

Sinclair's East Event Room – Frequently Asked Questions (FAQ)

General Information

How do I reserve the event room?

Your reservation is confirmed once Sinclair's East receives both the signed contract and the required room fee.

When should guests arrive?

Guests should arrive on time for the scheduled reservation. Food orders are typically taken within 30 minutes after arrival.

What happens if some guests arrive late?

Late-arriving guests may still place orders upon arrival, but their meals may not be served at the same time as guests who ordered earlier.

What are the kitchen hours?

- Sunday–Thursday: Kitchen closes at 9:00 PM
- Friday–Saturday: Kitchen closes at 10:00 PM

All food orders must be placed at least one hour before the kitchen closes.

Food & Beverage Policies

Can I bring outside food or drinks?

Outside food and alcoholic beverages are not permitted.

Can I bring a cake or dessert?

Yes! Guests may bring cakes, cupcakes, or cookies for their event.

What happens if outside alcohol or drugs are brought into the venue?

Management reserves the right to immediately terminate the event if alcohol or illegal substances are discovered outside.

Decorations & Setup

Can I decorate the event room?

Yes, decorations are allowed with prior approval from the event specialist.

Are there decoration restrictions?

Yes. The following are not allowed:

- Confetti
- Glitter
- Hanging or attaching items to walls
- Popping balloons inside the venue

Can I bring balloons?

Yes, but balloons must be removed after the event and may not be popped inside the venue.

When can decorators set up?

Setup times are determined based on the venue schedule and other events taking place.

Can Sinclair's East store my cake or decorations before the event?

Unfortunately, storage space is not available prior to the event.

Do decorations need to be removed after the event?

Yes. All decorations and personal items must be removed immediately following the event.

Music & Entertainment

Does Sinclair's East provide audio or visual equipment?

No. Clients are responsible for providing any audio/visual equipment needed.

Can I bring a speaker for music?

Yes, speakers are allowed if music remains at a moderate volume.

Are DJs or live music allowed?

Yes, but approval from the event specialist is required prior to the event.

What happens if there are noise complaints?

Management may require the music to be turned off.

Guest Counts & Menu Selection

When is the final guest count due?

Final guest counts and menu selections must be submitted at least 7 days before the event.

Why is the final count important?

This helps ensure proper staffing and event preparation.

Payments & Cancellations

Who is responsible for unpaid guest tabs?

The event host is responsible for any unpaid checks left by guests.

What is the cancellation policy?

- Full refund: Cancellation made 45 days before the event
- 50% refund: Cancellation made 30 days before the event
- Refunds outside these timelines are at management's discretion

Tax Exemption

How do I request tax-exempt status?

A valid tax-exempt certificate must be submitted at least 5 business days prior to the event.

Liability & Personal Property

Is Sinclair's East responsible for lost or damaged personal items?

Sinclair's East is not responsible for personal property brought into the venue except in cases involving negligence by the venue or its employees.

What happens if damage occurs during my event?

Clients may be charged for damage caused by themselves or their guests.

Deliveries

Can vendors or decorators deliver items before the event?

Yes, but all deliveries must be approved in advance by management.

What happens if deliveries are not approved beforehand?

Unapproved deliveries may be refused.

Additional Questions

For additional information, event availability, or booking questions, please contact Sinclair's East directly.