

HOTEL POLICIES & EVENT PLANNING INFORMATION

CROWNE PLAZA ALBANY - THE DESMOND HOTEL CONTACT INFORMATION

CATERING

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VENDOR CONTACT INFORMATION

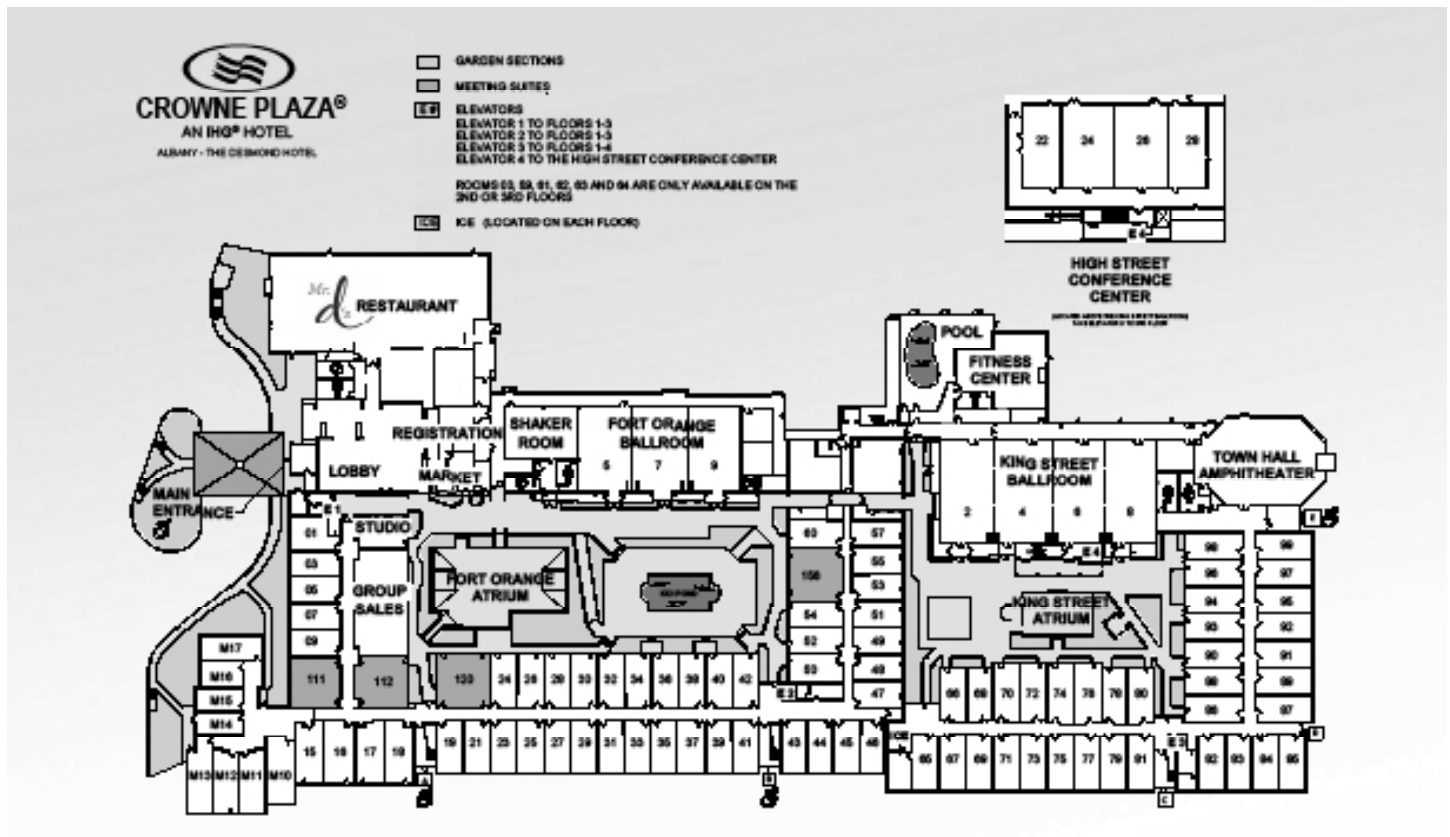
AUDIO VISUAL by CMI COMMUNICATIONS

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MARKETING by SUNSHINE CREATIVE CO.

