



Frequently asked questions – Christmas To Go meals.

1. Who can order the Christmas To Go meal and how can one place an order?

Our Christmas To Go meal program is open to the public. This service is available to anyone who is not currently a Pechanga Team Member. Please place your order through PRC Room Service by calling 951.770.2307 or by using the QR Code below. **The last day to order will be December 18, 2023.** A valid email address will be required to process your payment.

2. How can I pay?

All orders will be credit card transactions ONLY. No refunds will be granted once your credit card is processed. After placing your order, we will email you a form to fill out your credit card information. *It is important to fill out this form within 24 - 48 hours of placing your order to guarantee processing time.* After filling out your credit card information, please send the form back. A copy of your receipt will be emailed back, along with additional information about your order.

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

Pick up is only available on Saturday, December 25, 2023 at your chosen pick up time from 9am to 2pm. 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.
- At the roundabout, take the first right turn and then drive straight. Follow the valet and “Curbside Pickup” signs.
- Please follow the signage towards hotel valet for distribution of your Christmas To Go order. **Please remain in your car during the pick-up process, a Pechanga Team Member will place the To Go meal package in your vehicle.**

4. Can I have my meal delivered?

Unfortunately, we do not deliver the Christmas 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 Christmas 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 need disposable utensils and if so, 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 Pechanga Player’s Card number upon ordering, along with your contact number and a valid email address.

8. For further details and information, please call room service at **951.770.2307.**

