



## Frequently Asked Questions

### WHO ARE YOU

We are Castaways Resort.

Situated on the wild coastal cliff tops of Karioitahi Beach on the west coast of Auckland, New Zealand, Castaways Resort is perfect for an effortless escape and a one-of-a-kind wedding location offering a unique wedding and elopement venue, top of the line catering, and most wedding and elopement necessities or the contacts to fill in the spots.

We have an onsite restaurant, spa treatment facilities, outdoor adventure facilities, and gorgeous West Coast Sea views from every room.

### LOCATION

685 Karioitahi Road, Karioitahi Beach, Waiuku, Franklin, Auckland, New Zealand

### CONTACT

Phone: +64 9 236 5041 and choose either extn 236 for Sophie or extn 299 for Emma.

Or

Emailing either Sophie or Emma on: [weddings@castaways.co.nz](mailto:weddings@castaways.co.nz)

### PRICING

We cannot offer an estimated cost without knowing the time of the year you are looking at, what day of the week and how many guests you are hoping to invite. However, below is a basic template for working some of that out:

<b>High Season (December – March)</b>	<b>Venue Hire</b>	<b>Minimum Spend</b>
Saturdays	\$3,800	\$12,000
Fridays	\$3,500	\$12,000
Sunday - Thursday	\$2,800	\$9,000
<b>Should Season (Oct, Nov &amp; April)</b>	<b>Venue Hire</b>	<b>Minimum Spend</b>
Friday and Saturday	\$3,000	\$9,000
Sunday - Thursday	\$2,500	\$9,000
<b>Low Season</b>	<b>Venue Hire</b>	<b>Minimum Spend</b>
Friday and Saturday	\$2,500	\$7,000
Sunday – Thursday	\$2,000	\$7,000

Please be aware though, a \$700 fee applies to weddings held the day before a public holiday if the venue is used past 11.30pm.



\*These prices are subject to change due to market conditions, please use these prices as an indication only.

#### **What does the minimum spend mean?**

The minimum spend is the minimum amount you need to spend, required to uphold the booking. Accommodation is not included in this cost, neither are the spa packages, or the onsite adventures.

#### **What is included in the Venue hire?**

It includes the hiring of the Ceremony Point, the Main Cliff Top Venue, and the Main Venue Indoor Deck.

Reception seating for up to 120, linen (tablecloths and napkins in your choice of black or white), 12 ceremony chairs (80 available all together an extra cost), a registry signing table and chair, a PA system for your ceremony/reception, ceremony set up by our team, cake table and knife.

#### **What does the Venue hire NOT include?**

Food, drinks, the items listed in our 'Wedding Extras' pack, accommodation (unless you have opted for the Elopement Package), spa treatments or packages (unless with the Elopement Package), the Adventures packages onsite, vendors outside of being our venue, and accommodation (we do not have an onsite celebrant, florist, Make-Up Artist, Hairdresser etc. Though we do have vendors that we work with).

#### **What if I just want to have the Ceremony with you?**

That is fine, though we can only offer an actual pricing range based on the following calculations: Pricing will be 35% of the Venue hire allocated to the time of year and day of the week you are looking. There will also be a minimum spend which is calculated at 35% of the minimum spend associated with the full venue hire. Ceremonies would need to be completed by 4pm please.

#### **What is included in the Elopement Package?**

The cost for the Elopement Package is a base rate of \$899

- One Night accommodation in a studio for the couple
- 3 course dinner in our restaurant for 2 people
- Buffet breakfast for 2 people
- Use of the Cliff Top Ceremony Point
- Registry table and chair
- Six ceremony chairs
- PA system for your ceremony
- Bottle of bubbles for after the ceremony
- Use of our glass enclosed deck as a wet weather option

*This package is only available for 30 people and under.*

- 1-6 guests, you will be dining in the restaurant from our A la carte menu
- 7-15 guests, we require a pre-order from our A la carte menu



