



## Frequently asked questions – Thanksgiving To Go meals.

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

Our Thanksgiving 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. **The last day to order will be November 14, 2022.** A valid email address will be required at the time of order as it will be necessary 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.* Once you fill out your credit card information and send the form back to us, we will email you a copy of your receipt and additional information about your order.

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

Pick up is only available on Thursday, November 24, 2022 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.
- A drive thru booth will be set up outside the Blends Coffee shop located next to the hotel valet to distribute the Thanksgiving To Go order. **Please remain in your car during the pick-up process as we are enforcing distance 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 Thanksgiving 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 Thanksgiving 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.**