

# Frequently Asked Questions



**THE REACH**  
KEY WEST

CURIO COLLECTION  
by Hilton™

## **Are the wedding package options flexible if I want to make changes?**

The packages are created to provide you the most cost effective and easiest planning options for a four (4) hour dinner reception. Simple food changes and replacements are allowed, provided the new selection is of equal cost.

## **Can I upgrade the wedding packages by adding additional food items, upgrading the bar or adding specialty drinks or desserts?**

Yes, enhancing your wedding package is a wonderful way to be creative with your day. Mojito, Rum Runner, Margarita bars are great ideas for adding “island flair.” Please contact your catering sales manager for additional ideas.

## **Do you have a local vendor list available?**

Yes, for all of your additional wedding needs. Any vendors selected that are not on the current Reach Resort partner list will require prior approval by the resort and must provide current insurance coverage.

## **Do you coordinate all of our vendors for us?**

No, you will need to contract a hotel-approved wedding/event planner for either day-of or full service who will assist in contracting your vendors. Because of the importance of building your personal relationship with your wedding/event planner, this relationship will ensure the coordination of the services provided is what you have envisioned for your special day.

## **Do you coordinate our ceremony?**

Yes, our catering sales manager, banquet manager, or captain will assist your wedding/event planner with your ceremony rehearsal and be present for the official ceremony to organize your guests and bridal party.

## **Will my catering sales manager be present for our wedding?**

Yes, she/he will introduce you to the banquet manager and/or captain prior to your event and they will facilitate the setup, ceremony and timing for your reception and dinner.

## **What is required to ensure we reserve our event at your resort?**

A signed contract guaranteeing date, space, time, and food and beverage minimum, plus a non-refundable deposit. Once received, you can begin planning your special day!

## **If I book my wedding and reception outside, is there an indoor backup space in case of inclement weather?**

Yes, all of our events are reserved with indoor backup. This is an important question for all of the locations you are exploring as possible wedding sites; a last-minute rain shower can really “dampen” your affair!

## **What time can I have my ceremony and reception?**

We can plan your event for any time of the day based on availability. Your event must end by 11:00pm due to the Key West city noise ordinance.

## **Can I extend my wedding past four (4) hours?**

Yes; however, all events must end at 11:00pm due to the Key West city noise ordinance. If the event is extended beyond the four (4) hours, there will be an additional charge of \$500 per hour. This is in addition to charges for bar extension.

## **Are there multiple events/weddings scheduled on property for any given date?**

Yes, we are able to service multiple events on the hotel property at one time. We do not offer exclusivity.

## **Can we schedule a rehearsal?**

Yes, please check with your wedding planner and catering sales manager for availability.

## **Can we put a tent over our event if it is held outside?**

Yes. We do allow tenting on our beach or Palms Lawn. All tenting arrangements must go through your catering manager and cost will be applied to your master account with the resort.

## **Do you provide tasting consultations/food tastings?**

Yes, with a signed agreement. Arrangements require four (4) weeks’ notice. Food tastings can be arranged for up to two (2) people only and will include up to two (2) salads and two (2) entrées only. Hors d’oeuvres are not available. Additional guests may be added for a fee of \$100 per guest based on availability.

## **When is the final headcount due?**

An estimated headcount will be due thirty (30) days prior to your event date in order for the hotel to appropriately staff and order food items. Final headcount is due five (5) business days prior to your event.



## **What is the staff-to-guest ratio? Can extra service be provided?**

We provide one (1) server per twenty (20) guests if the meal is plated and one (1) server per thirty (30) guests for a buffet-style meal. One (1) bartender is included as part of the wedding package and we recommend one (1) bartender per 75 guests. Extra service can be provided at a cost of \$175 per bartender/server/chef.

## **Can we offer multiple entrée selections for plated dinners?**

Yes, up to 2 choices for the entrée. Higher price of entrée applies. All entrée selections must be designated on individual place cards. Entrée selection is due to your Catering Manager five (5) business days prior to your event.