- 16-30 guests, will require to hire the dining space, from \$800

### **What are the optional add-ons for Elopements?**

The optional add-ons for elopements are below:

- Accommodation upgrade
  - o \$165 Chalet
  - o \$190 Deluxe Chalet
  - o \$250 Villa
- Additional ceremony chairs \$5 each (up to 30 chairs)
- Anti-Pasto Platter for after the ceremony \$25 pp
- Canapes POA (Silver, Gold, Platinum)
- Sound system hire \$65 (includes co-ordination of music from one of our team members)
- Upgrade to private dining for dinner POA
- Castaways sound system hire (includes coordinator of ceremony music by one of our team members \$65.00)
- Upgrade to private dining POA (up to 15pax in dining room to join the couple. Any pax between 16-30 will require the hire of the private dining deck)
- 1x witness \$40.00 (one of our staff members)
- Couples Relaxation Spa Package \$398

### **How much is a bond/deposit?**

- Elopements: A \$1000 refundable bond is applicable, returned after the event. This bond is required to confirm your event. Please note: This bond is forfeited should you cancel your booking within 9 months of your booked date.
- Weddings: A \$2,000 refundable bond is applicable, returned after your wedding date, due to confirm your event. Please note: This bond is forfeited should you cancel your booking within 9 months of your booked date.

*All refunds require a screenshot of the account the bond was made from, including the payment for our accounts team to process the refund.*

### **Can we book for Public Holidays?**

Yes, you can, however a surcharge of 15% of your total value on any public holiday (including Auckland Anniversary) will be added to your invoice.

For dates booked that are the day BEFORE a public holiday a \$700 fee will be charged should your event run after midnight, this includes staff cleanup/pack down time. To avoid this fee, events should be finished by 11.00pm at the latest to give staff the best chance of cleanup/pack down.

### **What are your health and safety procedures?**

Under the Health & Safety at Work Act 2015, we are required to engage and communicate our Health & Safety plans. We require you to comply with our policies and procedures whilst



on site. Should you engage with any subcontractors, they should be suitably qualified for the work, have their own Health and Safety plan and be aware of compliance with our Health and Safety plan.

Onsite we have First Aide officers, Fire Wardens, and safety procedures put in place should there be a civil emergency as well as a standard emergency.

**Do you have a first aider on site?**

Yes, our Food and Beverage Manager, our General Manager, and other staff members.

**Do you have access to a Defibrillator?**

Yes, we have one on site with staff trained in using.

## **VENUE**

**What different types of Venue do you have?**

The Cliff Top Ceremony Point (outdoors)

The Main Cliff Top Venue (Indoors)

The Main Indoor Deck (Indoors attached to the Main Cliff Top Venue)

**How many people does the Venue hold?**

Clifftop Ceremony Point: 160

Main Cliff Top Venue: Seated - 120

Main Indoor Venue: Seated – 60

**Is the venue easily accessible for our friends/family with disabilities?**

For the Cliff top Ceremony Point, the space is reached via grass down a slope, it is not friendly but is accessible with help. Once at the ceremony point, the grass flattens out though.

For the Main Cliff top Venue, there is a slight slope leading up to the main front doors, it is accessible though, has large ground tiles to maneuver over and a gentle lip going through the doors. If for any reason you or a guest requires help, please do not hesitate to ask staff for assistance.

**Am I able to have a dog at my wedding?**

We unfortunately do not allow dogs or animals at the resort as guests; however, we could make an exception if your dog had a part to play in your wedding ceremony. It would need to be on site for the ceremony only and remain on a leash.

We would need to be notified of your dog coming along before the wedding date.

