



## **FREQUENT ASK QUESTION (FAQ) :**

### **Why Choose the Sheraton Grand Jakarta Gandaria City Hotel?**

#### **Competitive Advantages:**

Prime Location in South Jakarta, attached to the Gandaria City Shopping and Entertainment Complex. The 3.567 m<sup>2</sup> Grand Ballroom and meeting room can accommodate events for up to 2.000 persons with our personalized service to meet your requirements.

#### **What type of events/functions can you host?**

We can host a wide range of different functions and events, ranging from small conference meetings and intimate dinner parties to large social functions and cocktail parties.

#### **Are there minimum and/or maximum numbers of guests required to book the venue?**

No, we welcome small and big events, our seating capacity can accommodate up to 2.000 guests. (See seating chart enclosed at the end)

#### **What is the Height of your Ballroom?**

Our Ballroom is 7.6 m tall (clear area) while the Ballroom Foyer and meeting rooms offer 4 m space to the ceiling.

#### **How many square meter is your Grand Ballroom?**

Our Grand Ballroom is 2.173 m<sup>2</sup> with size of 37 m x 58,7 m, it can be divided in equal 3 parts if required (37 x 19,5 m)

#### **Do you have any other rooms additionally to your ballroom?**

Our Ballroom 3 can be divided further into 3 sections:

Emerald, Sapphire & Ruby.

Each section measures 228 m<sup>2</sup> or 19 x 12 meter.

We also offer several meeting rooms:

Meeting Room 1 is 132 m<sup>2</sup> or 13,8 m x 9,8 m,

Meeting Room 2 is 84 m<sup>2</sup> or 8,5 m x 10,0 m,

Meeting Room 3 is 82 m<sup>2</sup> or 8,5 m x 9,6 m

They can be combine into one room as well.

Lastly our Boardroom is 40 m<sup>2</sup> or 8.0 m x 5.0 m

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**Do you have conference call facilities?**

The boardroom can fit comfortably 12 person. The space has an integrated 60 inch LED TV which is suitable for conference calls.

**Do you have a VIP room?**

Yes, our VIP room offers an individual changing and rest room inside.

**Are all your meeting rooms on the same floor?**

Yes, all our meeting room located on the 3<sup>rd</sup> floor.

**Can you provide a dance floor?**

Absolutely, any area can be made into a dance floor. Tell us your dance party requirements and we set it up.

**Do you have a stage?**

Absolutely, any area inside Ballroom can be made into a stage. Our flexible mobile stages offers different heights, 60 cm or 80 cm. Each module is 2.4 m x 1.8 m.

**What about screens and projectors?**

We have built-in screens at each function room. Also portable screens are available, the size can be adjusted to your requirements. Here with our built – in screens measure on each function room:

- Ballroom 3 / Emerald = 3 x 4 meter
- Ballroom 3 / Sapphire = 3 x 4 meter
- Ballroom 3 / Ruby = 4 x 6 meter
- Meeting Room 1 = 2 x 3 meter
- Meeting Room 2 = 2 x 3 meter
- Meeting Room 3 = 2 x 3 meter
- Ballroom 1 = 4 x 6 meter (portable screen)
- Ballroom 2 = 4 x 6 meter (portable screen)

**Can we bring in and play our own music?**

Yes of course, you can connect and use our standard ceiling speakers.

**Are microphone and audio-visual equipment available?**

Yes, we do have basic audio-visual equipment, however it is subject to availability.

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**Do you have ceiling button for rigging lighting?**

Our ceiling offers sufficient hooks in each section of the ballroom. Each hook/button can take up 100 kg weight.

**How big is the electric capacity for each section of the ballroom?**

Each of our ballroom section can accommodate 10.000 Watt Electricity. In total we can accommodate 30.000 Watt for the Grand Ballroom.

**What if we need larger than 30.000 watt Electric Capacity?**

We allow organizers to bring in their own mobile generator which will be parked at Loading Dock behind the ballroom. Maximum height is for the generator is 2,1m. Larger units need to be parked next to Piazza (Gandaria City Mall – East Lobby) and need approximately cable 200 meters to be pulled from there to our Ballroom.

**Is there a loading dock?**

The loading is behind the ballroom on the 3<sup>rd</sup> floor. It can be accessed from Gandaria Height parking. Maximum vehicle height is 2,1 meter.

