



WEDDING TOURISM SPECIALIST

**QUALITY RECOGNITION
IN WEDDING TOURISM**



IADWP



INCORPORATION GUIDELINES FOR VENUES

Venues are sites where a wedding or any part of a wedding is held, such as hotels, restaurants, gardens, terraces, event salons, mansions, haciendas and ex-haciendas, ex-convents, museums, mines, wineries, historic or cultural areas, as well as social and/or sports clubs.

To begin the process, they must meet the Basic Requirements. These are mandatory for those who decide to join the Quality Recognition in Wedding Tourism and obtain the corresponding Distinction. Consequently, any interested party who does not satisfy the basic requirements will not be able to participate in the incorporation process.

For purposes of the Recognition venues will be separated into two categories:

- a. Venues where a wedding is performed
- b. Venues where a wedding is performed and that also directly provide banquet service.

After these have been satisfactorily accredited, the Quality Committee will inform the interested party in writing so that it can initiate the incorporation process.

The basic requirements are:

1. Individuals must be a registered taxpayer and companies must be legally constituted and registered taxpayers, and in both cases state their legal address.
2. Have at least 2 years of experience providing services related to wedding tourism.
3. State their interest in participating in the Quality Recognition in Wedding Tourism and agree to respect the guidelines and provisions.



Services

1. The venue has an executive responsible for the events area
2. It has personnel trained in customer service, security and/or administration.
3. It has a functioning customer service satisfaction evaluation system.
4. It keeps a registry of thank you cards issued by clients who celebrated their wedding in the venue.
5. The venue has received recognitions, certificates and/or diplomas from Wedding Tourism organizations or related to service quality.
6. The venue is active in social networks and/or has a current website to promote its services and customer attention.
7. Wi-Fi service is available with adequate coverage for guests and providers.
8. There is a basic first aid kit and personnel trained to tend minor accidents and/or health problems.
9. There is permanent and/or temporary security to adequately serve the event.
10. The venue has security procedures to control access and exit by guests and suppliers.
11. Its personnel is trained to implement security procedures to control access and exit by guests and suppliers.



Process

1. The venue has and complies with official preventive health procedures and policies.
2. The venue has personnel trained to implement preventive health procedures as established by the authorities.
3. It has the official operating permits necessary for its business and activities.
4. It has a maintenance program to assure the correct operation of the following services in its installations:
 - a. Potable (drinking) water
 - b. Electricity
 - c. Electrical generator (fixed or provisional)
 - d. Firefighting equipment
 - e. Refrigeration equipment for food (fixed or provisional)
 - f. Wastewater drainage and/or treatment
5. It has and implements environmental sustainability policies such as recycling waste or renewable energy systems, among others.
6. It has a program with a pre-established schedule for supervising bathrooms and public areas during the event.
7. It has a program for the periodic cleaning and maintenance of cisterns, kitchens, storage areas and service areas in general.
8. It has established procedures and/or protocols established for cases of fire, earthquake, flood, or public security hazards.



9. It has personnel trained to implement procedures in case of fire, earthquake, flood, or public security risks.
10. The services and conditions agreed with the client are defined in writing, as well as adjustments, date changes and/or cancellations, as well as a detailed description of the wedding services to be provided.
11. It has and implements procedures to reserve and hire its installations and services.

Installations

1. It has public services and adequate operating equipment for the following services in its installations:
 - a. Potable/drinking water
 - b. Electricity
 - d. Electrical generator (fixed or provisional)
 - e. Food refrigeration equipment (fixed or provisional)
 - f. Wastewater drainage and/or treatment
2. It has sufficient parking for the venue's capacity, and that will allow either direct or valet parking for:
 - a. Guests' automobiles
 - b. Service provider vehicles
3. Sanitation services for men and women, sufficient for the number of guests expected in the venue.
4. Handicap-accessible services and installations.
5. Sanitary services for men and women, fixed or mobile, for service personnel.



6. Access to medical services in the venue or in a clinic, health center or hospital within one hour by road.
7. Hat check area and/or service for guests.
8. Complementary services such as:
 - a. Industrial kitchen for wedding service
 - b. Rooms with hotel service for the wedding party and family members
 - c. Rooms with hotel service for the public
 - d. Area for the official ceremony
 - e. Church, chapel, or temple for the wedding ceremony

In order to facilitate the evaluation of the file prepared by the interested party, it is very important that it include minimum all of the information requested. Participants can amplify the information requested at their discretion.