There is a social dog kennel located just up the road that your dog can be taken to afterwards by the name of Kuri Country Club, their website address is:

<https://www.kuricountryclub.co.nz/services/>

and their contact details are:



[hello@kuricountryclub.co.nz](mailto:hello@kuricountryclub.co.nz)

141 Karioitahi Road, Waiuku

021 046 6360

**I want to live stream my wedding but there is no reception and WIFI isn't the best at the ceremony point.**

We can organize with our AV Technician to have a long cable connected from the router to the ceremony point for you to plug directly into a laptop for reliable internet. There will be a small charge for his service to install this.

**I have a few ideas for the aesthetic of my day, what am I not allowed to do?**

Due to our venue being so conjoined with the environment surrounding us, we are not permitted to allow the following activities to proceed during your ceremony or reception:

- Release of balloons,
- Release of lanterns,
- Release/use of animals (Please talk to your coordinator if you are considering butterflies)
- Throwing of paper or rice confetti
- Biodegradable confetti
- We will not tolerate firearms of any sort to be shot on site
- The firing off of fireworks, or any kind of fire fountain.
- Open fires/flames other than small candles (The candles must be put out after use. If on tables, they must be on a plate or a tray) and restricted to inside use only unless otherwise discussed with your coordinator.

Please check with your wedding coordinator if you have other celebratory ideas in mind.

**What about sparklers?**

Despite the restrictions above, we do not mind sparklers so long as they are disposed of in the available sand/water buckets and taken home by the bridal couple.

Please make sure you have made staff aware BEFORE your wedding day.

Though please be aware that we require the use of parental guidance if children are to handle them.

Also please understand that should a fire start, it would devastate our land, which is DOC protected. With all this in mind, we will put trust in the bridal couple to adhere to these thoughts.

**Can I smoke at the Venue?**

Outside of the entrance doors is the designated smoking area, there is a disposal cannister situated on the wall for ease of disposal.

## **ACCOMMODATION**



**How can I be sure my guests will have accommodation?**

When your wedding has been booked a portion of Castaways Resort Accommodation will be placed on hold for your guests, subject to availability at the time of confirmation. To confirm accommodation, guests need to contact Castaways Reservations team directly and provide a credit card for security. Full payment is required upon arrival.

**Is there a time limit to allocating the blocked off rooms for my guests?**

Any blocked off accommodation that is not booked 12 weeks prior to your wedding date will be released back to the public. Any accommodation required after this date will be subject to availability at the time of booking.

**What time is check in and check out?**

All accommodation bookings must abide by our check-in time of 2.00pm and check out time of 10.00am unless prior arrangements have been made. Should you require the room earlier we recommend booking the day prior, please advise your guests of this. We are happy to provide storage for luggage between check-out and departure time.

**What type of accommodation do you have and how many of each?**

Accommodation Type	Sleeping configuration	How Many available at full capacity?
Studio	1x King or 2x Singles	10
Chalet – 2 Bedroom	2x Kings or 4x Singles	10
Exec Chalet – 2 Bedroom	2x Kings or 4x Singles	6
Villas – 2 Bedrooms	2x Kings or 4x Singles	6

The sleeping configurations can also be designed to have 1x King in one room and 2x Singles in the other if needed.

**Can people visit me in my accommodation?**

If you are the Bride or Groom and your event is with us, then yes of course, you are allowed to have your vendors come to your room, as well as have your bridal party get ready in the room you have booked.

**How far away from the venue are rooms? How do I get around?**

First off, Castaways Resort is situated on the top of country-like terrain which means our accommodation has been built into the side of a hill, there is some steep walking around the property. You will need to utilize your vehicle to get to and from the Venue to rooms. Alternatively, you can book a pickup with our team.



**Are there accessible rooms?**

Yes. However, when booking, please enquire with your Wedding Coordinator regarding safe room allocation, as we have other Chalets that have less stairs than others.

**Which Rooms are closest to the Main Venue?**

Our studios are all below the Main Venue, a short walk down the hill. Then Chalets 2, 3, and 4 are the closest to the Main Venue.

**Can I smoke in the accommodation?**

We have a strict no smoking policy inside the rooms. However, you may smoke on the deck of your accommodation.