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FACILITY FLOORPLAN



CONFERENCE AREA SPECIFICATIONS

FORT ORANGE BALLROOM

Name & Dimensions	Sq Ft	Ceiling	Theater	Classroom	Conference	U-Shape	Rounds of 10	8'x10' Booths
FO 5 27 x 42	1,134	11'	125	60	34	34	80	-
FO 7 27 x 42	1,134	11'	125	60	34	34	80	-
FO 9 27 x 42	1,134	11'	125	60	34	34	80	-
FO 5, 7 & 9 82 x 42	3,444	11'	375	210	-	90	280	28

FORT ORANGE COURTYARD

Name & Dimensions	Sq Ft	Ceiling	Theater	Classroom	Conference	U-Shape	Rounds of 10	8'x10' Booths
Pergola 69 x 30	2,070	32'	-	-	-	-	180	24
Koi Pond 77 x 44	2,693	31'	-	-	-	-	200	16

SHAKER ROOM

Name & Dimensions	Sq Ft	Ceiling	Theater	Classroom	Conference	U-Shape	Rounds of 10	8'x10' Booths
Shaker 26 x 38	988	10'	70	50	30	25	70	-

EXECUTIVE MEETING SUITES (111, 112, 120, 156)

Name & Dimensions	Sq Ft	Ceiling	Theater	Classroom	Conference	U-Shape	Rounds of 10	8'x10' Booths
Suites 25 x 18	450	8'	30	18	20	20	30	-

KING STREET BALLROOM

Name & Dimensions	Sq Ft	Ceiling	Theater	Classroom	Conference	U-Shape	Rounds of 10	8'x10' Booths
KS 2 52 X 26	1,352	13'	140	72	44	40	100	-
KS 4 52 X 26	1,352	13'	140	72	44	40	100	-
KS 6 52 X 26	1,352	13'	140	72	44	40	100	-
KS 8 52 X 26	1,352	13'	140	72	44	40	100	-
KS 2, 4, 6 & 8 52 X 104	5,408	13'	900	360	-	100	540	36

KING STREET COURTYARD

Name & Dimensions	Sq Ft	Ceiling	Theater	Classroom	Conference	U-Shape	Rounds of 10	8'x10' Booths
Courtyard 52 x 20	900	34'	-	-	-	-	100	31

TOWN HALL AMPHITHEATER

Name & Dimensions	Sq Ft	Ceiling	Theater	Classroom	Conference	U-Shape	Rounds of 10	8'x10' Booths
Town Hall 40 x 60	2,640	10' - 13'	-	107	-	-	-	-

HIGH STREET BALLROOM

Name & Dimensions	Sq Ft	Ceiling	Theater	Classroom	Conference	U-Shape	Rounds of 10	8'x10' Booths
HS 24 26 x 41	1,066	13'	80	48	24	24	60	-
HS 26 26 x 41	1,066	13'	80	48	24	24	60	-
HS 24 & 26 52 x 41	2,130	13'	160	90	40	40	120	14

HIGH STREET MEETING ROOMS

Name & Dimensions	Sq Ft	Ceiling	Theater	Classroom	Conference	U-Shape	Rounds of 10	8'x10' Booths
HS 22 Boardroom 34 x 20	680	11'	-	-	20	-	-	-
HS 28 34 x 20	680	11'	60	54	30	25	50	-

FACILITY DETAILS & MEASUREMENTS

CROWNE PLAZA ALBANY - THE DESMOND HOTEL, FIRST FLOOR, FRONT OF HOTEL

Fort Orange Courtyard can be used as pre-function areas to host registration, information tables, cocktail receptions, tradeshow, exhibit booths and other event activities.

Details:

The courtyard ceiling is 32' from the walkway, 34' from the pergola area and 31' from the koi pond; the height directly under the pergola measures 8.5'. The entire area has natural lighting from atrium skylights with ADA accessible ramps. Electrical service is available in specific areas, please ask your Event Manager for more information.

Shaker Room is a multi-purpose meeting room located off Fort Orange Courtyard.

Details:

The ceiling is 10' with entry door measuring 39" x 83". Rear access entry measures 30" x 77". Electrical service includes standard 110 volt wall outlets.

