



The
Absolute
Destination
Wedding
Venue & Villa

VENUE
POLICY

Dear guests,

It is a great pleasure and honour that you are considering SANTORINI GEM for your special day. The management and all members of the team will work above and beyond to ensure that your wedding will be all you had dreamed of.

To achieve that we have established certain guidelines that will help us reach perfection and provide a great event.

Please make sure you read our company policy below and do not hesitate to contact us via your wedding planner should you have any questions.

General Guidelines

1. All couples must have a wedding planner to organise their event at our venue. The venue personnel will provide the standard SANTORINI GEM set up and will work best with your wedding coordinator to achieve a high standard service.
2. Your planner must provide guidance on the venue services, restrictions and policy.
3. All venue visits must be previously booked with venue team members. Venue visits that are booked through wedding planners require the presence of the wedding planner.
4. A pre-wedding meeting (no later than 2 days prior to the wedding) in order to finalise all details with the venue manager and your planner is strongly recommended to avoid any miscommunication and a day less than perfect. Only for the couple and your planner. We do not permit a rehearsal.
5. All suppliers must provide appropriate paperwork in accordance with Greek law to enter our premises. In case of any professional failing to present the appropriate paperwork, he/she will be denied access to Santorini Gem. If a professional enters the venue without all the appropriate legal documents that allows him/her to provide a service and a government worker or police check occurs, the couple and the supplier must take full responsibility and handle any fines.
6. The couple is responsible for all suppliers booked on their wedding date. In case of any accidents or venue damage, both the couple and the supplier will have full responsibility to resolve the issue.
7. Venue staff are not responsible for the service of any external supplier/vendor and are not permitted to operate/use any equipment.
8. Our venue is available for set up from 13.00pm on the day of the event. Your wedding planner must check with us ahead of time should entry for setting up before this time is needed since it is subject to availability. All vendors' equipment, decoration ect must be removed at the end of the event unless agreed otherwise with the venue manager. The venue does not provide storage services.
9. Guests are not permitted to arrive prior to half an hour before the ceremony unless authorised by the venue management in advance.
10. Guests are asked to vacate the premises at the end of the event (e.g. 01:30).
11. All guests and vendors must collect their personal items before departing the venue. We are not responsible for lost property.
12. Wedding planners are expected to encourage guests exiting the venue in an appropriate manner and at the appropriate time.
13. We are not able to provide means of transportation for the guests of the event. Taxis are scarce on the island; therefore, it is mandatory for guests to book their own transportation before the event.
14. Access to the venue gates shall be controlled solely by authorized venue staff to ensure security and safety compliance.
15. At no time during the event must anyone use/enter the pool.

General Guidelines

16. Children must always be supervised by their parents or guardians in all venue areas.
17. Colour markers or crayons or any other kind of colouring material for children are not permitted in the dining area or in any other spaces. If required, we need to be informed ahead of time so that we can provide a special table with no linen for children to play with colours.
18. Plate smashing is not permitted.
19. Confetti is not permitted during/after the ceremony or on dinner tables. White rose flower petals are permitted instead. Red rose petals are not permitted.
20. Flying lanterns or pool lanterns are not permitted.
21. Fireworks - sparklers are permitted only outdoors, used only by certified professionals.
22. Any kind of décor for the pool must be glass free for safety reasons and at reasonable distance from the pool edges. Your wedding coordinator or other supplier is welcome to contact GEM management for guidance.
23. The Venue Manager can refuse any kind of decoration or other activity that does not adhere to our safety guidelines and state laws or poses any kind of safety hazard.
24. Music level permitted up to 80 DB maximum. The music must be lowered to listening level at 23:00.
25. Music is turned off 15 minutes before the stated end time of the event in order for your guests to get ready for departure.
26. The bar will close 30 minutes prior to the scheduled conclusion of the event to ensure guests have adequate time to finish their beverages before departure.
27. The GEM Villa can accommodate up to 8 guests. In case of Villa rental overnight, please provide the names of the guests that will be staying overnight.
28. In case of Villa accommodation, exact check-in and check-out times are set when booking the Villa and exact time is stated in the invoice.
29. The Villa may accommodate a maximum of 12 guests during day use and preparation time.
30. Guests of the Villa are responsible of any breakage or damage to the Villa. Local laws apply and Greek courts are responsible for resolving any disputes.
31. Mineral water and mini bar items in the Villa are offered free of charge.
32. Guests staying at the Villa may use the pool or Jacuzzi at their own risk. There are no lifeguards present on the site.
33. Couples, wedding planners, photographers, videographers and /or any other vendor shall provide the venue with wedding photographs and videos for use on the venue's social media. Couples must notify the venue in writing before the event if they do not consent to the use of their photographs or videos.

