

## FAQ

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## Understand the wedding brochure

### 1- What is a wedding package?

A package is a set of products and services grouped under one name and having a single rate per person. At Decameron, we have two packages available, namely:

- ➔ Indigo Royal
- ➔ Indigo Select

### 2- Explain the wedding costs, what am I paying for?

The price of the wedding consists of the reservation of the room, the package, the privatization (rent of the space of the reception) and the extras.

### 3- What is the reservation?

The reservation corresponds to the length of stay of the bride and groom at the hotel. This is the first part of the cost of the wedding.

### 4- What is the privatization (reception space rental)?

Privatization or rental of a space is a fee you pay for using the reception space. Those fees vary according to the duration of the contract.

You pay this fee because the rent of the space for the reception is not included in the package. The payment of this fee gives you access to a totally private space for you and your guests.

### 5- What are the extras?

The extras are additional services that we offer to embellish your wedding that are not included in the wedding packages. Ex: fireworks, saxophonist, cheese table, show, Lanterns, etc...

### 6- From what I saw in the brochure, the cocktail is included in the Indigo Royal package. Why is it as a paying option in another page?

There is a one-hour cocktail menu included in the Indigo Royal package. There is a special menu (see brochure) for this cocktail. However, we offer you the possibility to enhance your cocktail menu by offering you other options.

## Package components

### 7- What are the differences between Indigo Royal and Indigo Select packages?

The Indigo Royal package includes everything that is included in the Indigo Select package. In addition to this, the package gives you access to:

- One (1) hour cocktail
- Cake of two (2) floors
- Transport by a golf cart from the room to the ceremony
- Two (2) additional sparkling wine
- Massage of 45 minutes instead of 25 minutes
- Breakfast in bed the day after the wedding (for the couple)

### 8- What are included in both packages?

The following products and services are included in the packages:

- Ceremonial setup and basic reception
- The wedding arches
- White chairs (resin)
- Chairs for reception. Option 1: Restaurant chairs. Option 2: White LIFETIME chairs Option 3: White Martha Stewart chairs
- Reception tables (square, round or rectangular)
- White Tablecloths (Standard)
- Buffet
- Drinks: 2 bottles of sparkling wine for toast. In the bar: wine, beer, alcoholic beverages, (full bar)
- Cutlery
- Music Operator, Microphone for Ceremony and 2 Speakers
- Wedding cake (standard Decameron)

### 9- What is the client responsible for?

The client is responsible for:

- Wedding planner
- The Decoration
- The Guest List
- The Ceremonies and Reception Program
- Choosing the menu
- The Extras

### 10-Is the sound system included during the reception?

No, the sound system is included for the ceremony. You have the option of taking our music operator, coming with the sound system for the reception.

### 11-What is not included in the package?

The decoration, the sound system for the reception, the program of the ceremony, the photographer and the videographer are not included in the package.

## Reservations

### 12-How to book a room for a wedding?

There are several ways to book a room. You can:

- ➔ Make a reservation by phone, by calling +509 2815-0111 for Haiti or +1 855 303 0375 for the United States (choose option 5).
- ➔ Online by visiting our website [www.decameron.com](http://www.decameron.com)
- ➔ By going to the sales office at 11 Ogé Street, Petion-Ville, Haiti.
- ➔ Or by sending an email to your referring sales agent of your wedding in Decameron with the following information:
  - ✓ Last name and first name
  - ✓ Identity number (CIN, NIF, passport ...)
  - ✓ Email address
  - ✓ Postal Address
  - ✓ Check in and check out date
  - ✓ Accommodation desired for the rooms. (Single: 1 adults, double: 2 adults, triple: 3 adults), number of children between 0 and 3 years old, number of children between 3 and 11 years old.

### 13-What do I need to book a room?

To book, you need an ID number, a phone number, an email address, a check in date and a check out date. You also need to provide the number of rooms needed, the number of persons per room, the rooms accommodation and the names of guests using those rooms.