**We would like to book a chalet the night before the wedding to get ready and then stay in the studio the night of.**

We would recommend having the chalet for both the night before and the night of so you do not need to check out at 10.00 am - this way, you will have all day to get ready in the chalet.

*Please note all bookings require credit for preauthorization. If you do not have a credit card, then a \$300 refundable debit card bond is required.*

## **FOOD & BEVERAGES**

PLEASE NOTE:

No food or beverages are to be removed from the premises at the conclusion of your event unless by prior approval from our staff.

Food and beverage items may be subject to change from when your wedding is first booked due to availability of product and menu changes at the resort. Any necessary changes will be discussed, and once details have been finalized 28 days prior, no further changes will be made.

**Can I bring in my own caterers?**

Unfortunately, No. We have a well-equipped kitchen with full staffing and a Head Chef located here on site that provides all our wedding catering. We also have a no access policy to the kitchen, as this provides a health and safety risk not only for guests but for our staff also.

**Can I bring in 1x of my own traditional dishes that we have made ourselves?**



We can allow you to bring in a dish of your own for the wedding. However, Castaways cannot be responsible for storing, handling, heating, or serving this dish. This is due to health and safety, if any of the guests were to get sick from this dish, Castaways cannot be held responsible. We would require the bridal couple to sign an additional waver to agree to these terms.

**Can we have our buffet plated and served to the top table?**

Yes of course! Though the cost is decided by the Food and Beverage Manager and is not at a set rate.

**Can I have my cake delivered the day prior to the wedding? Can Castaways store this?**

Yes, but please check with the cake maker if the cake requires to be stored in the fridge or cool dark room. Please let us know what time we can expect delivery.

**It is 4 days before my wedding and 5 people have told me they cannot make it; can i get this money refunded with the bond for their meals?**

Unfortunately, we require a final number no later than SEVEN days prior to the wedding date as we have already ordered all the food required. We do understand that things can happen, and people will drop out with little to no notice so in that regard, we will happily speak to the Head Chef, though there is no guarantee, and the final decision is based on his discretion.

**Can I set up a candy bar/doughnut wall for my wedding?**

Yes of course - however, Castaways cannot be responsible for storing, handling, heating, or serving it. This is due to health and safety, if any of the guests were to get sick from this, Castaways cannot be held responsible. We would require the bridal couple to sign an additional waver to agree to these terms.

**What beverage packages do you have?**

Bar tab, cash or limited BYO with corkage fees.

Beverage service works on a designated prepaid set dollar limit determined by you. We will inform you during service when you are approaching this limit. Last drink orders are by 11.30 pm, with the bar closing at 11.45 pm and venue closing at midnight. Consumption of alcohol in the Castaways Resort car parks is prohibited and any guests found doing so will be asked to leave. Any beverages consumed on Castaways Resort venues that have not been purchased on site is prohibited and any guests found doing so will be asked to leave.

Castaways Resort is a licensed venue and BYO is limited to toasting champagne/sparkling wine only with a prepaid corkage charge of \$20 per bottle. This is charged on bottles opened, any unused corkage will be refunded.

Alcoholic beverages can only be served to guests 18 years old and over. Minors aged 16 – 17 must be accompanied by a caregiver and present ID when requested. Standard liquor licencing legislations applied.





## **SET UP/PREP**

### **Who do I contact to answer my questions?**

In the first instance, either Emma or Sophie, who are our Wedding Coordinators. They are onsite MON-FRI, 8am- 4pm. However, you can contact them via email or phone (details above).

### **Can I set up my wedding decorations the day/night before the wedding?**

This will be dependent on bookings the day prior to the wedding; we can let you know the finish time if there is a booking the day before and organize to have someone here to make sure your set up goes to plan. Please consider pack down, cleaning, and set up times for our staff.

We cannot guarantee this availability.

