



Frequently Asked Questions

What is our first step?

How far in advance do we need to book?

How do we contact someone about booking our Wedding or Reception?

What services does the Catering Manager do for me?

How do I plan my wedding long distance?

What do I need to do once I arrive in Puerto Rico?

Where can we hold our wedding ceremony?

Do you offer Ceremonies on the beach?

Where can we hold our reception?

What happens if it rains?

What is the payment and deposit schedule for reserving a wedding?

Does El Conquistador host Ethnic and Kosher weddings?

Does El Conquistador Resort offer wedding packages?

Is there a food & beverage minimum spend?

When should we discuss our menu selections?

Can we organize a food tasting of our menu selection?

Is there a Spa where my bridesmaids and I can get pampered?

Do we get a discount on rooms?

Can we bring our own wedding cake?

Do I have to use the Hotel Vendors?

Will I need to arrange an officiant for the ceremony?

Do you offer Vow Renewals?

We are considering a honeymoon at your resort? Can you assist me?



What is our first step?

After deciding on a time frame, contact the El Conquistador Catering Department to check on the availability. Once the date and time have been established for your wedding, we will send you a contract outlining the wedding services selected.

A fifty percent (50%) non-refundable prepayment is required at the time of contract signing. The balance is due in full, 30 days prior to arrival. This payment can be made in cash, check or cashier's check

How far in advance do we need to book?

El Conquistador is a sought after location for weddings, so we encourage you to book up to one year in advance. Most weddings book six months in advance of the ceremony. Even if you decide at the last minute, please feel free to call us about availability. We will always try our best to accommodate you.

How do we contact someone about booking our Wedding or Reception?

In order to better serve you, our Catering department asks that you fill out the Request for Information. When it is completed click "Submit". Upon receipt of your complete form the information will be reviewed and you will receive an email linking you to an online brochure for your review. A Manager from our Catering Department will contact you directly from the information you have provided on the form.

[Back to the top](#)

What services does the Catering Manager do for me?

Your Catering Manager will work with you to see through every step of the wedding planning process:

- Answer any questions, provide events suggestions and serve as your primary Hotel contact throughout the planning process
- Establish your guest room block (if applicable) and monitor the status of reservations. Personally oversee the details of the bride and groom's room reservations
- Provide all necessary information to obtain a Marriage License in Puerto Rico
- Recommend and design meals for all of your food and beverage events, as well as arrange and attend your menu tasting as requested
- Recommend Preferred Special Events Professionals to provide music, floral design and event decor, photographers/videographers, ceremony officiants and professional wedding coordination
- Create an estimate of charges outlining your financial commitments and deposits
- Provide a personalized tour of the Ceremony/Reception location prior to the events
- Confirm all of your event specifications by reviewing your event orders (BEO's) and ensure that it is communicated flawlessly to the operational team of the hotel. Provide an assigned seating floor plan as required

El Conquistador Resort – The Waldorf-Astoria Collection

Telephone: 787-863-1000 Ext. 7364

ElConResort.com LasCasitasVillage.com

ElConCateringLeads@LuxuryResorts.com



- Oversee the setup of the ceremony and reception room(s), food preparation and other Hotel operations
- Be the on-site liaison between your hired Wedding Coordinator and the hotel staff
- Ensure a seamless transition to the hotel's Banquet Captain/Manager once the Grand Entrance has occurred
- Review your banquet check for accuracy prior to the completion of your final bill

How do I plan my wedding long distance?

We are delighted to attend to all of the wedding planning details via telephone, e-mail, faxes, and mail prior to your wedding event. Rest assured that the entire staff of the El Conquistador Resort stands ready to assist you with all of the planning details of your very special wedding event.

If you wish to visit the Resort prior to your event, please contact us with advanced notice (at least two weeks) to ensure availability of rooms, vendors and your Catering Manager.

Planning your destination Wedding in Puerto Rico should not be a challenge. Upon receipt of your signed contract and wedding deposit, an introduction letter will be sent to you outlining important deadlines necessary to make your planning as smooth as possible. Our Catering Manager will guide you through all steps of planning your Wedding.

What do I need to do once I arrive in Puerto Rico?

Obtaining your Marriage License is the most important step upon arriving in Puerto Rico. Please click on the following link to obtain our customized checklist.

[Wedding License](#)

Where can we hold our wedding ceremony?

El Conquistador offers a wide variety of indoor and outdoor locations to suit your style. No wedding is too small or too big for us, our space will accommodate from 2 to 1000 guests.

Do you offer Ceremonies on the beach?

Additionally to a variety of ocean view locations, you can escape on our speedy catamarans to Palomino Island – our 100-acre private unspoiled tropical oasis – for your dream “Beach Wedding”. Our Wedding locations are closed off to the public during the ceremony to ensure privacy for your special day. Your photography and videography will highlight the beauty of our tropical resort.

[Back to the top](#)

Where can we hold our reception?