### 14-When should I make a reservation?

As soon as possible, to be sure to find a room and pay less.

### 15-What is the deadline for the guest's reservation?

All rooms must be booked and paid two (2) months before the wedding.

### 16-Is there a special wedding rate for the guests?

The guests pay their room at the promotional price available for the wedding period up to two (2) months before the date of the ceremony.

### 17- How to make the reservations for my guests faster?

We have a special VIP service for you. We will send you a link requiring an internet connection so that your guests can send their contact details and booking details. The reservation confirmation will be emailed to the guests up to 5 days after their reservation request. Once they receive the confirmation email, they can call to pay for their reservation (see question 18 for more information about the payments).

### 18-How to pay for a reservation?

You can pay for a reservation directly by giving your booking number of seven (7) digits.

#### The different ways to pay:

- ➔ Online on your SOGEBANKING account

In the section "Payment of invoices" / "Add invoice"

Then pay in gourde or dollar (HTG / USD)

- ➔ By phone

- ➔ Haiti at +509 2815-0111 United States at +1 855 308 0375 (choose option 5)

Open from Monday to Saturday from 8 am to 7 pm Open on Sundays from 8 am to 4 pm

Here are the cards accepted: VISA - MASTERCARD - AMEX - DINNERS DISCOVERY The payment limit is \$ 5000 US Credit card.

- ➔ By wire transfer (72H with due date)

Deposits must be made to the following bank in the name of  
Hoteles Decameron Haiti S.A.

SOGEBANK

SWIFT: SOGHHTPP

No account. 2216003109 (USD)

No account. 2206007490 (HTGSOGEBANK)

SWIFT : SOGHHTPP

Each copy of the deposit must be sent to [sales1.haiti@decameron.com](mailto:sales1.haiti@decameron.com) keeping [payments.indigo@decameron.com](mailto:payments.indigo@decameron.com) in copy before 12:00 pm on the date fixed in order to be processed by our system and on the email of your reference sales agent. The bank code and seal must be visible.

- ➔ Payment at our Port-au-Prince office:

# 11 Ogé Street, Pétionville, Haiti

BUILDING PLATINUM (After Giant Market and the fruit market, opposite TIKI BAR before the traffic lights, you will see the large yellow building of several floors)

Open from Monday to Friday from 9am to 6pm

Open on Saturdays from 9 am to 2 pm

Deposit, transfer, Certified check (Check of direction), cash or credit card

### 19-Does every guest have the obligation to stay at the Resort?

Yes. Decameron is a wedding destination. This means that guests must stay at least one night at the resort.

However, the hotel reserves the right to allow you to allow a restricted number of guests to attend your wedding without sleeping. The latter will have to pay a Daypass or Nightpass in addition to the package you paid. The price of this entry varies according to the period; The referring sales agent for your wedding will provide you with the rates corresponding to the period of your wedding.

## 20-What is a Daypass or Nightpass ?

The Daypass is a day admission fee to Decameron. It gives you free access to the resort from 10:00 AM to 5:00 PM.

The Nightpass is a night entrance fee to Decameron. It gives you free access to the resort from 6:00 PM to 2:00 AM; Except for weddings from 3:00 PM to 11:00 PM.

The price will be set by the hotel.

## 21-Is the number of DayPass and NightPass limited?

Yes. For all wedding under all the guests have to spend at least 1 night at the resort. For a wedding of 50 persons, we can grant 10-day tickets (Daypass) or evenings (Nightpass). Under 50 people, all guests must sleep at the resort.

## Payment

### 22-How to pay for a wedding?

You can pay for a reservation directly by giving your reservation number of seven (7) digits.

The different ways to pay:

➔ Online on your SOGEBANKING account

In the section "Payment of invoices" / "Add invoice"

Then pay in gourde or dollar (HTG / USD)

➔ By phone Haiti at +509 2815-0111

United States at +1 855 308 0375 (choose option 3 or 4)

Open from Monday to Saturday from 8 am to 7 pm

Open on Sundays from 8 am to 4 pm

Here are the cards accepted: VISA - MASTERCARD - AMEX - DINNERS DISCOVERY

The payment limit is \$ 5000 US

Credit card.