4 Executive Meeting Suites (111, 112, 120 and 156) are located in the Fort Orange area of the hotel. Suites 111, 112 and 156 each contain a private restroom, all suites contain a small kitchen area with refrigerator and sink.

Details:

Each Executive Meeting Suite ceiling is 8' with entry doors measuring 33" x 79". Electrical service includes standard 110 volt wall outlets.

Fort Orange Ballroom is a multi-purpose space that can be divided into three sections by two air-walls. Service access is available via the loading dock in the rear of the ballroom.

Details:

The ceiling height is 11'. Front access doors from the courtyard/koi pond area are 65" x 79.25" each. Rear access ballroom doors are 70" x 78"; please also refer to the Fort Orange Dock access size. Electrical service includes standard 110 volt wall outlets and two 208 volt wall outlets in specific areas, please ask your Event Manager for more information.

CROWNE PLAZA ALBANY - THE DESMOND HOTEL, FIRST FLOOR, REAR OF HOTEL

King Street Courtyard can be used as a pre-function area to host registration, information tables, cocktail receptions and other event activities.

Details:

The courtyard ceiling reaches 34', with natural lighting from atrium skylights. Electrical service is located in specific areas, please ask your Event Manager for more information.

Town Hall is an amphitheater with classroom style seating, and a front stage with fixed podium.

Details:

The ceiling measures 13' in the front, sloping to 10' in the rear. Entry doors measure 60" x 77", and service access is available via the loading dock in the rear of King Street. The stage measures 16' x 6.5'. Please ask your Event Planner for the electrical and audio visual options available in Town Hall.

FACILITY DETAILS & MEASUREMENTS

King Street Ballroom is a multi-purpose space that can be divided into four large sections by three air-walls. Service access is available via the loading dock located behind the ballroom and Town Hall.

Details:

The ceiling height is 13'. Front access doors from the courtyard are 60" x 77" each. Rear access doors leading into the service hallway are sectioned swinging traffic doors measuring 38" x 77.25" each. Electrical service includes standard 110 volt wall outlets and two 208 volt wall outlets in specific areas, please ask your Event Manager for more information.

CROWNE PLAZA ALBANY - THE DESMOND HOTEL, THIRD FLOOR, REAR OF HOTEL

High Street Conference Center includes High Street Ballroom and two meeting rooms on the third floor. Access to High Street is available by stairs and elevator D off King Street courtyard. Service access is available via our rear service elevator and the loading dock in the rear of King Street.

High Street Ballroom is a multi-purpose space that can be divided into two sections by one air-wall.

Details:

The ceiling is 11', with entry doors measuring 74" x 77". Electrical service includes standard 110 volt wall outlets in specific areas, please ask your Event Manager for more information.

High Street Meeting Rooms (22 and 28) are located outside the ballroom with separate entrances. Meeting Room 22 is a permanent boardroom set with executive chairs.

Details:

Each ceiling is 11' with entry doors measuring 39" x 77". Electrical service includes standard 110 volt wall outlets.

ELEVATOR MEASUREMENTS

Elevator D to High Street

49" x 80" diameter cab with 41" x 84" doorway. 2,000 lb capacity.

Service Elevator

49.5" x 80" diameter cab with 42" x 83" doorway. 2,500 lb capacity.

LOADING DOCK INFORMATION

Fort Orange Dock

2 bays with ramp. Doorways into service hallway from dock measure 61" x 82".

King Street Dock

1 bay. Doorway into service hallway from dock measures 70" x 79".

Please speak to your Event Manager to make arrangements for any use of the loading docks. No parking is allowed on the dock for any reason and vehicles that are not being unloaded or loaded must be removed from the dock immediately. We reserve the right to tow any vehicles left unattended. Any damage to the dock, bays, ramps, etc. will be the responsibility of the group and/or vendor.

If you require parking for oversized vehicles that will not fit in a standard parking space, please speak to your Event Manager.

HOTEL POLICIES & EVENT PLANNING INFORMATION

MEETING ROOM RENTAL FEE

Standard contracts include the following items in Meeting Room Rental, all equipment is subject to hotel availability and whether there are multiple groups in-house.