### **Can I have a rehearsal?**

Yes, you can. However, like the 'set up the night before' question above, it is subject to availability of the venue. Alternatively, we can organize a date prior with a tentative booking, unfortunately, should the date sell, we will have to move your rehearsal, and will be in touch with you for a further decision.

### **Can I do a site viewing?**

Yes, absolutely. Please be in contact with our wedding team to book a time that suits.

## **CEREMONY**

### **Where will my ceremony be held?**

At our Cliff Top Ceremony Point, photos can be viewed online or alternatively, please book a site viewing, though ideally, we would love for you to attend our Wedding Open days that happen throughout the year.

### **How many chairs come with the hire of the venue?**

12 chairs for weddings, 6 chairs for elopements, with the option to hire a further 68 at a cost of \$5.00 per chair, with a cap of \$150.00.

### **You only have 80 ceremony chairs, but I want all my guests to be seated?**

Guests left without a chair will usually sit on the wall circling around the ceremony point; however, we can look at other options of seating such as hire in some similar chairs or different ones altogether.

### **Do you have an entrance way arch I can hire?**



Yes, we do, we have our entrance pergola which can be provided and set up at the cost of \$150.00 plain or \$200.00 draped. It is fixed into the ground at the entrance to the Cliff top Ceremony Point, at the top of the stairs.

**What about an archway for our ceremony to take place under that we can hire?**

Again, yes, we do. The first one has 4 feet as opposed to the entry way pergola's 2 feet and is set up by staff, fixed to the ground and costs \$300.00 plain or \$380.00 draped. Please note that draping is weather reliant.

The second one is a triangle arch that can be moved to suit needs. It is not fixed into the ground but comes plain at \$150.00.

**Can you provide us with umbrellas?**

We currently have 2x tan oversized umbrellas that come complimentary should they be asked for. Usually, we would place them on either side of the bridal couple to make sure they are sheltered. This is all weather dependent hence complementary.

**Do you provide entertainment for the guests after the ceremony?**

We currently have a few lawn games available for hire for \$125.00.

Lawn games include Giant Jenga, Ring toss, Bowling, Naughts and Crosses, Bean bag toss etc.

**How do we access the PA/Sound system from all the way out on the Cliff Top Ceremony Point?**

Good question, we have an access point for the PA/Sound system that is in the bush, along the side, so that there are no cords running along any of the entrance paths.

**Can I control the music from this Cliff Top space?**

No, the music is controlled inside. So, either you would need a dedicated person to be inside to play the music or you can opt to have one of our staff coordinate the music for you from inside, this is an additional cost of \$65.00 for the ceremony only. (Please see below for reception costs)

**What is our rain day back up plan?**

Please be aware that should the weather take a turn for the worse, the Cliff Top Ceremony Point will be closed, and your event moved inside to the Main Indoor Deck. This space is attached to the Main Cliff Top Venue and can seat up to 60 people with standing room for the rest.

The call will be made on the morning of by staff and the Bridal couple informed immediately.

**COVID19**



### **What happens if someone gets covid19 and we want to postpone?**

Whilst our thoughts will be with your guest, the only reason we will allow a postponement of your wedding day is if either the Bride/Groom or your legally appointed celebrant gets covid19. If it is a family member, close friend or the like, unfortunately we cannot postpone due to that reason.

If for some reason the city you are currently in goes into a mandated lockdown, then we would also consider a postponement without penalty.

## **WEDDING CHECKLIST!**

- Got engaged & started looking at venues and found us!
- Filled in your contact information and downloaded our Wedding Pack online
- Site visit
- Pencil Booking form sent/received
- Bond invoice sent along with the TCs (\$2000 due 7 days after to confirm event)
- Bond received; event booked in along with accommodation required. Signed TCs, Wedding Planner sent
- Planner needed no less than 1 month prior to the wedding date
- Updated invoice sent
- Payment of invoice required no less than 2 weeks prior.
- Final communications, last-minute chances to change anything
- Get Hitched!