



GROUP DINING + EVENTS FREQUENTLY ASKED QUESTIONS

COMMUNICATION FLOW

Once you've submitted an inquiry by calling Prati Italia or online via our Group Dining Request Form, you will receive an email from our Events Manager to start the party planning process. These emails are sent through our Tripleseat platform so be sure to check your spam or junk folder if you cannot locate the email in your inbox.

CONFIRMING PRIVATE OR LARGE PARTY RESERVATIONS AT PRATI ITALIA

After availability and accommodations are requested, we will make a tentative reservation for your event and send an online Private Dining Contract for private events or Large Party Agreement for all non-private parties of 13+ guests. Please electronically sign the document and enter a valid credit card in the "Authorize Credit Card Online" field within 72 hours of receiving the document. The card on file is for confirmation purposes only and will not be charged unless a cancellation fee is applied. We will present a check at the conclusion of your event for final payment.

DEPOSITS

Deposits are only required to confirm offsite catering events, reservations for second floor buy-outs or full restaurant buy-outs and during peak dining season. We will indicate prior to sharing the contract whether or not your event requires a deposit. If no deposit is indicated, your reservation does not require a deposit. Please refer to your contract for specific deposit requirements.

AUTOMATIC SERVICE FEE

The automatic service fee is distributed to your service team, additional gratuity for exceptional service is always at our guests' discretion. All non-private parties of 13+ guests are subject to an automatic 22% service fee. Private parties are subject to an automatic 22% service fee or per-server service fee. Please refer to your contract for specific service fees. Private dining service fees vary for lunch, brunch and dinner events and are based on the amount of service staff required for your event. Prati Italia will schedule one server for every 15 - 18 guests for seated meals and one server for every 20 guests for reception-style events.

FOOD + BEVERAGE MINIMUMS

In order to reserve a private space at Prati Italia party hosts agree to spend a food and beverage minimum. Anything spent on food and beverages contributes to meeting the agreed upon minimum. If the minimum is not met, the difference is charged as a "room fee". If you meet the minimum, there is no

room fee applied. Keep in mind that food and beverage minimums vary based on the time of year, day of the week, time of the day, space requested and group size. Please refer to your contract for specific food and beverage minimums.

FOOD + BEVERAGE SELECTIONS

Once your reservation is officially confirmed with an electronic signature and credit card on file, menu selections can be submitted. Prati Italia is glad to accommodate vegan, vegetarian and gluten-free dietary restrictions as well as allergies and special menu requests. Please be sure to clearly communicate your needs during the menu planning process.

FINAL GUEST COUNT

Final guest count is due 72 hours prior to your event for private parties and 24 hours in advance for large non-private parties. If we do not receive an updated guest count, we will prepare for the original guest count submitted. Should your party size be larger than anticipated, we will do our best to accommodate the additional guests. We cannot guarantee changes to menu quantities or service staff after the 72-hour mark.

CANCELLATION POLICY + FEES

Should an event be cancelled within two (2) weeks of the event date after a signed contract has been submitted, the card on file will be charged for 50% of the estimated food/beverage charges or food/beverage minimum, plus the service fee, per the Banquet Event Order. Should the event be cancelled within 72 hours of the event date after a signed contract has been submitted, the card on file will be charged for 100% of the estimated food/beverage charges or food/beverage minimum, plus the service fee and sales tax, per the Banquet Event Order.

AL FRESCO DINING + WEATHER

Your patio event will go on rain or shine! If inclement weather does disrupt your event, we will do our best to find an alternative space for your guests. If there is no alternate available due to other confirmed reservations, party hosts are not responsible for the cancellation fee.

TARDY TO THE PARTY

If you are more than 30 minutes late to your event without notifying our management team, Prati Italia reserves the right to release the space, resulting in a cancellation fee.

DECORATIONS

Party hosts are welcome to come early to decorate, typically an hour prior to the event. Please indicate if you plan to arrive prior to your reservation start time. Refrain from using glitter, feathers, silly string or confetti, please.

CAKEAGE + CORKAGE FEES

A \$2 per guest dessert fee and \$20 per bottle corkage fee may apply to all outside sweets and wine brought to Prati Italia. Outside wine cannot be on our wine list. No outside liquor or beer is permitted.

AUDIO-VISUAL

Prati Italia's private dining rooms, lounge spaces and patios are equipped for presentation dinners, private screenings and slide shows. Our first floor private dining rooms are equipped with drop-down screens and ceiling-mounted projectors. Prati Italia will provide HDMI cables, party hosts are responsible for their own convertors if they do not have a device with an HDMI cable. We encourage party hosts using AV equipment to arrive at least 30 minutes early to troubleshoot any technical issues with their presentation. Any cables or equipment removed from Prati Italia premises must be returned within 24 hours or the card on file will be charged for the cost of a replacement. A \$25 rental fee may apply.

OFF-SITE EVENTS + CATERING

We are happy to cater off-site events! Please contact us with details and we will put together a customized quote to fit your needs. We can also offer on-site events or catering from our sister restaurant, Town Hall, located in Historic San Marco Square. Be sure to visit their website www.townhalljax.com for more information.

Group Dining + Events Coordinator
904 704-5302 / party@pratiitalia.com
pratiitalia.com