



Large Party Reservation and Event Booking Policy

The Little Big Cup –

Guidelines for a Seamless Event Experience

Purpose

At The Little Big Cup, we are committed to delivering exceptional hospitality and creating memorable experiences for all our guests. These policies are designed to ensure clarity, fairness, and smooth coordination for large party reservations and event bookings. By outlining clear expectations and requirements, we strive to make every event enjoyable, stress-free, and successful for both organizers and attendees.

1. Reservation Procedures

- All large party reservations (parties of 12 or more) and event bookings must be made in advance through our Manager, either by phone, text or email.
- Event dates and times are subject to availability and are not confirmed until all requirements are met.
- A confirmation text will be sent once your reservation is secured.

2. Credit Card Requirement

- A valid credit card is required to hold all large party reservations and event bookings.
- No charges will be applied at the time of booking unless specified for a deposit or cancellation fee.
- The credit card on file may be charged in accordance with our cancellation and sitting fee policies (see below). Please note all credit card information is stored safely and encrypted through our reservation platform Resy.

3. Guest Count Policies

- An estimated guest count must be provided when booking the event.
- A final guest count is required no later than 72 hours (3 days) prior to the event date.

4. Cancellation and Sitting Fees

- Cancellations made more than 72 hours prior to the event will not incur a fee.
- Cancellations within 72 hours of the event may result in a charge of \$15 per guest based on the most recent guaranteed count.
- No-shows or reductions in guest count within 72 hours of the event may be subject to the sitting fee.

5. Gratuity and Service Charges

- A 20% gratuity will be added to all large party and event bills.
- Additional service charges may apply for special arrangements or extended event durations.
- Gratuity is distributed among service staff to ensure high-quality service for your event.

6. Food and Beverage Rules

- All food and beverages must be provided by The Little Big Cup. No outside food or drink is permitted, except for special occasion cakes with prior approval.
- Personalized Menus and Cocktails selections must be finalized at least 72 hours before the event.
- Special requests or customizations are welcome when discussed in advance.
- All alcoholic beverages are subject to state and local licensing laws. We reserve the right to refuse service to guests who appear intoxicated.

7. Decor and Event Setup Guidelines

- Decorations are welcome but must be approved in advance by management.
- No confetti, glitter, open flames, or items that may damage surfaces are permitted.
- Event setup time must be coordinated with the Manager and is typically allowed 30 minutes prior to the event start time subject to table/space availability.
- All decor and personal items must be removed at the end of the event unless otherwise agreed upon in writing.
- Due to the restaurant being a public venue other guests may be present in areas to view or take photos.

8. Event Timing

- Events are allotted a standard time block, typically 2-2.5 hours depending on group size and menu selection.
- Additional time must be requested in advance and may incur additional charges.

- Events are expected to begin and end promptly as scheduled to avoid conflicts with other reservations.

9. Guest Details and Dietary Restrictions

- Organizers must submit a list of guest names and any dietary restrictions at least 72 hours before the event.
- We are happy to accommodate common allergies and dietary preferences with advance notice.
- Special menus for children or guests with specific needs can be arranged as part of the planning process.

10. Event Specifics and Special Requests

- Event hosts should communicate any special requirements, such as Music needs, seating arrangements, or entertainment in advance.
- Requests are subject to availability and may require additional charges or outside vendor coordination.

11. Communication Expectations

- All communication regarding the event should be directed to our Manager
- Changes to the event details, guest count, or special requests must be submitted in writing (email or text) for confirmation.
- Timely responses to our correspondence will help ensure smooth planning and execution of your event.

12. Weather Policy for Outdoor Events

- Outdoor events are subject to weather conditions. In case of inclement weather, The Little Big Cup will work with organizers to move the event indoors or reschedule IF space allows.
- We recommend having a backup plan for all outdoor bookings.
- Cancellations due to weather are handled on a case-by-case basis and may be subject to standard cancellation fees unless otherwise agreed upon in writing.

13. Damage Responsibility

- Event organizers are responsible for the actions of their guests and any damage caused to the facilities, furnishings, or equipment.
- Charges for repair or replacement will be assessed as needed and billed to the credit card on file.
- We encourage respectful use of all property and adherence to our guidelines to maintain a welcoming environment for all guests.

Summary of Key Recommendations

- Confirm your event details early and communicate any changes promptly.
- Ensure all guest information, including dietary restrictions, is provided on time.
- Understand and agree to all cancellation, gratuity, and service fee policies before booking.
- Coordinate decor, setup, and special requests with the manager in advance.
- Have a contingency plan for outdoor events in case of bad weather.
- Review these guidelines with your party to ensure a seamless experience for everyone.

Conclusion

These policies are in place to help us deliver the highest standard of service and to ensure your event at The Little Big Cup is a joyful and stress-free celebration. Thank you for choosing us to host your special occasion. We look forward to working with you!