**What about if the vehicle more than 2,1 meter in height?**

The vehicle more than 2,1 meter should transfer all the material at main access Gandaria City Mall to a smaller vehicle. The loading transfer is allowed between 10.00 PM to 08.00 AM.

**Do you have any additional charge for bring outside contractor?**

We not charging outside contractor or vendor, but we will apply deposit contractor to guarantee any damages occur during the loading & unloading process.

**How much is the deposit for contractors using the ballroom?**

We request a guarantee of Rp 7.000.000 per single ballroom section, Rp 10.000.000 for 2 section and Rp 15.000.000 for the Grand Ballroom.

**How is the Deposit Contractor Process?**

We require cash money based on the booked ballroom space usage upfront. The hotel will issue an official receipt and return the money within 3 days of the completion of the event.

**Am I responsible for cleaning the venue afterwards?**

No, we take care of all the cleaning in the function rooms, but for the loading dock area, the responsibility is with the contractor.

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**Is there a hire fee for crockery, glassware, staff, tables or chairs?**

We do not charge extra for equipment we already have on hand.

**Can we bring in our own alcohol and food?**

The hotel is holding the necessary licences, which permits alcohol to be sold and consumed on the premises. However all alcohol must be provided by the hotel. Alcohol brought onto the premises without prior consultation with the Events Manager will be removed from the person and disposed of immediately.

**Can the Sheraton Grand Jakarta Gandaria City provide decoration?**

No, our Hotel does not provide any decoration.

**Do you allow any kind of decoration?**

We allow most decorations, however glitter, open fire, party poppers and confetti is not permitted. All decoration should be of fire retardant quality.

**Can we have candles at our function?**

Due to fire restrictions we cannot allow open fire, however if they are restrained within a close container exceptions may be possible. We highly recommend LED candles for the safety and security of your guests.

**Could there be more than one function held in one day?**

Yes, as we have multiple function rooms, however these functions will not overlap as each area can be kept completely private.

**Is there car parking available?**

We do have parking space available on B1 & B2 floor of the hotel. These are subject on first come first serve availability. B2 will have direct elevator access to the hotels 3<sup>rd</sup> floor. The Gandaria Shopping and Entertainment Complex offers additional car parking facilities if needed.

**Is there security available?**

We provide security services at all the entrances to the hotel, as well as on the 3<sup>rd</sup> floor elevator landing space, however should your function need additional security, this will be at an extra cost.

**How much food will I need?**

Just ask our team and we can help you out with these details.

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### When do I settle the bill?

The bill will need to be settled on the night unless a separate arrangement has been made with the Events Manager prior.

### How do we go about booking the venue?

If you wish to book one of our function rooms, simply contact our Events Planner via [www.sheraton.com/jakartagadariacity](http://www.sheraton.com/jakartagadariacity) or call us directly on +62 21 8063 0888 for your successful event.

### Please find enclosed our basic options of seating charts.

Depending on your needs we can arrange a tailor made lay-out

ROOM NAME	AREA	DIMENSIONS	HEIGHT	THEATER	CLASSROOM	BANQUET	U-SHAPE	RECEPTION	BOARD ROOM
	m <sup>2</sup>	(L X W)	(M)						
The Grand Ballroom	2.173	37 x 58,7	8	1800	1300	1000	-	2000	
• Ballroom 1	725	19,5 x 37	8	630	420	300	117	550	
• Ballroom 2	740	20 x 37	8	630	420	300	117	550	
• Ballroom 3		19,2 x 37	8	630	8	630	117	300	
• Ruby	248	19,2 x 12,9	8	300	150				
• Sapphire	250	19,2 x 13	8	300	150				
• Emerald	248	19,2 x 12,9	8	300	150				
Pre-Function Area Ballroom	898		4					900	
Pre-Function Meeting Room	153		4						
The Meeting Room	298	7,9 x 29,6	4	200	150	140		270	
• Meeting Room 1	132	13,8 x 9,8	4	100	80	70	40	132	
• Meeting Room 2	84	8,5 x 10	4	55	40	35	20	84	
• Meeting Room 3	82	8,5 x 9,6	8	55	40	35	20	82	
The Boardroom	45				-	-			12

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