- One standard room set per day as per signed BEO (theater, classroom, conference, u-shape, etc.) Please speak to your Event Manager regarding requests for additional sets/turns, additional fees may apply.
- Standard 110 volt electrical service from wall outlets permanently located inside your meeting room.
- One room refresh per day to include clearing trash from tables, emptying trash cans, straightening of chairs and tables, refilling candy dishes and refilling water pitchers as necessary.

The following items are NOT included in Meeting Room Rental.

- Any additional room sets beyond one per day as per signed BEO, or any significant room turns as determined by Crowne Plaza Albany - The Desmond Hotel.
- Any additional equipment or materials other than what is in Crowne Plaza Albany - The Desmond Hotel's current inventory i.e. additional chairs, staging, tables, linens, etc.
- Labor charges for any outside contractors i.e. electricians or HVAC engineers, additional security beyond the hotel's normal contracted personnel, coat check attendant(s), additional set-up, decor companies, police officers, EMTs, fire marshal or any other personnel required for a specific event.
- Charges for any additional cleaning or damages specific to an event i.e. left over trash removal, tape removal/damage, or any damage to floors, walls, paint, carpets, equipment, etc.
- Any additional electrical or sound required for a specific event.
- Receival of and storage of items specific to an event. Please refer to the Shipping & Receiving section (page 6) for more information.

PREFERRED PROVIDER

CMI Communications - Audio Visual Provider

Audio Visual needs are provided by CMI Communications, a third party company who maintains an extensive inventory of equipment. Please ask your Event Manager for CMI's complete price list of equipment choices available to you. Audio Visual costs are set by CMI and reflect the set-up and troubleshooting services of their experienced staff who are available to you at all times during your event. Crowne Plaza Albany - The Desmond Hotel and CMI Communications assume no liability or responsibility for any equipment brought onto the property by a client.

NON-PREFERRED VENDORS & CONTRACTORS

All other vendors have to be approved by Crowne Plaza Albany - The Desmond Hotel at least 30 days in advance of an event.

Depending upon the nature of the event, vendors will be required to provide sufficient liability insurance and/or sign the "Contractor/Vendor Operating Procedures Agreement" (refer to pages 10-11) in order to perform any work under the operating procedures set forth by Crowne Plaza Albany - The Desmond Hotel.

Please speak with your Event Manager to ensure that you have contracted enough time for your vendors to completely move in and out of hotel; should extra time be needed for set up and/or tear down you will be responsible for all additional charges.

HOTEL POLICIES & EVENT PLANNING INFORMATION

SHIPPING & RECEIVING

Due to limited storage space, packages and meeting materials should be received no earlier than three business days prior to the event for which they are intended. Any shipment over 100 lbs must be communicated in advance to your Event Manager, and is subject to a Receiving Charge of \$50 per 100 lbs. Packages should be marked "Hold for Arrival" with the name and date of the client and event name listed clearly on all labels. The hotel will not assume responsibility for returning packages at the conclusion of the event unless previous arrangements have been made with your Event Manager. If items are left behind for more than one week, they will be disposed of. Crowne Plaza Albany - The Desmond Hotel is not responsible for lost, damaged or stolen packages.

SECURITY

Crowne Plaza Albany - The Desmond Hotel is not responsible for the damage or loss of any materials or articles left in the hotel either prior to, during, or following an event. Please speak to your Event Manager if you require arrangements for special security during your event and/or for exhibits/displays; additional charges will apply.

MEETING ROOM ASSIGNMENTS & SET-UP

Meeting room assignments are made based upon the number of anticipated guests; these locations are NOT guaranteed. Should your anticipated numbers increase or decrease, we reserve the right to change the room assignment at any time based on the adjusted attendance information, and other business needs. Additional charges may apply. Resetting of a room from the original agreed upon room set in your signed BEO will result in a reset fee.

DEPOSITS & PAYMENT

In most instances, deposits are due at the time of booking an event. Full payment is required no later than three business days prior to the date of the event. All major credit cards are accepted as well as certified checks or cash. Should full payment not be received according to the terms of your contract, a monthly interest charge will be applied to the unpaid balance.

DIRECT BILLING

Should you desire direct billing, you must establish and be approved for credit with our Accounting department at least 6 weeks prior to the event. Approved billings are payable upon receipt of the invoice statement.