Dining Guidelines

1. The venue does not provide food tasting facilities or any other form of food besides the food items / menu chosen for the event.
2. Food menus must be finalised and received by the venue, minimum sixty (60) days before the event date. This must include dietary requirements / allergies / intolerances. You will be provided by Gem all relevant forms to complete with the required information. Please send over the completed forms at least sixty (60) days before the event, to be processed and agreed upon with you.
3. We can accept menu reductions due to guests' cancellations no later than forty (40) days prior to the event day. After your final balance pay off (max 40 day prior to the event) no allocations of the amounts paid are permitted towards other services provided by the venue.
4. We can add a maximum 30% of extra guests on your F&B order no later than seven (7) days prior to the event. This can occur only 1 and must be paid for once agreed.
5. When booking a Ceremony & Reception package, you must choose either a Set Menu, or a Buffet Menu.
6. Set menus are only available for up to 80 persons maximum (children included) and 20 adults minimum.
7. Personalized Menus can only be approved by the Venue Manager and quoted accordingly by the Chef. Supplementary fees may apply.
8. Set menus have the following courses: starter, salad, main course, and dessert (wedding cake not included).
9. Couples may choose one set menu option for their guests. Options for vegan, vegetarian and gluten free menus are available as well as a kids' meal option upon request.
10. Children's Set Menu policy:
 - 0-2 years no meal needs to be ordered, but you can request a children's meal if you want
 - 2-12 years will be served a designated children's meal on set menus.
 - 13 years and above will be served the selected adult menu.
11. Children's Buffet Menu policy:
 - 0-2 years may be served from the Buffet complimentary.
 - 2-12 years may be served from the Buffet and will be charged at 50% of the adult rate.
 - 13 years and above may be served from the Buffet and will be charged the full adult rate.
12. Santorini Gem offers special discount for suppliers' meals: In case of a set menu, Santorini Gem can cater for suppliers the main dish of the chosen menu, served with salad/garnish, at 50% discount.
In case of a buffet menu, suppliers may be served from the buffet menu as well, after the guests have been served, at 50% of the cost.

Dining Guidelines

Wedding planners will be provided with a complimentary meal by the venue. The number of planners on site must be confirmed in advance. Suppliers / wedding planners will be offered one complimentary beverage (mineral water, coffee, a soft drink, or a glass of wine). Any additional beverages will be available at a 50% discount.

13. Our team works hard to provide you with an exquisite culinary experience. The usual duration of a 4-course seated meal is 2 hours. Please let us provide the best of our service and let your guests enjoy their meal.
14. Our venue offers dinner tables and chairs that can accommodate up to 8 persons per table (adults, children & babies with highchairs included) for set menus and up to 9 persons for buffet menus.
15. In case of poolside reception, only buffet menus can be chosen (not set menus).
16. Buffet menus are available for over 30 guests (payable min. of 30 adults).
17. The maximum duration of a buffet cannot exceed one and a half hour (90') according to food safety guidelines; desserts of the buffet menu are not included in the above stated time.
18. Open bar packages are not mandatory. If chosen, they must apply to ALL adult guests. Children open bar package, if chosen, must apply to all children 2 to 18 years old. When an open bar for the adult guests is chosen then the children's open bar is required as well.
19. Due to HACCP (Hazard Analysis and Critical Control Point) guidelines and Greek law restrictions, leftover food is not to be taken off the premises for later consumption or any other reason.
20. As mentioned above we are not able to offer any take away services or packaging for leftover cake/other items (from other providers); planners/guests that wish to take cake or any other items (from other providers); must provide packaging of their own.
21. It is strictly prohibited for guests to carry and consume their own food or beverage, only the ones provided by the Venue can be consumed.
22. Tip is not included in the menu price, but it is customary and equals 5% of the total F&B cost. As the tip is equally shared by all staff members, it should be paid only to the Venue Manager during the Pre-Wedding Meeting in cash.

