



## Frequently Asked Questions - Mother's Day To Go

### 1. Who can order the Mother's Day To Go order and how can one place an order?

Anyone can order. It is open to the public. However, this is a service for our guests. It is not designed for Team Members. Orders will be processed through **PRC Room Service**. Call **951-770-2307** to place your order. **Last day to order will be April 30, 2021**. Please ensure that you have a valid email address upon ordering as it will be required to process payment.

### 2. How can I pay?

All orders will be credit card transactions **ONLY**. No Cash/No Refunds once credit card is processed. Once you place your order, we will send you an e-mail with a form to fill out your credit card information. In order for your order to be processed, *it is important to fill out this form within 24 - 48 hours of placing your order*. Once you fill out your credit information and send it back to us, we will e-mail you a copy of your receipt and additional information about your order.

### 3. When can I pick up my order and where?

Pick up is only on Sunday, May 9, 2021 at your chosen pick up time from 10am to 3pm. Please bring a valid ID and a copy of your receipt. The pick-up location is the **Pechanga Hotel Valet Area**. Directions to the Hotel Valet:

- Go straight on Pechanga Parkway and make a right turn on Pechanga Resort Drive.
- On the roundabout, turn right and drive straight—following the VALET signs. There will also be signs for “Curbside Pickup”.
- A drive thru booth will be set up outside the Blends Coffee shop located next to the hotel valet to distribute the Mother's Day To Go order. **Please remain in your car during the pick-up process as we are enforcing safety protocols for both your safety and the safety of our team members.**

### 4. Can I have my meal delivered?

Unfortunately, we do not deliver the orders. Please refer to the sections above for details on how to pick up your order.

### 5. How will my meal be prepared?

All food items will be pre-cooked prior to pick up. Storage and heating instructions will be included with your order. Please plan to consume or properly store your order within 2-3 hours of picking up.

### 6. Will utensils be included with my order?

Upon placing your order, please inform the Team Member if you will be needing disposable utensils and how many.

### 7. Am I able to use my E-Comps/Club Dollars/EasyDine?

Unfortunately, In-Room Dining does not accept EasyDine® but we do accept E-Comps or Club Dollars. Please provide your Player's Card number upon ordering, along with your contact number and a valid e-mail address.

### 8. For further details and information, please call Room Service at **951.770.2307**.