\* A discretionary service charge of 12.5% on your food and beverage spend in all our outlets will apply.

Minimum Numbers:

Any changes to the number of delegates may result in a rate re-negotiation.

The amount payable by the client for the event will be calculated according to the HIGHEST of the following:

(a) the contracted minimum numbers,

(b) the final numbers given to the hotel 72 (working) hours prior to the event,

(c) the final numbers that actually attend the event.

Maximum Numbers:

In accordance with Fire regulations, the delegate numbers must not exceed the maximum capacity of the agreed layout of the meeting room.

DELIVERY & COLLECTION:

Please ensure all items are clearly labelled for the attention of your Events Executive, with your company name, title of the event, date of the event, name of the event room. Items should be numbered accordingly and sent from 07:00 to 15:30 to Crown Plaza London - 19th New Bridge Street, London EC4V 6DB. Please note that the hotel staff are not responsible for any large or heavy items including the transportation of items to the event room. Please ensure this is arranged with your courier or delivery company. Deliveries must be made no earlier than 48 hours prior to the event.

Please note the Hotel is not responsible for any items left behind. The client has to ensure that all items left behind are collected from the Hotel within 24 hours after the event. The client must ensure they have sufficient staff for the collection of these items.

FIRE ALARM TEST:

Please be advised that we test our fire alarms every Friday, at 15:00 you will hear a series

of intermittent alarms. There is no reason for you to evacuate at this time, unless a continuous

alarm is heard.

MUSIC:

Please note that the maximum noise limit is 80 decibel; our Duty Manager will carry out a few check with a Decibel Reader throughout the night to ensure this limit is not being breached. If the band sound is over this limit, our Duty Manager would speak to the band leader.

SERVICE CHARGE:

Please note a service charge of 12.5 % will be added to your final invoice on all food & beverage items in event space. Alternatively, 12.5% service charge will be added in our outlets (e.g. Chines Cricket Club, Dicannove restaurant, Leaf & Cane & Room Service)

FINAL DETAILS:

Please note, we require the following details in the period approaching your event:

\* Final numbers must be confirmed to us three working days prior to the date of the event. You will be charged for the final number confirmed to us. Should this final number be lower than the minimum chargeable number as indicated in the contract then it is the minimum chargeable number that will be charged. Should the final number decrease within the three working days of the event then it is the number given to us three working days prior that will be charged for.

Should the final number confirmed to us increase on the day of the event then the final number of attendees on the day of the event will be charged for.

\* AV Requirements must be confirmed to us 14 days prior to the date of the event.

\* The use of dry ice and / or equipment requiring dry ice is prohibited.

\* Food and beverage choices, dietary requirements and other requests must be confirmed to the Hotel 14 days prior to the start date of the event. Should we not receive the menu choices within this time then Chef’s choice of menu will be offered.

PAYMENT:

.0 DEPOSIT AND PRE-PAYMENT

9.1 A deposit request of 25% must be paid with the return of the signed Agreement.

If the Client has agreed sufficient credit facilities then deposit or pre-payment may be waived, at the sole discretion of the Hotel.

9.2 Your payment plan is as follows:

(ii) Credit Card

To pay by credit card, please complete a credit card application form, available on request from Hotel. Authorisation will be taken on the card for the full amount of the Event 28 days prior to Arrival. The credit card will be charged on departure and a receipt will be provided to the card holder.

(iii) Pre-payment

If no credit facilities or credit card details are available, full pre-payment will be required on the following schedule:

• Upon confirmation: 25% of total estimated Event value

• 90 calendar days prior to arrival: 50% of total estimated Event value

• 28 calendar days prior to arrival: Balance of total estimated Event value

• 7 calendar days prior to arrival: Balance of any additional items ordered

A credit card will be required to secure any additional items on the day

9.3 If the Event is to take place within 30 calendar days of booking, the full amount must be paid with the return of the signed Agreement.

9.4 Failure by Client fail to pay any such deposit or pre-payment within 7 days of the due date, the Hotel may treat the booking as cancelled by the Client.