

Question & Answer



Q: Can I choose my own suppliers?

Yes, of course!!! You are able to choose the supplier that best suits your wedding style whether it be a local supplier or if you choose a supplier based elsewhere.

Upon booking you will receive a list of Industry Suppliers to help guide you throughout the planning process, but this is just a guide, the choice is yours!

Q: I want to add inclusions to the package, how much will it cost?

You are welcome to add as many details as you'd like to your package both now at the enquiry/quoting stage as well as during the planning process. As noted above, just send us an email with any extras you are wanting to include, and we can advise of a cost and add these items if you approve.

Keep in mind we don't add commissions to supplier pricing, so you are assured to receive the same price regardless if you book through us or direct with your supplier



Q: I don't want / need everything in the package?

No problems at all, we can easily remove package inclusions both now at the enquiry/quoting stage as well as during the planning process. Send us an email with what items you'd like to remove, and we can send you a tailored package and updated cost.

Q: Why do I need a wedding Planner in my package?

Chances are you've never planned a wedding before, and that's ok! But based on the 800+ weddings we've coordinated, take it from us, they are A LOT of work! And there are things you may not even realise are actually part of planning a wedding.

Don't get us wrong couples have their wedding without any external help all the time, but the stress that is put on couples and their families is immense! So let us help!!! We can do as much or as little as you need so you are still in the driver's seat dictating what's happening, just without the added stress. Not to mention you'll have your personal planner is your go to support team right up until the end of your wedding day!



TIP: While you can certainly make as many payments as you'd like through the planning process, it may be more beneficial to open up a high interest savings account and make payments into this. That way you're earning interest and while it won't be thousands, it could be a few hundred dollars

Q: What if I have more (or less) than 50 guests?

That's ok, all of the packages are customisable based on your number of guests. Just send us an email with how many guests you are anticipating, and we can provide a more tailored quote.

Q: What other payments are required?

For all packages, a progress payment is required three months prior to your wedding date. This payment is 50% of the estimated total of your contract price. Your planner will liaise with you when the time comes to make this payment and advise the amount required.

Final payment is required one month prior to your wedding date.

Additional payments can be made any time through the planning process.

Q: How much deposit is required?

This varies dependent on your venue selection and package inclusions. Most deposits range from \$900 - \$5,000. Prior to booking you will be advised of your total deposit amount and in some instances this can be made in multiple payments if required.

Additional deposits may be required through the planning process should you choose to include a new supplier or service. For example, six months before the wedding you may choose to add a videography option to your wedding package; a small deposit would be required to secure the videographer for your date.

Q: I'm not sure how many guests will attend my wedding?

We don't expect you to have an exact number of guests upon booking. Bookings are made based on your closest estimate. Then your final numbers are due one month prior to your wedding date and your package price will be adjusted (increased or decreased) to suit.

TIP: We always suggest to estimate the highest number of guests, so in the end your package price decreases instead of the alternative.

TIP: We recommend having your RSVP date 6 weeks prior to your wedding date. This is not too far in advance that people change their minds/plans while also allowing you to chase up anyone who has not RSVP'd.





Q: Ok, I'm ready to book, what now?

Just let us know and we will email you a booking form with many of the details filled in for you. It's short and sweet as so much of the planning lays ahead.

To secure your date all we need is for you to complete the booking form, sign and return to us. A small deposit (as discussed above) is also required. This can be paid via bank transfer or credit card. All payment details you need are noted in the booking form.

Q: What happens after I book, what's the planning process?

After booking we will process your booking form and create your first wedding contract. During the processing of your booking we'll confirm all standard inclusions (i.e. venue). We will also send you a confirmation letter and the first version of your wedding contract. To help you get started we will also send through a list of industry suppliers, décor options and more!

From this point on you'll liaise with your wedding planner and they will guide you through what needs to be done and by when and also talk more about your day and your vision to help it all come together seamlessly on your big day.

Q: What floral/cake/décor options do you offer?

When it comes to the intricate details such as flowers, cake design and decoration/styling, we don't just offer a handful of options and say choose one, quite the opposite. We'll ask you what you envision for your day and help you choose the best suppliers and styles to bring your vision to life.

We love it when couples share pictures of their ideas either from general websites or Pinterest. This gives us and all of your suppliers a visual to help us create the day exactly as you see it.

You do not need to have specific details for these options prior to booking as part of the planning process is going through all of your ideas with your planner!

Q: What if I want to change my package / package inclusions after I book?

As long as you're not changing something drastic like your reception venue or your celebrant after you've confirmed your choice, we can make changes to almost all aspects of your wedding. And even in those tricky situations (i.e. if you did want to change something drastic), we'll work with you to find the best option.

You can always add to your package – subject to availability

TIP: Having your bridal and bridesmaids dresses chosen as well as colour theme is extremely useful before diving into the floral/cake/décor planning, which is why you don't need to make these decisions straight away.



Q: Where is the Whitsundays / Airlie Beach?

The Whitsundays is in Northern Queensland, located 1.5 hours north of Mackay, 3 hours south of Townsville and 7 hours south of Cairns. Airlie Beach is the name of the 'mainland' town which offers access to the 74 Whitsunday Islands (including world famous Whitehaven Beach). All tours and activities, including visiting the Great Barrier Reef, depart from Airlie Beach.

Q: How do I get to the Whitsundays?

Despite being a somewhat remote location we have 2 airports! The Whitsunday Coast Airport (PPP) and Hamilton Island Airport (HTI) offer direct services from Sydney, Brisbane, Melbourne and Cairns on Virgin, Jetstar and Tiger airlines.

***TIP:** Flying into Proserpine Airport is suggest where possible as this airport is located a short 40 minute drive from the main street of Airlie Beach (where most resorts are located). There are a range of transport options, everything from busses, taxis, hire cars and luxury personal transfers are available to transport you directly to your accommodation.*

Flying into Hamilton Island Airport is stunning as you get a birdseye view of the Whitsundays. However, flights tend to be slightly more expensive. Once you land at Hamilton Island you/your guests will need to take the ferry (which meets all flights) to Port of Airlie in Airlie Beach. The ferry takes just over an hour and is approximately \$50 per person, per way. When you arrive to Port of Airlie via the ferry, busses, taxis and luxury private vehicle transfers are all options to transport you direct to your accommodation.



Create a day unique to you

If you have further questions, please don't hesitate to ask! We are available by phone, email, text, FaceTime or in person and have the firm belief, especially when it comes to your wedding, that there is no question too small.

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