



2012 Wedding Testimonials

Lindsey & Nat July 7, 2012

We wanted to thank you for everything you did for us. We could not have been happier with our wedding and with your help coordinating everything. Thank you for responding to all of my emails so quickly, for answering all of my questions, for working with us to create the ceremony and the reception that we wanted, for all of your attention on the day of the wedding, and your care to make sure that everything was perfect for our day. Our wedding was truly wonderful. It was exactly what we wanted and more.



Please send our compliments and thank you's to the staff at the Privilege Aluxes as well. The entire service staff was so attentive and friendly during our stay, and they did such a great job taking care of us and our guests at the reception. Additionally, our compliments to the Chef and kitchen staff for great food all week, with a phenomenal dinner served at our reception.

We enjoyed our entire stay at the Privilege Aluxes and have heard compliments from every single one of our guests about how much they, too, enjoyed their stay. We are so pleased with our decision to hold the wedding at the Privilege Aluxes.

Thank you for everything!

Heather & Omar February 18, 2012

Hi Elba,

Our wedding was everything we had imagined and more! You did a wonderful job responding to my emails quickly, offering great recommendations, and helping out with all the details big and small. You coordinated the entire event so that my day was stress free and I could have fun! The flowers were absolutely beautiful, the arch looked amazing with the turquoise ocean in the background. The table centerpieces were exactly how I had envisioned them. The entire wedding schedule flowed perfectly. All of my wedding party knew exactly what to do and where to be.



Our friends and family are still raving about how delicious the food was! The meat was cooked to order and we could watch the chefs make our food right in front of us. Myself and one of my friends are vegetarians, and we had so much food to choose from (potatoes, guacamole, grilled onions, nopales)! All of the servers and bartenders were helpful and quick. Discomovil DJ and Claudio from Cecilia Dumas Photography were absolutely fabulous! Thank you so much for our special day, and I would do a destination wedding with Elba Machado and Privilege Aluxes all over again.



Crystal and Ryan January 21, 2012

Our wedding at the Privilege Aluxes was absolutely amazing! Elba was fantastic from the start. The planning was easy with emails, the ceremony was beautiful at sunset, talented and entertaining fire dancers at cocktail hour, delicious dinner and a very fun reception! Elba did an amazing job-everything was perfectly on cue and all the planning came together to be a fantasy wedding even more wonderful than we imagined! All of our guests had an absolute blast and just kept saying how wonderful the whole day had been. Elba and all of the staff at Privilege Aluxes absolutely exceeded our expectations. Thank you!!!



2011 Wedding Testimonials

May 28th 2011

We know this is going to sound like a fake review but its not! We had our wedding at Privilege Aluxes hotel on May 28th, 2011. Words cannot describe how perfect of an experience it was. Our families were initially reluctant about the idea of a destination wedding and we were also worried about planning a wedding at a hotel (and island) we had never even visited. We're frequent travelers and from Los Angeles so standards for weddings were pretty high. We began planning with the hotel team in November, 2010 (Elba the wedding planner and Osmany the sales manager). Through the entire process they were nothing but kind, gracious, tremendously helpful and really just a dream to work with. We had a surprising 130 guests attend (the largest destination wedding Privilege Aluxes, and most other hotels, had ever had). The staff handled this challenge with complete professionalism and poise. We thought it was an amazing wedding just cause it was ours but we were surprised when several of our guests told us it was the best wedding they had been to in their lives. The most commonly used word to describe the wedding by our guests was "epic" and recently someone said it was "the wedding of the century". Really these are not my words, but it gives you an idea of how much everyone loved it.

We arrived one week prior to the wedding as our guests trickled in. My husband and I had the presidential suite which I HIGHLY recommend. It had 2 bedrooms, 3 full bathrooms, a heated swimming pool, panoramic views of crystal clear turquoise ocean, 2 balconies, and sparkling clean from top to bottom every single day. It is SO well priced. The decor is absolutely beautiful, sexy and contemporary so if you're more into classical/old fashioned hotels it may not be for you. Since I was a bride with half the hotel occupied by my guests, I got to see every single type of room this hotel has and you SERIOUSLY can't go wrong. Every room is really pristine and beautifully designed with stone floors, marble countertops, white leather couches and most of them have hot tubs on the balconies overlooking the ocean. Even the standard room that doesn't face the ocean but overlooks a colorful cemetery that looks like a piece of cultural artwork (I know it sounds creepy but you have to see it to understand). Our guests would literally be excited to have a view of the cemetery because it was so beautiful. During the week leading up to our wedding, with our guests, we swam in the 2 (new) pools, took naps on the poolside (or beachfront) cabanas, ate and drank all we wanted (with all-inclusive package), then spent every night on our HUGE presidential suite balcony with our guests laughing, drinking and listening to music till 3am. It was undoubtedly the best week of our lives. We pretty much never left the resort and spent such precious time with our closest family and friends on this blissful paradise of a hotel. It was also amazing to see friends and family who we would never have expected become such close friends by the end of the trip.

