

## **Downtown Vegas Chapel Customer Contract**

We request every couple review and commit to our policies so we may continue to provide excellent service to all of our guests.

### **Payment Confirmation:**

Your payment confirms agreement to the terms and conditions listed below. Please carefully read the information contained within this document.

### **Punctuality/Late Arrival:**

- Wedding Couples: Please arrive promptly 30 minutes prior to ceremony time. **Be sure to have your marriage license and wedding rings.**
- Guests: We are unable to “hold” for late guests. All guests must be at the Downtown Vegas Chapel 30 minutes prior to the ceremony start time. We kindly request you explain the importance of this information, as well as the address, parking options, and policy details to your guests.

**The venue and time slot are reserved specifically for your event. Downtown Vegas Chapel is unable to make exceptions to this policy. We are unable to allow one event to impact or disrupt other scheduled events. If rescheduling is required due to issues that arise because of late couples or guests, and the timeline of events must be changed, please review how this may impact your day:**

- If a wedding couple does not arrive within the proper time frame, at the discretion of Downtown Vegas Chapel, rescheduling options will be provided and a \$100 fee is incurred for the changes to the schedule.
- If a wedding couple chooses to hold or request to delay for late arrivals and guests, rescheduling options will be provided and a \$100 fee is incurred for the necessary schedule change, re-staffing, and related accommodations.
- While we will do our best to accommodate these situations, it could result in the forfeit of other amenities. If this is a heavily scheduled date and/or Weekend or Holiday, in addition to the above, we may not be able to accommodate the same date if a reschedule occurs.

### **Parking:**

- Please make sure you and your guests are aware it is metered parking on the street until 6PM Monday through Friday. Change or debit card is required for the parking meters. Your Wedding Planner can help with more information.
  - Guests may also use the ParkMobile App to pay for parking and receive alerts and/or add time to their on-street metered parking.

### **Arrival and Departure:**

- Please advise wedding guests to be on time and to arrive no later than 30 minutes prior to the ceremony.
- Plan on your experience lasting about 30-45 minutes inclusive of ceremony time. Please use this as a guide when making external wedding arrangements, such as reservations, since travel time should be considered. Departures are typically 30 minutes following the ceremony.

### **Photography/Videography Policy:**

- Due to our contract with professional photographers and videographers, we do not allow outside photography or videography of any kind at the chapel or within the property.
  - Unfortunately, if this does become an issue and guests refuse to adhere to our policies, due to copyright issues and other circumstances, it may prevent the photographer from providing their service in accordance with your packaging.

### **MARRIAGE LICENSE DETAILS**

- A valid Nevada Marriage License must be purchased prior to your ceremony. The cost is \$77. The marriage license fee is not included in your wedding package. (Vow Renewals do not need a Marriage License, but should show proof that they are married to each other.)
  - Please be aware, there may be a long line to obtain your license on Saturdays and holiday weekends. To learn about acquiring a marriage license in Las Vegas, please visit <http://www.clarkcountynv.gov/clerk/services/Pages/MarriageLicenses.aspx>. This link provides details regarding how to pre-register for your marriage license.

### **OFFICIANT/MINISTER INFORMATION**

- Downtown Vegas Chapel will arrange for a Minister/Officiant to facilitate your ceremony. Their services are performed on a donation basis, as they are not employees of the Chapel. After the ceremony you will be provided an envelope for their services that suggests an industry standard minister donation of \$40 - \$60.

### **FLORAL & DÉCOR**

- All floral selections must be finalized within payment guidelines of 7 days. Changes/Cancellations to floral within 7 days of ceremony will incur additional charges. If a selection for floral has not been arranged by the 7-day mark, the floral department will provide Red or White roses.
- Since we are full service and able to provide any floral item inclusive of wedding party and décor items, we do not allow any outside floral, fresh or silk. If any exceptions are made we must charge a nominal fee of \$100. In addition to the fee, any included floral will be removed without credit. Our staff will not be available to assist with wedding party floral pinning and distribution.

### **PHOTOGRAPHY INCLUSIONS**

Downtown Vegas Chapel is proud to offer high-quality Photography, produced by a Team of World-Class Experienced Professional Photographers.

- Our photographers are truly wonderful and we are confident you will enjoy the time you spend with them documenting your big day. We do not obligate our couples to any additional purchases.
- Inclusions will be made from the photos taken during the ceremony only (while the minister is speaking). Additional photos may be purchased in preferred digital format with full copyright release. We recommend budgeting for this and to arrange for purchase in advance.
- Photography is available for review the following day at our photo studio just across the street at 515 S. 3<sup>rd</sup> Street. This is where you may review your photos to choose inclusions, and to purchase any additional images or prints. An appointment is necessary and required. Please make sure to schedule your Photo Consultation with your Wedding Planner and enjoy 're-living' your wedding day.

### **SERVICE SURCHARGE AND PAYMENTS:**

- All payments for products and services are final and non-refundable.
- A Service Surcharge of 19% is in addition to all balances due. The Surcharge includes Tips, Gratuities, Filing & Recording Fees, Permits, Coordination & Supervision Fees, Clean-up/Set-up Costs, Duplication & Copy Fees, Applicable Taxes (including but not limited to Payroll, Property, Employment, and Fuel & Communication Taxes), Commissions & Bonuses, Credit Card & Bank Fees, Licensing Fees, etc. This is separate from and does not include the Officiant or optional Driver's gratuity.

### **FINAL BALANCE**

- Chapel Ceremonies:
  - We require balances be paid in full no later than 7 days prior to the ceremony. Reservations without payment in full 7 days prior are subject to cancellation.
  - Additional payments may be made by credit card, traveler's checks, or in cash. Personal checks are not accepted.
  - All payments are non-refundable.

### **RESCHEDULING AND CANCELLATION**

- Rescheduling:
  - Downtown Vegas Chapel offers one complimentary reschedule, so long as the request is made before your final balance is due (7 days prior to scheduled ceremony). Additional schedule changes to the venue, date, or time will result in a \$100 change fee.
  - If you choose to postpone indefinitely within the appropriate timeframe, your payments will be transferrable to the new ceremony date for one year from the date you made the initial reservation.
- Cancellation:
  - If cancellation occurs before the balance due timeframe of 7 days you may use 100% of your payments towards a new, future reservation. Payments are always non-refundable but transferrable to a new wedding date within one year from the date the initial reservation was made.
  - Should a cancellation occur within 7 days of your event, please be aware that your reservation will be forfeited entirely. All payments received will be retained by Downtown Vegas Chapel to cover the costs incurred for your event preparations. If you choose to make a new reservation with us in the future, there will be no credit given and a new reservation would be required.

Thank You!

- Downtown Vegas Chapel Team