TAX-EXEMPT PAYMENTS

Tax exempt organizations must provide a copy of their valid state sales tax exempt certificate with the return of their signed contract. All deposits and payments received must be generated directly from the organization that holds the exempt status; third-party payments cannot be accepted. The check or credit card provided must exactly match the name on the tax exempt certificate.

CANCELLATION POLICY

Please refer to your contract for the cancellation language specific to your event.

HOTEL POLICIES & EVENT PLANNING INFORMATION

MARKETING & ADVERTISING - PREFERRED PROVIDER

Marketing and advertising services are provided by Sunshine Creative Co., a third party company who offers the following to assist with the promotion and details of your event. Please speak to your Event Manager and Sunshine Creative Co. for further information about these services and any applicable fees.

-Social media promotion of and/or “Welcome” posts prior to, and/or during your event via Crowne Plaza Albany - The Desmond Hotel’s accounts on Facebook, Instagram, Twitter and/or LinkedIn.

-Placement of digital content on Crowne Plaza Albany - The Desmond Hotel’s reader board monitors including company logos, images, meeting itineraries, etc. The hotel currently features two landscape monitors (located in the lobby and King Street Courtyard). All reader board content must be designed by the event organizer and files must be submitted to Sunshine Creative Co. no later than two weeks prior to your event. Content must follow the size and layout guidelines below. We reserve the right to request changes and restrict posting if any content is deemed to be offensive or unacceptable.

Landscape orientation 1920px x 1080px .jpg format

-Graphic design and printing of custom table setting menus for your event. Final approved menus, logos, desired colors, etc. must be submitted to Sunshine Creative Co. no later than 3 weeks prior to your event. Designed menus will be provided for print no later than 3 business days prior to your event, after which changes can no longer be accepted.

ADDITIONAL MARKETING ITEMS

Requests for any marketing materials proprietary to Crowne Plaza Albany -The Desmond Hotel including logos, images, etc. to use in the promotion and advertising of your event must be emailed to Sunshine Creative Co. at least one week prior to your event. Please do not copy and paste images from the hotel website or elsewhere online for your use, and please always confirm in advance with Sunshine Creative Co. that you are using the correct version of the hotel’s current logo.

Please always use the full property name **“Crowne Plaza Albany - The Desmond Hotel”** when promoting your event on any advertising platforms including print, digital, radio and social media.

Requests for Crowne Plaza Albany - The Desmond Hotel to place advertisements (complimentary or otherwise) in event programs, brochures, etc. must be emailed to your Event Manager and Sunshine Creative Co. no later than 6 weeks prior to the design deadline for consideration and approval. Please be sure to include all size and design specifications in your email.

HOTEL POLICIES & EVENT PLANNING INFORMATION

EVENT GUIDELINES - BEOs

To ensure that Crowne Plaza Albany - The Desmond Hotel is able to accommodate all of your needs (menu development, meeting room set-up and assignment), all details must be finalized with your Event Manager at least six weeks prior to the event. Your BEOs must be signed and returned no later than 10 business days prior to your event.

DECORATIONS, BANNERS & SIGNAGE

If you wish to display any items for your event, please let us know at least six weeks prior to the event date. Crowne Plaza Albany - The Desmond Hotel staff or a professional decorator (NOT the client) must hang and remove any flags, wall banners or large displays in the hotel.

To preserve the uniqueness of our property we do not allow any signs, decorations or related materials to be hung by use of any push-pins, tacks, staples, nails or tape on any walls, doors, painted surfaces or woodwork of the hotel.

The use of glitter or confetti are not permitted without prior written consent; associated cleaning costs are the responsibility of the group.

The use of helium balloons are not permitted without prior written consent, as well as signing the "Agreement for Use of Helium Balloons" (refer to page 11).

Items that can be thrown or tossed, i.e. beach balls, t-shirt guns, etc. are not permitted without prior written consent; any costs associated with damages from said items are the responsibility of the group.

For liability purposes, the hotel and our insurance provider strictly prohibit hanging anything from the ceilings, vents, or chandeliers. Under no condition can signs, banners or any decorations be hung, attached to, or block Crowne Plaza Albany - The Desmond Hotel's operable air-walls and doors - particularly exit doors.