➔ By filing or transfer (72H with due date)

Deposits must be made to the following bank in the name of

Hoteles Decameron Haití S.A.

SOGEBANK

SWIFT: SOGHHTPP

No account. 2216003109 (USD)

No account. 2206007490 (HTG)

Each copy of the deposit must be sent to [sales1.haiti@decameron.com](mailto:sales1.haiti@decameron.com) keeping [payments.indigo@decameron.com](mailto:payments.indigo@decameron.com) in copy before 12:00 pm on the date fixed in order to be processed by our system and on the email of your reference sales agent. The bank code and seal must be visible.

➔ Payment at our Port-au-Prince office:

# 11 Ogé Street, Petionville, Haiti

BUILDING PLATINUM (After Giant Market and the fruit market, opposite TIKI BAR before the traffic lights, you will see the large yellow building of several floors)

Open from Monday to Friday from 9 am to 6 pm

Open on Saturdays from 9 am to 2 pm

Depot, transfer, Certified check (Check of direction), cash or credit card

### 23-Is the wedding should be paid in one payment?

Decameron facilitates its customers with a payment in several times without expenses.

You must pay a minimum deposit of 30% of the total amount of the reservation to keep the date of your wedding. Otherwise we cannot guarantee the availability of this date.

### 24-Is it possible to save a date for the wedding? If yes, for how long?

Yes, the dates are limited, DECAMERON gives you the possibility to make a deposit of 30% of the total amount of the reservation to keep the date.

By paying 30% of the total fees, you keep the date of the wedding until the next payment required and if all the other deadlines of the contract have been respected.

### 25-What is the payment plan?

We advise you to pay the full amount of your wedding from the beginning.

However, we give the following payment options:

- ➔ 30% to confirm the wedding date and ensure you get the desired date.
- ➔ 60% two and a half (½) months prior to the ceremony
- ➔ 100% one 2 months before the ceremony

### 26-What happens in case of delayed payment?

In case that there is a delay in payment, we cannot guarantee the availability of the date.

### 27-Do you accept credit card?

Yes, we accept the following credit cards:

VISA - MASTERCARD - AMEX - DINNERS DISCOVERY

### 28- My credit card has been declined while I have availability on it, what should I do?

Reason 1: For security reasons, our system allows three attempts per reservation number. If so, we can contact our call center and ask them to create a new reservation number.

Reason 2: For security reasons, some banks restrict payments according to the amount and / or destination of the payments. You will need to contact your bank to check if this is the case and ask them to unblock this restriction.

### 29-Why can't I pay with a credit card that is not on my name?

You cannot pay with another person's card for security reasons.

### 30-Do you accept checks?

We do not accept personal and institutional checks, except executive checks. Certain conditions apply. Please contact your sales representative.



### 31-When should a Daypass or Nightpass be paid?

A Daypass or Nightpass must be booked and paid in advance with your referring sales agent. Just like the rooms a Daypass or Nightpass cannot be paid on arrival at the Resort (Check-IN).

### 32-Can we have a fixed price for the guests?

Decameron offers the promotional rates available for the wedding period to the bride and groom and their guests. Guests will be entitled to these rates up to one (1) and a half (1/2) months prior to the date of the marriage. Please note that we can guarantee the price but not the availability.

## Details of the event

### 33-What additional information should I give for the realization of the wedding?

- ➔ You must give a complete list of your guests with a reservation number for each guest. Your referring sales agent will provide the appropriate format.
- ➔ The wedding schedules. Your referring sales agent will provide the appropriate format.
- ➔ Inventory of decoration materials.
- ➔ Selecting the MENU. Your referring sales agent will provide the appropriate format.