So about the hotel: it has 3 restaurants, savor has a delicious buffet that I would highly recommend. Cafe del Mar (the outdoor restaurant right on the sand) seriously had some of the best food I've ever eaten in my life. There is also Satay which is okay in terms of food quality, although the service can be a bit slow. One night, though, the Satay staff went completely out of their way to arrange a specialized 3 course meal menu for our dinner party with our names on them which I loved (we didn't even ask for this). These are examples of the high end, personalized customer service we came to expect from the management of this hotel. Roxanne at the front desk! I love this girl, she had to deal with so

much drama from our arriving guests and was SO SWEET, helpful (and calm) through it all, I wish I could give her a hug. Goran (I hope I got his name right, he was the manager at Cafe del Mar, flown in from Europe for this position), pulled me aside the first day and said that anything my fiance and I wanted for our guests, it would be done, period. Even the housekeeping staff was so darn nice to us it was crazy! We really felt like royalty that week :) The staff was consistently courteous and always helpful to us and our 130 guests, I really can't think of anything else I could have asked for. Room service is delicious and available 24-7, great for late night snacking (we ordered "two of everything" from the menu many nights for all the guests partying in our room and they handled it beautifully. The only teeny tiny problem was that the minibar didn't get refilled some days (but always would if we let the front desk know). I'm serious, that's the only complaint I had!

The wedding: ELBA I LOVE YOU! This is the wedding planner who holds your hand through the entire process. SHE IS SO GOOD. Sweet, patient, always accommodating and creative, she handled the 100 or so changes I made to the program with nothing but grace. For every question I asked her and for every request I made, she seemed to do everything in her power to accommodate me. She even planned an entire night for us and 40 guests to attend a bachelor and bachelorette party at a high-end Cancun nightclub after I simply asked her a question about it!!! She would not allow me to hire vendors from Mexico unless she had met them, if not, she would contact them and arrange a meeting at the hotel all on her own. I can't say enough positive things about this girl she is amazing, if I said everything, this would be 10 pages long. Osmany, my poor Osmany (sales manager). This guy had to help with all the less glamorous work (money exchanges, transportation for guests, room reservations for guests, complaints, etc). This man genuinely cared and looked out for our best interest and its rare to work with a vendor like that. He handled all the mini-crises that come up in every wedding and NOT ONCE did he not fully and completely resolve them in the most fair, calm and reasonable manner possible. He made our lives so much easier. I can't say enough about these amazing people.

The ceremony and reception were breathtaking. We did everything right on the sand and used an events planning company (Alquimia Events) to make the place really dazzle. There was fancy lighting, a lit-up dancefloor (courtesy of DJ Alan Alexandre) and all sorts of other cool stuff. I've attached some photos.

So, thank you, from the bottom of our hearts to the entire Privilege Aluxes hotel staff for helping make the best week and best day of our lives what it was. You are all amazing and I will be forever grateful to you!

Posted on TripAdvisor on June 24th 2011

Anna and Dave



We can't thank you enough for organising our perfect wedding.

When we decided to get married whilst on holiday in Mexico we had only six weeks to organise everything and thought it would not be possible as well as not being sure what to expect. However, your organisation of the wedding made it all stress free, easy and enjoyable.



From the moment we arrived in Mexico with you meeting us at the airport we felt that everything was so well organised. Privilege Aluxes on Isla Mujeres was really the most beautiful place to get married and the service you organised on the beach was exceptional, with such a relaxed atmosphere. All of the little details that you organised for the ceremony itself, such as the flowers, the beachside service, the rose petals on the beach and the sunset dinner by the sea were all beautiful and helped make our day really special. We really felt that from the moment we arrived to us leaving that you really looked after and organised all of the wedding details and that we could not have asked for any more, it really was our perfect wedding.

Thank you so much for all your help and organisation, we cannot thank you enough and hope to see you when we are back at Privilege Aluxes on Isla Mujeres."

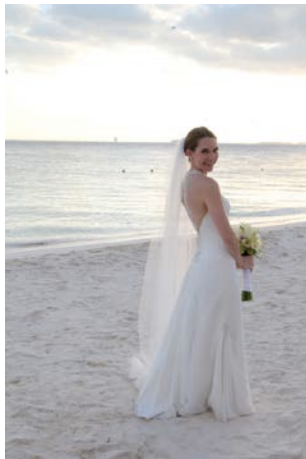
Muchas gracias
"Anna and Dave"

Lindsey & Landon

Elba and the staff at Privilege Aluxes made our wedding one of the most incredible days of our lives.



Even from far away, I felt confident that our day would turn out beautifully (how could it not with that sunset!) The rooms, food, flowers and decor, band, and overall ambiance could not have been any better.



We and our guests had a blast, and we're already talking about a return trip. I would do this over again 100 times! Thanks again for everything!

Lindsey Bieber Adkins

March 11th 2011