

THANKSGIVING DAY 2021 – FAQ

- **Thanksgiving Hours:** Urban Plates will be open from 11 AM to 7 PM on Thanksgiving Day.
- **Family Feast Overview:** Full dinner 6 to 8 people for \$139. The meal includes: Turkey, gravy, cranberry relish, bread, stuffing, and choice of TWO sides. Turkey is antibiotic free and hormone free. This meal is provided to the guest chilled along with re-heating instructions. The guest will need a standard oven to reheat the meal, which will take about an hour to 90 minutes of total time (depending on their oven). This offer is to-go only on a first come, first serve basis with a limited number of feasts available per restaurant and must be reserved by 11/20/21. To reserve, order online at <https://urbanplates.com/thanksgiving/>. The Family Feast must be picked up on Tuesday (11/23) or Wednesday (11/24) ahead of Thanksgiving (cannot pick up on Thanksgiving Day). Must pay at the time of order. This offer is NOT AVAILABLE FOR DELIVERY. **NOTE: The Turkey Family Feast is NOT eligible for Plate Pass as Family Meals are not part of the Plate Pass program.**
 - **How many people does it feed?** The Family Feast serves 6 to 8 people.
 - **What's included?** It includes turkey, gravy, cranberry relish, stuffing, bread, and a choice of two sides.
 - **Is the turkey “clean” / wholesome?** Yes, the turkey is antibiotic free (ABF) and hormone free.
 - **Is it served hot/how do I re-heat it?** The Family Feast is provided chilled and will need to be re-heated. The meal comes with re-heating instructions and the guest will need a standard oven and approximately one hour to bring the meal up to the proper temperature.
 - **Is it available for delivery/how do I get it?** This item is not available for delivery. The guest must pick it up at the restaurant ahead of Thanksgiving Day.
 - **Can I pick this up Thanksgiving Day?** No. It must be picked up on Tuesday (11/23) or Wednesday (11/24).
 - **When and how do I pay?** You pay when the meal is ordered online or at an Urban Plates restaurant.
 - **What sides can I choose from?** Brussels Sprouts, additional Stuffing, Golden Carrots + Beets, Old Bay Potatoes, and Mashed Potatoes.
 - **Where's the closest Urban Plates?** Go to <https://urbanplates.com/locations/> to find the closest Urban Plates restaurant to you.

- **Do we offer coupons or discounts?** Urban Plates does not offer coupons. We provide every-day value to all people and work hard to keep our prices fair.
 - **But I saw coupons in the paper or some marketing advertisement?** We do advertise what we offer people and the every-day price of those items. As a rule, we do not provide coupons. Our price is our price.
 - **Are we open on Thanksgiving?** Yes, we are open on Thanksgiving from 11 AM to 7 PM.
- **Family Meal:** Turkey dinner for four (to-go only) for \$79. The meal includes: Turkey, gravy, cranberry relish, bread, stuffing, mashed potatoes, and brussels sprouts. The turkey is antibiotic free and hormone free. This is provided hot to guests and they take it home. It is also available for delivery on DoorDash, UberEats, and GrubHub. The offer is available to guests Tuesday (11/23) to Thursday (11/25) as a to-go offer or delivery item. The delivery price will be slightly higher (\$94) to accommodate for third party commissions and other charges. **NOTE: The Turkey Family Meal is NOT eligible for Plate Pass as Family Meals are not part of the Plate Pass program.**
 - **How many people does it feed?** The Family Meal serves 4 people.
 - **What's included?** It includes turkey, gravy, stuffing, cranberry relish, bread, mashed potatoes, and brussels sprouts.
 - **Is the turkey "clean" / wholesome?** Yes, the turkey is antibiotic free (ABF) and hormone free.
 - **Is it served hot/how do I re-heat it?** The Family Meal is provided hot to guests and is ready-to-eat.
 - **Is it available for delivery/how do I get it?** This item is available for delivery at urbanplates.com, the Urban Plates app, DoorDash, UberEats, Postmates and GrubHub.
 - **Can I pick this up Thanksgiving Day?** Yes, this item is available on Thanksgiving Day.
 - **When is this offer available?** This offer is available Tuesday (11/23), Wednesday (11/24), and Thursday (11/25).
 - **When and how do I pay?** You pay when the meal is ordered online or at an Urban Plates restaurant.
 - **What sides come with the meal?** The meal comes with stuffing, cranberry relish, bread, mashed potatoes, and brussels sprouts.
 - **What if I want other sides?** Additional "family size" sides can be purchased. Each "family size" side order consists of four servings and you can choose from: Brussels Sprouts, additional Stuffing, Rainbow Carrots & Golden Beets, Old Bay Potatoes, Mac & Cheese, and Mashed Potatoes. Additional sides cost \$14.95 if you buy them from the restaurant, Urban Plates website, or the Urban Plates App and \$18 if you want them delivered (DoorDash, UberEats, Postmates or GrubHub).