Booking | Payment | Cancellation Policy

1. To secure a date, 40% of the total rental fee is required as non-refundable deposit even in case of force majeure or acts of God.
2. The rental payoff is due 9 months prior to the wedding date. The payment is not refundable even in case of force majeure or acts of God.
3. 40 days prior to the wedding date, the food and beverage order must be complete and paid off. After your final balance pay off no allocations of the amounts paid are permitted for allocation towards other services provided by the venue. Failure of submitting the final balance on time will result to immediate cancellation of the venue.
4. In case of wedding payoff and cancellation prior to 40 days of the event, the food and beverage cost will be refunded.
5. Cancellations after the stated deadline (40 days to the event) will not be eligible for a refund even in case of force majeure or acts of God.
6. In case of cancellation, rental fee payments are non-refundable, and the venue will officially release the date. Clients are not eligible in exchanging their dates with another client.
7. Weddings / Events may be postponed only to the following wedding season.
8. Wedding postponements are to be announced no later than 6 months prior to event date. In case of postponement later new terms and conditions should be agreed upon.
9. In case of postponement 1.200 euros handling fees are payable upon the date change agreement. The new wedding date will not be officially confirmed until the handling fee has been submitted.
10. You may place the payments via bank transfer.

BANK ACCOUNT DETAILS SANTORINI GEM

Bank Deposit Information	
Bank	PIRAEUS BANK
Account Name	SANTORINI IKE
Account Number	6360-170416-307
IBAN	GR32 0171 3600 0063 6017 0416 307
Swift Code	PIRBGAA
Bank Address: Fira - Santorini 84700 Greece	

IMPORTANT: State wedding date & your name(s) for reference.

IMPORTANT NOTE: Santorini Gem retains the right, at its sole discretion, to modify or amend any provision of the above policy at any time without prior notice.

Booking Form

Please complete the details below:

By completing this form and forwarding it to Santorini GEM you agree to the terms and conditions of the Santorini GEM company policy as found in this document.

GDPR Compliance Statement: The personal data referred to in this document has been collected for the purposes of the services provided through the company Santorini GEM. Data and information collected shall be used only for the purposes of concluding our contract and in compliance with the provisions of the civil law. It is expressly forbidden to use your data and information for advertising or other reasons without your previous consent other than for the purposes we have mentioned herein. Your data and information are securely kept by us in accordance with GDPR Rules.

By agreeing to this statement, you hereby consent to the use of your data by us for as long as it is legally required.

BRIDE's FULL NAME:

GROOM's FULL NAME:

CITIZENSHIP:

PLACE OF RESIDENCE:

WEDDING DATE & TIME:

SERVICES BOOKED : Please indicate your choice

Civil or Symbolic ceremony only

Ceremony & reception only (only if applicable)

Ceremony & reception & Villa overnight stay

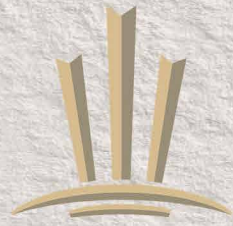
APPROX. NUMBER OF GUESTS:

E-MAIL:

PHONE/SKYPE:

WEDDING PLANNER:

Client's Signature:



SANTORINI
GEM

SANTORINI GEM WEDDINGS & EVENTS

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