### 34-And if I come with my own wedding cake?

Yes, you can come with your own cake. In this case, the cake included in the package will be replaced by other desserts. However, the cake, if it comes from outside, must be brought on the day of the celebration. Decameron cannot guarantee the storage of this one before and after the event. The hotel is not responsible for potential damage before, during and after the event.

DECAMERON declines all responsibility for food poisoning.

### 35-What is included in the Bridal Preparation Room? Can I keep it?

The preparation room (Bridal Suite) is a room for the preparation of the bride for the wedding. It contains a mirror, a refrigerator containing 2 juices, 4 sodas, 8 bottles of water, 2 beers and a bucket with a bottle of wine. This room is given on the day of the wedding at 10:00 AM and can be kept until the ceremony begins.

### 36-Bridal Preparation Room: Can I come with 20 people in the room?

The preparation room can take up to 8 people. If you want to accommodate a larger number of people you should take several preparation rooms according to availability.

### 37-If I'm paying for a DJ, why should I bring my own music?

Decameron does not sell the services of a DJ but that of a music operator. As the name suggests it is a music operator and not a DJ. He does not have a turntable. He has a music list.

However, to avoid any frustration and / or misunderstanding with the bride and her guests, we ask the bride to bring the music she absolutely wants on a USB in mp3 format.

DECAMERON declines all responsibility for the music available the day of the wedding if the bride and groom do not bring their own playlist.

This is why we recommend that the bride and groom come with their own DJ.

### 38-If I take a music operator, is the sound system included?

Yes, two (2) loudspeakers are included. See specifications below.

### 39-What are the specifications for the sound?

Taking the music operator, 2 loudspeakers are included in the package. Here are the specifications of each speaker:



#### Spec.:

400 Watts program  
800 Watts peak  
Dispersion 100 ° by 50 °  
12-inch (305 mm) speaker  
Peavey RX14 titanium diaphragm of 1.4 "  
Insert points at the top right and bottom of the enclosure  
Brushed aluminum perforated grille  
Rugged construction  
Weight: 16.783 kg  
Dimensions (in cm): 50.8 (W) x 67.945 cm (H) x 46.355 (W)

### 40-Why is it when I pay the plan C of the privatization the DJ isn't included while the disco is?

The last plan corresponds to the rental of the whole space, that is to say the restaurant + the bar + the disco (south only) the services unlimited bar (OPEN BAR) until 2am. Therefore, this plan entitles the use of the entire restaurant and bar services for six hours. However, it does not include the services of the music operator.

### 41-If I come with my own DJ, should he come with his own sound system?

Yes, of course. For reasons of connectivity, safety and responsibility, a person outside DECAMERON cannot use the sound equipment in combination with his / her own.

**42-Do you have the carpets for the ceremony?**

No, we do not have carpets for the ceremony or for the reception. Your decorator can bring it or we can refer you to one of our collaborators.

**43-Will I have round tables? How big are the tables?**

Yes, it is possible, we give the option of round tables for your wedding. These are 60-inch tables that can hold up to 8 people.

**44-What is the included setup for the reception?**

For the reception, we offer you:

- ➔ Round tables or standard square tables
- ➔ Standard white tablecloths
- ➔ Standard white napkins
- ➔ Standard cutlery
- ➔ Plate
- ➔ Glasses
- ➔ Standard white resin chairs

**45-If the reception last longer than predicted, what are the additional fees?**

In case your reception lasts longer than expected, we charge \$ 5 us per additional hour per person.

**46-Can we have a plan for the room?**

Yes, it is available on request from your referring sales agent. You also have the possibility to visit the available spaces by making an appointment with your referring sales agent.

**47-Why can't I go directly to the hotel without an appointment?**

During your inspection visit, we want you to have as much information as possible. In this context, you meet our event manager.

Your appointment depends on availability.

**48-Is there a promotional rate for the bus transfer of the guest from the airport?**

Yes, depending on the number of guests and the number of vehicles. For example, rates are cheaper if you take one bus for 40 people.

## Your comments

[Cliquez ou appuyez ici pour entrer du texte.]