Any movement of air-walls, furniture, fixtures or equipment owned by Crowne Plaza Albany - The Desmond Hotel must be performed by hotel staff only.

ANIMALS

Animals are not permitted in the hotel without prior written consent. Certified service animals are allowed, as well as pets who meet and abide by our Guestroom Pet Policy regulations.

HOTEL POLICIES & EVENT PLANNING INFORMATION

FOOD & BEVERAGE GUIDELINES

The enclosed menus should serve as suggestions only for your upcoming event at Crowne Plaza Albany - The Desmond Hotel. Our staff is happy to customize your event and assist you with specially designed menus, themes and decorating.

Pursuant to the terms of our New York State Liquor Authority liquor license, Crowne Plaza Albany - The Desmond Hotel is the only licensed entity authorized to sell or to serve alcoholic beverages on the premises. Therefore, alcohol may not be brought onto the property and consumed within the confines of the hotel under any circumstances. We have trained our bartenders and service staff in the responsible service of alcoholic beverages. We ID guests who appear to be under age and we have a "no shots" policy. We will discontinue service of alcoholic beverages to anyone who appears to be intoxicated.

GUARANTEES

Final guarantees and meal selections must be communicated to the hotel no later than three business days prior to the event. This number will become your final guarantee, and is not subject to reduction after submission. The hotel will only prepare seating and food for 5% over the guaranteed number.

PRICING & SERVICE CHARGE/GRATUITIES

Pricing listed is subject to change without notice. All Food & Beverage prices are subject to a 20% taxable service charge and 8% New York State Sales Tax (or the prevailing sales tax in effect at the time of the event). The 20% service charge is distributed as follows: 15.25% to Banquet Service staff, 0.5% to Banquet Housepersons, 0.5% to Kitchen staff, 0.5% to General Housekeeping staff and a 3.25% Administrative charge.

A 20% Administrative charge will be added to all meeting room rental fees, ceremony fees, rehearsal fees and Audio Visual charges.

REQUEST FOR MULTIPLE ENTRÉES

If multiple entrées are requested and there is a price discrepancy between them, the higher price will prevail for all choices.

OVERTIME FEE

To extend an event beyond your contracted end time, there will be a per person/per hour fee charged based on your original guaranteed guest count.

This overtime fee includes use of the room and bar service. Please refer to your contract regarding what your overtime fee would be. All overtime requests must first be approved by the Banquet Manager on duty.

HOTEL POLICIES & EVENT PLANNING INFORMATION

CONTRACTOR/VENDOR OPERATING PROCEDURES AGREEMENT

SAFETY

The contractor shall furnish Crowne Plaza Albany - The Desmond Hotel with "Material Safety Data Sheets" to include all incoming hazardous materials, paints, solvents, cleaners or any other such chemicals that will be used on the premises.

PROTECTION OF PROPERTY

It is the sole responsibility of the contractor to ensure that all walls, ceilings, floors, fixtures, furniture and all other property belonging to Crowne Plaza Albany - The Desmond Hotel be properly protected at all times from elements of construction.

The contractor will provide an ABC rated fire extinguisher(s) at the work area whenever any metal cutting, soldering or other similar work is being performed. Objects to be cut or heated should be moved to safe locations, or if said objects cannot be readily moved, all movable fire hazards in the vicinity should be moved to a safe place, or otherwise protected by fire blankets and/or flameproof screens.

No volatile liquids, fuel or any type of combustible material may be placed inside the hotel property at any time without the written approval of the Facilities Director and/or General Manager.

All surfaces must be adequately protected from fuel, lubricant, coolant or hydraulic leakage from vehicles, forklifts, man lifts, tools and equipment used by the contractor.

SANITATION

The contractor shall at all times maintain a clean and safe work environment in and around their area of work.

The contractor must ensure that all debris, materials and tools be picked up by the end of each work day.

The contractor is responsible for all waste removal. At no time shall any waste generated be placed in any of Crowne Plaza Albany - The Desmond Hotel's dumpsters or waste receptacles.

