



OUTRIGGER Wedding & Event FAQs

Venue & Inclusions

Is the OUTRIGGER Kona Resort & Spa an oceanfront venue?

Yes. We have four oceanfront venues from which to enjoy the soothing sound of waves and impeccable Kona sunsets. Note that we are oceanfront but not beachfront; the absence of swimmable waters makes for unmatched peace and privacy during your event—without sacrificing the magical ambiance of a beachfront venue.

Does your team set up and break down the event?

Our team will set up and break down any items provided by the hotel. Any decorative items provided by a wedding couple or an outside vendor must be set up and removed by the supplying vendor and/or day-of coordinator.

Can you accommodate multi-day weddings on your property?

The OUTRIGGER Kona Resort & Spa is particularly well suited for multi-day weddings. With 7 outdoor venues, 4 indoor venues, and 2 indoor-outdoor locations available, your guests will find something new to relish at every celebration.

How do you protect guests' privacy during a wedding or event?

What sets OUTRIGGER Kona Resort & Spa apart from other hotels is the intimacy of our venues. While most hotels in Kona are situated in busy town centers, along crowded white-sand beaches, or at the crossroads of hotel walkways, our venues lie along the perimeter of our property far from other guests. Keahou's lack of sprawling beaches and swimmable waters leave the areas untouched and peaceful, providing you with a rare opportunity for privacy mere steps from the ocean. Foot traffic around venues is minimal, and we block hotel guests' access to the few surrounding walkways with stanchions and signs.

Will other couples be getting married on property on my wedding day?

No—we offer our couples a one-wedding-a-day promise to ensure you have the full devotion of our entire team from sun-up to your final dance.

Do you provide tables and chairs?

Yes. We can provide white folding chairs, brown folding chairs, cocktail rounds, and round or rectangular reception tables of various sizes as a complimentary service. We also provide all tables and supplies for servicing, including buffet tables and equipment, bar tops, water stations, and more, at no additional charge. Banquet tables are covered with your choice of white or black linen.

We also have an array of upgraded rentals, including wooden farm tables, wooden cross-back chairs, and white Chiavari chairs, available for an additional fee. For those seeking a curated look, you are welcome to outsource supplies, furniture, décor, and linens.

I'd like a customized look, with specialized décor and furniture. What are my options?

Limitless! Peruse our offerings for an upgraded look, or book with an external vendor that provides tables, chairs, lounge furniture, tableware, decorations, and more. We are happy to make recommendations for top-notch supply rental companies.

What is a Conference Services Manager, and how is that person different from my wedding planner?

The OUTRIGGER Kona Resort & Spa's Conference Services Manager works for the hotel and is responsible for creating your contract; helping you navigate and finalize food and beverage selections; advising upon the specific AV needs for your space and, in most cases, booking your AV services; collecting the information necessary for servicing your event; providing the hotel staff with instructions for servicing your event; creating your layout and overseeing event set up; and collecting your payments to the hotel. Your wedding planner will help you select and book any vendors or services that are not provided by the hotel; create a timeline for your wedding day; set up (or oversee the set-up of) items not provided by the hotel; direct your guests during your ceremony; ensure your vendors stick to the timeline; and, in some cases, conduct all communication with your venue. While your Conference Services Manager may volunteer to assist your planner in responding to the needs of the day, they are not responsible for providing the services normally provided by a wedding planner.

VENDORS

Am I required to work with the vendors on your vendor list?

You are not required to work with the vendors on our list, and there is no additional fee for working with your own vendors. We do require that most vendors provide an appropriate certificate of insurance. If you're unsure whether a certificate of insurance is necessary for your vendor, please consult your Conference Services Manager.



Neveah Jean Photography

Am I required to work with your partnered AV company?

While you are not required to work with our partnered AV company, most couples choose to do so, as they have competitive rates and expert knowledge of the specific needs of each event space. Use of an alternative vendor is subject to approval, and all approved AV vendors must submit an appropriate certificate of insurance.

Am I required to have a wedding planner? Can I book a wedding coordinator instead?

We require that you work with a wedding planner that offers full planning and day-of coordination. For ceremony-only events, use of a month-of or day-of coordinator may be permissible with the explicit written approval of your Conference Services Manager.

ROOMS & RESERVATIONS

What is a room block, and how does it differ from allowing guests to book on their own?

When you book a room block, you sign a contract for a specified number of rooms and room nights—for example, 15 guest rooms for 3 nights. Room blocks are offered at more competitive rates than individual guest reservations and often include additional services and discounts for your guests. Furthermore, when you book a block of rooms, we will guarantee the rooms at your contracted rate and ensure the rooms are held for you.

What is your minimum room requirement for room blocks?

We require a minimum of 10 rooms for 2 nights.

If I book a room block, can my guests pay for their own rooms?

Yes. If you would like your guests to pay for their individual rooms, we will provide you with a booking link that guests can use to book rooms directly within your block at no cost to you.

If my guests are paying for their own rooms, what is the \$1,500.00 room deposit for?

Your \$1,500.00 room deposit is a refundable deposit and will be applied to your final event order on the condition that you meet the contracted minimum room revenue amount. If the room reservations that your guests make do not amount to your contracted minimum, your \$1,500.00 room deposit will be applied to the difference, and you will be responsible for any amount that remains. (For this reason, it is important that guests use your booking link when making their reservations!)

