



MICE BUSINESS CENTRE



MEETING ROOMS
FREQUENTLY ASKED QUESTIONS

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LOCATION

1. Where is the Coral Private Office or Calla/Casablanca Conference Rooms located at?

All meeting rooms are located at MICE Business Centre, Level 3 of Sands Expo® and Convention Centre at Marina Bay Sands®.

MEETING ROOMS

1. How many meeting rooms are there in the MICE Business Centre? What is the maximum table seating capacity and size of each room?

There are 3 meeting rooms, as shown below:

NAME OF MEETING ROOM	ROOM DIMENSIONS	FLOOR AREA	MAX CAPACITY
CORAL PRIVATE OFFICE SPACE	L:396cm x W:328cm	13sqm	4 pax
CALLA CONFERENCE ROOM	L:682cm x W:467cm	31sqm	12 pax
CASABLANCA CONFERENCE ROOM	L:987cm x W:490cm	48sqm	20 pax

2. What are the available table set-ups for each room?

The Coral Private Office has a fixed workstation table set-up; the Calla and Casablanca conference rooms have a fixed boardroom table set-up.

3. Is the meeting room furniture moveable or adjustable?

All furniture set-ups are fixed.

4. Can additional chairs be placed in the meeting room if the number of attendees exceed the maximum seating capacity?

There will be space constraints. However, additional chairs can be arranged to be placed at the side of the meeting room.

5. What is included in the meeting room rental? Are these facilities chargeable or complimentary?

Available complimentary items and facilities are listed below:

ROOM	Coral Private Office Space (13sqm)	Calla Conference Room (31sqm)	Casablanca Conference Room (48sqm)
FACILITIES			
Bottled water, mints, writing pad and pens	✓	✓	✓
Free flow of Coffee & Tea in Calla and Casablanca Conference Rooms		✓	✓
96-inch built-in LCD projector with motorised screen			✓
74-inch built-in LCD projector with motorised screen		✓	
42-inch LCD TV for projection	✓		
Complimentary usage of speaker phone; (excluding air time, handling fee & polycom phone rental charges if any.)	✓	✓	✓
Complimentary usage of wired or wireless Internet connection	✓	✓	✓

6. What is the cost for renting a meeting room?

For rental charges, please refer to the attached MICE Business Centre Private Office Space & Conference Room Rental Price List.

7. Is there a minimum hour of usage for the meeting room booked?

Yes. Minimum usage is 1 hour or part thereof.

8. Are there windows in the meeting rooms?

All meeting rooms have glass panels installed.

9. Do the meeting rooms come with curtains/blinds to cover the glass panels as we may be sharing confidential information during the meeting?

Yes, blinds are installed in the meeting rooms.

CANCELLATION POLICIES

1. What is the Cancellation Policy for meeting room bookings?

All meeting room bookings are subject to the following Terms & Conditions:

Guaranteed meeting room bookings and Food & Beverage orders that are cancelled less than 96 hours prior to actual event date will be subject to 50% of rental and Food & Beverage charges.

Guaranteed meeting room bookings and Food & Beverage orders that are cancelled less than 48 hours prior to the actual event date will be subject to 100% of rental and Food & Beverage charges.

All guaranteed bookings will be held for 1 hour from the booking commencement time, after which the meeting room will be released and full rental charges will be imposed for a 'No Show'.

2. What if I arrive later than the 1 hour holding period, can I proceed with the room usage as booked?

Yes, you may proceed with the room usage provided that room is still vacant.

FOOD & BEVERAGE

1. Is outside food and beverages allowed in MICE Business Centre?

We do not allow outside food and beverages to be brought into the MICE Business Centre.

2. Will food and beverages be served in the meeting rooms?

Our Conference Room meeting packages do cater for Food & Beverage, coffee break or lunch break items upon request. Please refer to the attached menus for details.

3. Do you provide half day or full day meeting packages that include coffee break or lunch?

Our meeting room packages do not include food and beverages. Food & Beverage may be requested as a separate order.

4. What is the minimum order for Sandwich & Bento Meal Box Menu?

A minimum of 5 orders is required for each menu item.

5. Is it possible to combine my Sandwich & Bento Meal Box orders to meet the minimum order quantity?

No. A minimum of 5 orders is required for each menu item.

6. How soon must I place my Food & Beverage order?

Orders must be made 7 working days before actual event date or as early as possible.

7. Can I place any last-minute Food & Beverage order on-site during my event day?

Yes, you can. However, last-minute/additional orders must be paid up-front upon delivery by cash or credit card only.

8. Where is the nearest restaurant/food court located?

There are various Food & Beverage outlets for you to choose from at The Shoppes at Marina Bay Sands. Please check with our Mall Concierge for restaurant details.

AUDIO VISUAL / TECHNICAL FACILITIES

1. Is there an additional charge for using the LCD projector or Internet?

The meeting room rental comes with free usage of the LCD projector and Internet connection.

2. What is the length and width of the projector screen in the room?

The screen size is at 100-inch diagonal. (Width: 8ft x Length: 6ft)

3. Is there any facility for conference calls available?

Conference call facilities are available upon request. You may choose either a speaker phone or Polycom Phone. However, usage of the Polycom Phone is subject to availability and it is chargeable for rental.

4. What are the charges for making an outgoing conference call?

Charges for outgoing conference calls will vary according to country. It is calculated based on air time charges per minute plus an additional handling fee of S\$3.00 per call.

5. What is the speed for both wired/wireless Internet connection?

The speed for both wired and wireless Internet connection is at 2MBps.

6. Do you provide microphones?

Microphones can be provided at an additional cost. Let us know your requirement and a quotation will be provided for your consideration.

PAYMENT MODE

1. How can I pay for my meeting room rental?

Payment is to be made at point-of-sale. Available payment modes are by cash, credit card or room charge if you are staying in our hotel.

2. Can I ask for an advance invoice to reflect my company name?

The point-of-sale receipt we provide will reflect 'Marina Bay Sands' automatically.

3. How can I ensure my booking is guaranteed?

You will be required to complete and submit a credit card authorisation form along with a photocopy of your credit card (front & back) before the deadline upon receiving the quotation from us.

4. Why do you need a copy of my credit card to guarantee my booking?

It is a requirement by the banks in Singapore as a security measure.

5. On the day of my meeting, can I use another credit card for payment other than the credit card details provided earlier?

Yes, you can.

OTHER SERVICES

1. What other services do you provide at your MICE Business Centre?

We provide various secretarial services. Please refer to the attached MICE Business Centre Price List for your reference.