

FAQS



Q: HOW LONG ARE EVENTS?

A: Our on-premise pricing is structured for 3 hour events. Off-premise events and weddings are normally quoted between 3-5 hours of event time. We are always happy to be as flexible as possible to make sure we can accommodate our guests needs. Additional time is normally priced based on the alcohol package selected as well as the time/date.

Q: AM I ABLE TO CUSTOMIZE MY MENU?

A: Of course! We enjoy helping guests build the perfect menu for their special day! Please keep in mind, we structure our catering packages a certain way for a reason; because that's what works! Certain additions and/or substitutions may incur an additional cost. Please feel free to ask us!

Q: CAN WE BRING OUR OWN DESSERT?

A: Yes! We will display, cut & serve any dessert for no additional charge. We do offer our own homemade desserts, but we understand special occasions call for special desserts!

Q: CAN WE BRING DECORATIONS?

A: You may bring small decorations and centerpieces for the table tops. We ask that there is no confetti or sparkles please. Balloons are permitted, if they are secured to a table or chair AND properly disposed of after the event.

Q: CAN I BRING MY OWN BAND, DJ OR ENTERTAINMENT?

A: For certain private events, there may be the option of bringing your own entertainment. When events are not-private and other parts of the restaurant are open to the public, we may not be able to host any outside entertainment. Please feel free to ask us.

Q: HOW EARLY CAN WE ARRIVE TO DECORATE AND SETUP FOR OUR EVENT?

A: In most cases, we can offer a 30-40 minute window before the start of your event. In certain situations, we have multiple parties booked before and/or after other events and we cannot guarantee any additional time for setup/breakdown. All events are priced for 3 hours. If you require more time for your event or the setup & breakdown, please ask about the options

Q: CAN I USE ANY REMAINING BALANCE OF MY MINIMUM COMMITMENT AT ANY OF THE COSTA VERDE RESTAURANTS, OR CAN I RECEIVE THE BALANCE IN GIFT CARDS?

A: Any allowances or surpluses must be spent within the time window of your event. We will help to build up your packages as needed, in order to get the most out of your event.

Q: IS A DEPOSIT REQUIRED TO BOOK AN EVENT?

A: There is a \$250 deposit required for on-premise events. For weddings and off-premise events; there is a 25% deposit on the anticipated subtotal

Q: ARE DEPOSITS REFUNDABLE?

A: Yes and no. We've never kept a deposit for an event we didn't host, but please use common courtesy if you need to change your plans. If an event is cancelled without proper notice, we may reserve the right to refund any balance in store credit

Q: HOW IS THE 22% GRATUITY ALLOCATED?

A: Any and all gratuity is always allocated 100% to the staff working your event.

Q: WHAT IS THE PARKING SITUATION?

A: There are many municipal parking lots to the north & south of Main Street. The municipal parking spots are metered on the weekends and during the week after 6pm. Please arrive a few minutes early to ensure you find parking and payment kiosks. There is an app you can download if you prefer contactless payments (ParkMobile).

Q: DO YOU HAVE SPECIAL PRICING FOR KIDS?

A: Yes we do! We do not charge for kids under 2 and for children above 2 we offer our standard kids menu at a la cart pricing. Menu available upon request.

Q: IS TAX AND/OR GRATUITY INCLUDED IN THE PRICING?

NYS Sales Tax and Gratuity are not included in the pricing Per Guest or the Minimum Commitment figures.

To get your final pricing we use the following formula:

Subtotal (price per person or minimum commitment, whichever is higher) + NYS Sales Tax + Gratuity (22% of Subtotal) - Deposit = Total Due