Can I book my wedding without booking any rooms?

In the majority of cases, weddings booked more than 6 months in advance of the wedding date must also book a minimum block of 10

rooms for 2 nights. Exceptions are occasionally made based on our event schedule, our hotel occupancy, and the scope and size of your event. Your Conference Services Manager can provide you with rooming requirements based on your event specifics. If you forego a room block, we cannot guarantee the availability of your rooms, and room rates will be subject to change.

What if I don't want to book 10 rooms for 2 nights? Can I book 5 rooms for 4 nights, 4 rooms for 5 nights, etc.?

While we do require that you book 10 rooms for 2 nights, your contract merely holds you liable for a minimum room revenue amount and not for a specific number of room nights. So long as the total value of your guests' room reservations meets or exceeds your minimum room revenue requirement, you will not be liable for any additional charges.

BOOKING YOUR EVENT

I'm ready to book my wedding. What is the next step?

Once you inform your Conference Services Manager that you are ready to book, we will provide you with a formal contract (typically within 1 – 4 business days). We will secure your dates in our system while we create your contract to ensure they are not lost. Once we send you your contract, we allow one week for you to complete your e-Signature and submit your first deposit or the space will be released. In the event that another party is ready to proceed to contract for the same date and venue after we've issued your contract, we will allow you (3) days to submit your contract and payment before contracting with the alternative party.

Can I book a wedding ceremony only?

Ceremony-only reservations are generally only available if booked within 6 months of your wedding date. Exceptions are subject to approval, will incur an additional fee, and may require a room block.

How far out are you booking?

We typically accept reservations up to 18 – 24 months in advance of your wedding date. The precise window of availability depends on current demand. Please contact your Conference Services Manager to determine if your wedding dates are available.



PRICING & PAYMENTS

What is the difference between a cost estimate and a contract?

Your cost estimate is just that—an estimate. It is a living document and is expected to be updated as you refine your food, beverage, and audio-visual selections throughout the planning process. We require that all items and quantities in the estimate are solidified 30 days prior to your wedding. (Please note that food and beverage offerings and pricing are guaranteed only for estimates issued within 6 months of the wedding date.)

Your contract will hold you liable for a minimum amount of revenue for both food and beverage and rooms such that, if your actual event values fall below the contracted values, you will be responsible for paying the difference. These minimum values are not incorporated into your cost estimate or your deposit schedule.

How is my deposit schedule determined?

We use your cost estimate to create your deposit schedule. We require an initial deposit of 25% of the estimated cost of your event at the time of booking to confirm your booking. We will collect two additional deposits, 120 days and 90 days prior to your wedding, both in the value of 25% of the original estimated cost of your event. 30 days prior to your wedding, we will calculate the charges for your event based on your actual event orders and collect the balance that remains after applying all previous deposits towards your actual event charges.

Will my deposit schedule change as I update the items on my cost estimate?

No—we will honor the payment schedule listed in your contract, which will be based on the total estimated value of your event at the time of booking.

What is a food and beverage minimum, and what happens if I don't meet the minimum?

A food and beverage minimum is the minimum value of food and beverage you are required to book before taxes and service charges are applied. If your final event orders do not meet your contracted food and beverage minimum, you will be responsible for paying the difference to the hotel.

I would like to incorporate a cash bar for my guests. Will the drinks they purchase count towards my food and beverage minimum?

Yes.

Are there any extraneous fees that I need to be aware of?

All taxes, charges, and fees pertaining to your wedding or event should be listed on your initial cost estimate. Such charges include a 24% service charge and 4.712% GE Tax on venue, food, and beverage charges. Labor charges are not subject to a service charge. Please note that any room rates listed in your cost estimate and contract do not include 4.712% GE Tax, 14% TA Tax (mandatory for all accommodations in Hawaii), daily resort charges, or parking fees. Changes in the size, scope, and/or location of your event may result in additional fees.

POLICIES

Am I required to book all food and beverage through the hotel?

Yes. The OUTRIGGER Kona Resort & Spa is the only licensed authority to serve food and beverage on the property. If you'd like to provide your own wine or champagne, we are able to serve it at your event with prior approval and a corkage fee of \$35 per bottle.

What time must I conclude my event?

All outdoor events in Hawaii County must conclude by 10:00 PM. We have several venues available for after-parties on the property if you'd like to keep the party going!

What is your cancellation policy?

The amount owed in the event of cancellation is contingent upon the timeframe within which you cancel. Events cancelled:

- 366+ days prior to arrival are subject to 50% of the Venue, Anticipated Room Night, and Minimum Food & Beverage Charges plus applicable taxes.
- 365 to 181 days prior to arrival are subject to 70% of the Venue, Anticipated Room Night, and Minimum Food & Beverage Charges plus applicable taxes.
- 180 to 91 days prior to arrival are subject to 80% of the Venue, Anticipated Room Night, and Minimum Food & Beverage Charges plus applicable taxes.
- 90 to 0 days prior to arrival are subject to 90% of the Venue, Anticipated Room Night, and Minimum Food & Beverage Charges plus applicable taxes.