

# PRIVATE FIESTA ROOM: GUEST FAQs



## HOW LONG CAN THE FIESTA ROOM BE RESERVED FOR?

A standard event includes 2 hours of service. Additional hours may be added with an extra charge.

## CAN I COME EARLY TO DECORATE?

Yes. You will have access to the room 1 hour before service begins.

## ARE OUTSIDE DECORATIONS ALLOWED?

Glitter & confetti are prohibited. However, balloons, streamers, and other décor are welcome.

## ARE OUTSIDE FOOD OR DRINK ALLOWED?

No, however cake is welcomed if celebrating an occasion.

## HOW MANY PEOPLE DOES YOUR PARTY ROOM SEAT?

Maximum occupancy varies by location. Please email [FiestaRoom@ontheborder.com](mailto:FiestaRoom@ontheborder.com) for location specific information.

## HOW FAR IN ADVANCE CAN A FIESTA ROOM BE RESERVED?

Seven days' notice is preferred. However, we may be able to accommodate events with less notice. Please email [FiestaRoom@ontheborder.com](mailto:FiestaRoom@ontheborder.com) for availability.

## IS THERE A DEPOSIT?

Yes. There is a \$150 non-refundable deposit for all Fiesta Room events. The deposit is due once your event contract is signed. Your reservation is not confirmed until we receive both the deposit and signed contract.

## IS THERE A CANCELLATION FEE?

The deposit is non-refundable and Guest may be subject to additional fees for specialty items purchased or prepared for the event.

## ARE UNUSED DRINK TICKETS REFUNDABLE?

No. All unused drink tickets at the end of event will be forfeited and are unable to be refunded.

## WHAT IS PROVIDED IN THE FIESTA ROOM?

For buffet-style service, we provide tables, linens/equipment for the buffet tables, plates, napkins, and utensils. Non-alcoholic beverages, chips and salsa are also included with the purchase of Private Fiesta Room menu packages.

## ARE PLATED OPTIONS AVAILABLE?

Yes, we offer both select plated and buffet-style menu options.

## IS THE BUFFET SELF SERVICE?

Yes, Guests will serve themselves entrees from the buffet line. Additionally, each event will be staffed with servers to help restock the buffet and provide beverage service.

## HOW ARE THE BUFFETS PORTIONED?

We portion the buffets per person and the party staff will go over the portions before the event starts. If additional food is needed, we will be able to accommodate. However, the Guest is responsible for the cost of any additional items ordered during their event.

## I DO NOT WANT TO PURCHASE DRINK TICKETS. CAN I STILL ORDER DRINKS FROM THE BAR?

Yes, Guests can pay for a separate bar tab at the restaurant.

## IS GRATUITY INCLUDED?

A 20% automatic gratuity is included with all Fiesta Room events.

## IS THERE A KIDS' MENU?

Yes, we do offer select kid menu options.

## DO YOU HAVE TV/AV ACCESS?

Yes, however it may vary by restaurant location. Please contact us for more details.