



Frequently Asked Questions - Big Game To-Go

1. Who can order the Big Game 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 February 2, 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 Big Game 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, February 7, 2021 at your chosen pick up time from 9am 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 Big Game 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 Big Game To-Go 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 Big Game To-Go 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 \$/EZ-Dine?

Unfortunately, In-Room Dining does not accept EZ-Dine but we do accept E-Comps or Club \$. 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**.