MISCELLANEOUS

It is the sole responsibility of the contractor to provide all tools, equipment, lifts, materials, etc. required to perform the necessary work. At no time will any property of Crowne Plaza Albany - The Desmond Hotel be borrowed or used by any contractor, without the written approval of the Facilities Director and/or General Manager.

At no time can any materials, tools or equipment of the contractor be stored on-site without the consent of the Facilities Director and/or General Manager.

Crowne Plaza Albany - The Desmond Hotel is not responsible for any items stored or left behind on or off the hotel premises.

INSURANCE COVERAGE

If required, the contractor must provide proof of liability coverage in the amount of One Million Dollars (\$1,000,000) of combined single coverage to include: comprehensive, premises/operations, contractual, broad form property damage and products completed operations. Terms of such coverage must coincide with the construction/event term.

HOTEL POLICIES & EVENT PLANNING INFORMATION

Such insurance shall specifically name First Colonie Corporation LLC d/b/a Crowne Plaza Albany - The Desmond Hotel as additional insured. Such insurance shall cover any damage or injury to any and all persons or property connected with the contractor.

The insurance certificate shall be provided at least thirty days prior to the term. If the contractor has not done so, Crowne Plaza Albany - The Desmond Hotel may at their sole discretion obtain such insurance at the contractor's expense without prior notice to the contractor.

The contractor agrees to also provide Worker's Compensation Coverage for its employees in compliance with the laws of New York State.

INDEMNIFICATION

The contractor shall defend, indemnify and hold Crowne Plaza Albany - The Desmond Hotel and the employees and agents of Crowne Plaza Albany - The Desmond Hotel harmless from any and all claims, demands, suits, damages, judgments, awards, costs and expenses (including without limitation attorney fees and disbursements) arising or resulting from, or attributable to, the willful misconduct or negligence of the contractor or any of its employees or agents. The contractor assumes all risk damage to its property brought to Crowne Plaza Albany - The Desmond Hotel and/or any injury to its employees or agents and hereby waives all claims in respect thereof against Crowne Plaza Albany - The Desmond Hotel.

I acknowledge that I have read and understand the foregoing Contractor/Vendor Operating Procedures as set forth, and agree to comply at all times with said procedures.

CONTRACTOR/VENDOR

Company Name: _____

Authorized Representative Name & Title:
(please print) _____

Signature of Authorized Representative: _____

Date: _____

CROWNE PLAZA ALBANY - THE DESMOND HOTEL

Authorized Representative Name & Title:
(please print) _____

Signature of Authorized Representative: _____

Date: _____

HOTEL POLICIES & EVENT PLANNING INFORMATION

AGREEMENT FOR USE OF HELIUM BALLOONS

The use of helium balloons is not permitted anywhere in Crowne Plaza Albany - The Desmond Hotel without the completion and return of this form to your Event Manager no less than 10 business days prior to your event.

The following restrictions must be followed for use of helium balloons:

-If balloons are being filled on-site, all helium tanks must be immediately removed from Crowne Plaza Albany - The Desmond Hotel property as soon as the balloons are full. Absolutely no tanks can be stored or kept on property for any length of time or reason.

-All balloons must be securely fastened down in the event area you are assigned in order to prevent accidental release. Balloons cannot be hung by tacks, staples, nails or tape on all any ceilings, walls, doors, painted surfaces, lamp posts or woodwork of the hotel. It is your responsibility to provide the necessary weights or other fasteners to secure the balloons properly.

-All balloons must remain in your assigned event area until it is time for removal. It is your responsibility to remove and dispose of all balloons at the end of your event. Absolutely no balloons can be stored or kept on property afterwards for any length of time or reason.

-Balloons may not be placed where they restrict in any way the view of security cameras, fire protection equipment or block any operable air walls or doors - particularly exit doors.

-Any balloon(s) that are released inside the property, whether accidental or otherwise, will incur removal charges. The removal charge is \$100 per balloon. All removal charges are your responsibility.

I acknowledge that I have read and understand the foregoing restrictions as set forth above for helium balloons, and I agree to comply at all times with said procedures and terms.

CLIENT/COMPANY

Name (please print): _____

Signature: _____

Date: _____

CROWNE PLAZA ALBANY - THE DESMOND HOTEL

Event Manager (please print): _____

Signature: _____

Date: _____