

7 AFTER 7 MEETING PACKAGE

PRODUCT, PRICING & BOOKING

1. Where can I book this product?

This product can be booked at www.cognitofirms.com/SuntecSingapore/_7after7meetingpackage

2. Can I order this product for all event types?

No. The 7 After 7 Meeting Package is suitable for meetings, seminars, etc. of a smaller scale, for up to 100 guests. This package is not available for exhibitions or large-scale events.

3. Can I book multiple rooms in the same booking?

No. Each booking form allows only 1 room per booking. If you wish to book multiple rooms, you will be required to submit one booking per room. Do note that rooms are subject to availability.

4. Can I combine multiple bookings into a single room?

No. Each booking is applicable to only 1 room and rooms from different bookings cannot be combined.

5. What is the lead time for an order?

You should book the 7 After 7 Meeting Package at least 2 calendar days prior to your event start date.

6. How far in advance can I make a booking?

For 7 After 7 Meeting Packages, the earliest booking that will be accepted is 60 calendar days prior to your event start date. This means that if your event date is on 1 January, the earliest date you can make a booking will be on 2 November.

7. Is there a minimum order quantity / minimum spend for this product?

Yes, there is a minimum of 10 guests per booking.

8. Is there a maximum order limit for this product?

Yes, there is a maximum limit of 100 guests per booking for theatre-style seating and 66 guests per booking for classroom-style seating. This is because the 7 After 7 Meeting Package is created exclusively for events of a smaller scale.

If your group size is larger than the maximum limits stated above, you may contact sales@suntecsingapore.com.

9. What is included in the 7 After 7 Meeting Package?

Aside from the room rental, inclusions are listed below.

- Seating set up in theatre-style or classroom-style
- Audio Visual equipment (1x rostrum, 2x handheld microphones and 1x 3K projector pack per room)
- In-room power points (13 amp), controllable lighting and air-conditioning
- Free high-speed WiFi
- Event listing on wayfinding screens (commences 30 minutes prior to event start time)
- Event name on room signage (commences 30 minutes prior to event start time)

10. What is the difference between a theatre-style seating and classroom-style seating?

Only chairs are set up in theatre-style seating while tables and chairs are both provided in classroom-style seating.

To see 360-videos of a sample meeting room set up in

- Theatre-style, please click [here](#).
- Classroom-style, please click [here](#).

There is also a difference in package price for each setup. Theatre-style setup will cost \$7++ per guest while classroom-style setup will cost \$10++ per guest.

11. What is the room rental duration for 7 After 7 Meeting Package?

From 7pm – 11pm.

12. Can I extend the booking hours for my event?

Yes. The package already includes room rental from 7pm – 11pm and you may extend your room booking past 11pm at the rate of \$300.00++ per hour. Extension of hours is allowed for up to a maximum of 4 hours. This option is provided in the booking form under 'Add-Ons'.

Please note that extending your room booking hours prior to 7pm is not allowed for this package.

13. My booking is confirmed but I wish to extend my room booking hours. Is that possible?

Yes. If you wish to extend your booking hours after booking confirmation, please send your request to janice@suntecsingapore.com.

14. My booking is confirmed but I have more guests than expected. Is it possible for me to add on?

Yes. If you wish to add on more guests for your event after booking confirmation, please send your request to janice@suntecsingapore.com.

However, do note of the following:

- The maximum limit for capacity i.e. a maximum of up to 100 guests per room for theatre-style seating and up to 66 guests per room for classroom-style seating.
- If you have purchased any add-on amenities or services for your event, you will be required to top up the same add-ons for these additional guests.

15. Can I add on other meeting amenities and services?

Yes. The meeting amenities and services which you may add on are listed below.

Types of Add-Ons	Product Names	Prices (SGD)
Meeting Amenities	Pen, Paper & Mints	\$8.00++ per guest
	Flipchart Rental (A1-size) • Includes 3x markers & 1x duster	\$25.00 ++ per item
	Whiteboard Rental (2m x 1.5m) • Includes 3x markers, 1x duster & 10x sheets of paper	\$30.00 ++ per item
Beverages	Free-Flow Coffee & Tea	\$8.00++ per guest
Audio Visual Equipment	Microphones (Handheld or Lapel)	\$80.00++ per item
Parking	Car Park Coupons (For Full-day Parking)	\$24.90++ per car
Furniture	Round Cocktail Table with Black Linen (3ft diameter)	\$100.00++ per item
	Rectangular Table with Black Linen (6ft x18in)	\$80.00++ per item
	Banquet Chair	\$20.00++ per item
Stage Set-up	Standard Stage* 16ft (width) x 6ft (depth) x 1ft (height) and includes a single-step riser.	\$380.00++
Booking Duration	Extension of Booking Hours^	\$300.00++ per hour, per room

* Size of stage is fixed.

^ Extension of hours is allowed for up to a maximum of 4 hours.

16. Are complimentary car park coupons provided for the 7 After 7 Meeting Package?

No, carpark coupons are not provided.

VENUE & SPACE SETUP

17. Which rooms in the venue are available for the 7 After 7 Meeting Package?

Only meeting rooms located on Level 3 are available and your meeting room will be assigned to you on your event day itself.

18. Will I be able to see a floorplan of my room?

No. However, you may refer to 360 videos of our Level 3 meeting rooms in theatre-style or classroom style at www.suntec360.com.

19. I have ordered free-flow coffee & tea. When and where will these beverages be served?

These beverages will be served in your meeting room and are available from 7pm – 11pm.

If you require F&B after 11pm, our VendCafé located on Level 3 offers an array of hot and cold meal options, snacks and beverages. This is available 24/7 every day. For more information, please click [here](#).

ON-SITE COORDINATION

20. What should I do on arrival?

Simply check in at our Concierge Desk located at Level 3 of our convention centre. You may click [here](#) to see a map for directions. Our friendly Concierge Team will provide you with a welcome pack which includes you're the key to your meeting room and some useful information. They will be able to assist you on-site throughout your event duration.

21. When can I check in?

You may check in at your event start time, i.e. 7pm onwards.

22. When will I know my exact room location?

Our friendly Concierge Team will provide the room number to you upon check-in.

23. Is it possible for me to add on items on the event day itself?

Yes, it is possible. Please approach our Concierge Team for any additional orders, but do note that items are subject to availability.

24. More attendees turned up for my event than what was expected. Are there additional costs?

Yes. Please contact our Concierge Team so they can provide additional furniture required and take payment for these additional guests.

However, do take note of the following:

- The maximum limit for adding on guests will be subject to the maximum capacity of the room assigned to your event.
- If you have purchased any add-on amenities or services for your event, you will be required to top up the same add-ons for these additional guests.

PAYMENT & CANCELLATION

25. What is the currency used, and are there any service charges / taxes?

Prices are listed in Singapore Dollars [SGD] and are subject to 10% service charge and 7% goods and services tax [GST].

26. What is the payment policy for 7 After 7 Meeting Packages?

Payment in full is required at the time of booking.

27. How do I pay for my booking?

You can make payment via the Suntec Online Order Form. Our platform accepts Visa, Mastercard and American Express. For some products, payment in full may be required at the time of the booking.

For any add-ons on the event day itself, you can make payment in full directly at our Concierge via credit card.

28. What is the cancellation policy?

Amendments, cancellation or changes are not permitted once the order is submitted.