairs.

Can children attend the wedding?

Absolutely! Children are welcome, and we offer a kids' menu. Children under 4 years old attend free of charge.