## **Can we distribute our leftover food to our guests?**

No, due to insurance liability laws, we are not able to allow distribution of leftover items other than the wedding cake. If distributing the wedding cake, you must provide the container of your choice for your guests to take home the cake.

## **Is there a special price for children?**

Yes, children's meals are available for those ten (10) years and under at a cost of \$40 per child and \$20 per child for a soda bar. For those eleven (11) and older, the adult menu is offered and the bar is discounted out of the package.

## **Is there a special price for vendor meals?**

Yes, they are provided a plated entrée at \$40 per person.

## **Can we ship our items directly to the hotel?**

Yes, packages can be received up to three (3) days prior to your event. Please address all boxes to your attention c/o your catering sales manager. A \$10 per box fee is charged to your master bill for receiving and storage. Please consult your catering sales manager before shipping any of these items. The hotel highly recommends that you do not ship perishable items or your wedding dress. The hotel will not be held responsible for any items.

## **Can we leave our wedding items after the event to be picked up at another time?**

No, you will need to take all items with you or designate someone responsible for the items to be removed from the area the night of the event. The hotel will not be held responsible for any items left in the area by the wedding party.



## **What is your cancellation policy?**

Your deposit is non-refundable. After that, you will follow the cancellation policy in your contract based on date of cancellation.

## **Is electricity provided to our musicians?**

Yes, standard electrical requirements are provided. Please contact your catering sales manager for high-voltage requirements and charges.

## **Does the hotel provide outdoor lighting?**

If you are having an outdoor reception, please keep in mind that lighting is required if your event extends after sunset. PSAV is our on-site audio-visual company and exclusive provider of all audio-visual services including lighting. They can provide you with pricing.

## **Can we use birdseed, rice, or rose petals at our ceremony?**

Yes, these items can be used as long as they are natural.

## **Can we bring sparklers, wish lanterns, or a drone on property?**

No, for safety and environmental reasons we do not allow this type of decor.

## **Are special guest room rates available to our guests?**

In order to simplify the guest room reservation process, and to eliminate any liability to you as the event coordinator might have to the hotel regarding rooms not reserved, we have created the “wedding/social rate.” Reservations can be made by phone or online. In both cases, they will be offered a 10% discount off the best available rate for the dates they are inquiring about, based on availability.

## **Is there a fee for welcome bags to be delivered to our guests?**

Yes, \$5 per bag. Bags will not be distributed at the front desk. All amenities will be delivered on the same evening selected by you. Deliveries will begin after 4:30pm and continue throughout the evening. Should there be a “do not disturb” sign on the door, no delivery will take place that evening. A list by registered guest name and confirmation number must be given to your catering sales manager at least seven (7) business days prior to the delivery date. Gift bags/amenities must be delivered three (3) days prior to the delivery date. If this service is not pre-arranged and the list is not provided, distribution of the amenities will become your responsibility.



## Our COVID-19 response

Hilton EventReady with CleanStay is a global meeting and events program designed to create event experiences that are clean, flexible, safe and socially responsible.

EventReady provides

curated solutions with creative food and beverage offerings, thoughtful technology resources, elevated standards and practices with redesigned spaces for physical distancing and reimagined ways to gather and celebrate. The goal is to create a safe and comfortable environment for the wedding couple and their guests.

The program expands on the elevated sanitation standards of Hilton CleanStay program, addressing every touch point of the event experience. This includes room seals for guest and event rooms, sanitizing stations in public areas and event spaces and EventReady Room Checklist.

For more Hilton EventReady details, [click here](#).

## Food and Beverage Service

Our Catering Managers are here to help you navigate through planning process and advise on best room setups and Food and Beverage presentation to keep your guests safe but still enjoy your special moment. Please note that our guidelines and policies change as we follow executive orders and directives of the City of Key West, Monroe County and the State of Florida.

Your guests will experience creative food and beverage solutions thoughtfully served, focused on individual portions and chef attended stations, sourced locally and sustainably.

Seating will be arranged to accommodate social distancing with special attention to cleanliness and sanitation.

You will receive personalized attention and detailed consultation as the Catering Managers collaborate with our Executive Chef and Director of Banquets on each event.

