FREQUENTLY ASKED QUESTIONS

WHAT DOES A FOOD & BEVERAGE MINIMUM CONSIST OF?

A food and beverage minimum goes towards any food and beverage spending for your event. If this minimum amount is not met, the remainder is considered a room charge. It's helpful to keep in mind that minimums vary based on the day of the week, time of year, space requested, and group size. This does not include the 4.25% service charge, sales tax, and gratuity.

WHAT IS THE DIFFERENCE BETWEEN THE 4.25% SERVICE CHARGE & GRATUITY?

Gratuity is the amount you decide to leave the team who executes your event. You may indicate that amount on the online agreement or at the end of your event. As always, gratuity is determined solely by you. The service charge pays for any associated operating costs.

For events with a food and beverage minimum exceeding $10,000 or full restaurant buyouts, where the restaurant is closed to the public, a 23% service charge will replace the 4.25% service charge and gratuity option. A deposit will also apply. Please speak to your Special Event Manager for details.

HOW DO I CONFIRM MY EVENT RESERVATION?

After your dedicated Special Events Manager sends the online event agreement, please sign and return within three calendar days.

WHEN DO I SUBMIT MY FOOD AND BEVERAGE SELECTIONS?

Please submit food and beverage selections to your Special Events Manager two weeks prior to your event. This will help ensure product is ordered and delivered on time.

WHEN DO I PROVIDE MY FINAL GUEST COUNT?

Please share your final guest count three calendar days before the event. If your guests are not able to confirm their attendance in time, we will work off the original guest count included in the agreement. If the guest count is higher than the number included in the agreement, we will do our best to accommodate the increase.

WHAT TYPE OF MENUS ARE USED FOR GROUP EVENTS?

You will select a prix-fixe menu consisting of an array of signature items from the restaurant's regular menu. All locations have a variety of options to choose from and our menus change seasonally to ensure you and your guests have a top-notch culinary experience. While choosing menu items, please keep in mind some substitutions may occur based on seasonality and availability.

WHAT HAPPENS IF I CANCEL MY EVENT?

We understand that life doesn't always go to plan and that you may need to cancel your event. To avoid cancellation fees make sure cancellation occurs two weeks prior to the event date.

WHAT ARE CANCELLATION FEES?

If you cancel within two weeks of your event, 50% of the food and beverage minimum and sales tax will be charged. Cancellations that occur less than 24 hours out from the event will result in a 100% charge of the food and beverage minimum and sales tax. Different cancellation polices apply for group reservations in a main dining room or full restaurant buyouts. If this applies to your event, please ask your Special Events Manager for more information.

WHAT HAPPENS IF I BOOK A PATIO EVENT AND IT RAINS?

We try our best to be on Mother Nature's good side; however, your patio event will go on rain or shine. If the weather is not cooperating, we will do our best to relocate your group to another location. If there is not a "plan B" available, the guest is responsible for the required cancellation fee.

WHAT HAPPENS IF I'M LATE TO MY EVENT?

If you are more than 30 minutes late without a phone call, we have the right to release the space. This will be considered as a cancellation and fees will apply.

ARE DECORATIONS ALLOWED?

We love when guests make our space their own by adding special touches. Centerpieces, candles, balloons attached to weights, and table runners are all great ways to customize the space. In order to ensure future guests can have the same custom experience, we don't allow anything that will stick around any longer than your event. These include, but are not limited to, feathers, confetti, adhesives on any surfaces, loose balloons, and, of course, glitter (yes it is flashy and fun, but it lasts forever.)

CAN I USE AN FRC LOGO ON COLLATERAL FOR MY EVENT?

If you would like to include our logo on event collateral, please request a brand standard kit and hi-resolution logo from your Special Events Manager. All collateral will need to be approved by our marketing department before it's produced and sent out.

HOW DO I APPROVE MY CONTRACT?

1. Follow the link to your proposal.

2. A gratuity must be selected to approve a contract. If you would like to select your gratuity at the conclusion of the event, select OTHER and enter 1%.

3. Designate yourself or another individual as the onsite contact by entering a name and phone number.

4. Scroll to the bottom and click the VIEW POLICIES link to review our event guidelines.

5. Verify that you have read and clearly understand our event contract and polices."

6. Click the blue button to approve your proposal and we will receive notification that your contract has been digitally signed!

7. In order to solidify your reservation, your contract must be approved AND your credit card information provided.

WHAT HAPPENS TO THE CREDIT CARD INFORMATION ENTERED INTO TRIPLESEAT?

The card number entered into Tripleseat is for guaranteeing purposes only and is not charged unless a cancellation fee is applied.

HOW DOES FINAL PAYMENT WORK?

Final payment is due at the end of your event and one check will be presented; we do not offer separate checks for group events. The total cost includes food, beverage, sales tax, service charge, and gratuity. Unfortunately, we do not accept Fox Restaurant Concepts gift cards from Costco for event payment.