The Resort boasts many prime indoor and outdoor options including terraces, beach, pool side, Water Park, traditional and modern Ballrooms to fulfill your vision of that special day. Your Catering Manager can provide you with location pictures and further information.

What happens if it rains?

In the best interest of your guests, all events held outdoors require an indoor backup location which is at the hotel's discretion. The resort reserves the right to relocate any event to this indoor location based on weather conditions obtained from the National Weather Service.

What is the payment and deposit schedule for reserving a wedding?

In order to confirm a date and time, a 50% non-refundable deposit will be required upon signing the contract. As per contract, 60 days prior to the wedding day you will receive your first invoice for 25% payment of your balance, followed by a 30 days invoice requiring a full payment of the balance. Acceptable forms of payment include credit card, bank transfers, money orders or personal checks.

Does El Conquistador host Ethnic and Kosher weddings?

The El Conquistador Resort is experienced in hosting various types of ethnic weddings such as Kosher and Indian. Our renowned culinary team and award winning Executive Chef will be able to customize traditional dishes. For more details please contact the Catering Department.

Does El Conquistador Resort offer wedding packages?

Absolutely, in addition to our a la carte menus and services, the Resort offers wedding packages which are available through your Catering Manager and our website.

Is there a food & beverage minimum spend?

A customized food & beverage minimum will be provided for you based on your venue selection, amount of guests and preliminary proposal. Also our resort's 22% service fee and the 7% sales tax will apply. These fees are not included in your food & beverage minimum.

[Back to the top](#)

When should we discuss our menu selections?

Menus can be discussed at any time but we request that they be finalized a minimum of thirty (30) days prior to the start of your event date in order to guarantee availability of items and price.



Can we organize a food tasting of our menu selection?

A Menu Tasting may be scheduled Monday through Thursday at 1:30pm or 5:30pm, for up to 4 guests. A Complimentary Menu Tasting is provided for social groups of 150 guests or more for a dinner event.

Tasting is provided for Hors d'oeuvres and the dinner menus only. Groups of less than 100 guests may schedule a menu tasting at retail per guest plus the cost of individual bottles of wine and champagne. Please notify us at least 2 weeks prior to any Wedding Cake tasting.

A 22% service charge and 7% sales tax will be added. A credit card must be provided in advance and pre-payment is required.

Is there a Spa where my bridesmaids and I can get pampered?

Whether you desire a pampering massage, soothing facial or a specially designed treatment, our 26,000-square-foot luxury [Golden Door Spa](#) offers it all. And just in case the guys need a little help with those pre-wedding jitters, a massage might work wonders for them, too.

More wellness awaits you at [Edouard de Paris Salon](#) at the Golden Door Spa. From manicures and pedicures to hair care and restorative treatments, Edouard de Paris Salon offers a wide variety of services for Madame and Monsieur that will complement your wellness experience.

Do we get a discount on rooms?

El Conquistador Resort offers several wedding packages with which the Bride and Groom's wedding night is upgraded or complimentary depending on availability. For 10 rooms or more our Sales Team will be able to provide the best available rate.

Can we bring our own Wedding Cake?

A wide range of cake flavors, filling, icing and decoration is available and the final price is determined by your selections. Your Catering Sales Manager would be pleased to assist you customize a wedding cake of your dreams.

Please note: If you elect to provide your own wedding cake, a cake cutting charge of \$6 per person will be charged. The cake cutting charge will not be applied to your contracted food and beverage minimum.

[Back to the top](#)

Do I have to use the Hotel vendors?

If choosing a non-preferred vendor, all arrangements and confirmations will be at your sole responsibility.

Outside vendors are not allowed on property unless pre-approved by the hotel. The hotel



reserves the right to deny access to the property to any unauthorized photographer or videographer. Please contact your Catering Manager for more information on approved photographers. Outside photographers approved by the hotel will incur a \$500 photo fee per day.

[Back to the top](#)

Will I need to arrange an officiant for the ceremony?

We work with various Non-Denominational and Christian Officiants from the local community. They perform very heartfelt, warm ceremonies. You are welcome to bring an officiant of your choice as long as the person is licensed to marry in Puerto Rico.

[Back to the top](#)

Do you offer Vow Renewals?

What better way to re-commit your love to one another than with a Renewal of wedding vows ceremony. We offer a special vow renewal package at \$850 with our Oceanside ceremony setting, officiant to perform the ceremony, bottle of champagne to toast the celebration.

We are considering a honeymoon at your resort. Can you assist me?

Congratulations! You may want to consider the resort's Romance Package or a variety of other romantic services such as a bouquet of her favorite fresh flowers waiting in your room when you arrive, a private sunset dinner at Strip House, champagne and chocolate covered strawberries in your guest room, Dinner reservations in one of our award winning restaurants, spa treatments or turn down surprises with love notes from you. We will assist you in planning a romantic honeymoon that is as unique as the love you share.

[Back to the top](#)