- **Why can't I choose the sides?** Last year, guests got to choose one side, this year they are getting two of our most popular sides. Thanksgiving is very busy and we learned from last year that guests choosing a side really slowed down our ability to execute Family Meals which caused guests to wait longer for their food. Since the vast majority of guests ordered mashed potatoes or brussels sprouts, we made BOTH these sides automatically included with the meal.
 - **Where's the closest Urban Plates?** Go to <https://urbanplates.com/locations/> to find the closest Urban Plates restaurant to you.
 - **Do we offer coupons or discounts?** Urban Plates does not offer coupons. We provide every-day value to all people and work hard to keep our prices fair.
 - **But I saw coupons in the paper or some marketing advertisement?** We do advertise what we offer people and the every-day price of those items. As a rule, we do not provide coupons. Our price is our price.
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- **Turkey Plate:** Turkey dinner for one (dine-in or to-go) and costs \$19.95. The meal includes: Turkey, gravy, cranberry relish, bread, stuffing, choice of one side. The turkey is ABF and hormone free. This offer is available in-restaurant, to-go, or for delivery through DoorDash, UberEats, Postmates and GrubHub. The delivery price will be slightly higher (\$24) to accommodate for third party commissions and other charges. This offer is available to guests Tuesday (11/23) to Thursday (11/25). Urban Plates will be open on Thanksgiving Day from 10:30 AM to 7 PM. **NOTE: The Turkey Plate is NOT eligible for Plate Pass as it is a limited time offering.**
 - **Turkey Side:** Single serving of carved turkey breast (dine-in or to-go) for \$11. Available Tuesday (11/23) to Thursday (11/25). The delivery price will be slightly higher (\$13) to accommodate for third party commissions and other charges. **NOTE: The Turkey Side is NOT eligible for Plate Pass as sides are not part of the Plate Pass program.**
 - **Family Sides To-Go:** Thanksgiving Family Sides To-Go sold by the quart for \$14.95 each. Featuring: Mashed potatoes, Brussels Sprouts, Mushroom Stuffing, Mac & Cheese, Roasted Old Bay Potatoes, and Rainbow Carrots & Golden Beets. Suggest orders be placed ahead of time to ensure availability. Can pick up on Thanksgiving Day. Must pay for these ahead of time. Family Sides ARE available for delivery. The delivery price will be slightly higher (\$18) to accommodate for third party commissions and other charges. **NOTE: Family**

Sides To-Go are NOT eligible for Plate Pass as Family Sides are not part of the Plate Pass program.

- Whole Desserts To-Go: Featuring: Mango Tart (\$38), Apple Pie (\$19.95), Chocolate Vanilla Layer Cake (\$48), Hummingbird Cake (\$48), and the Flourless Chocolate Cake (\$32). Must be ordered 24 hours in advance. Can pick up on Thanksgiving Day. Must pay for these ahead of time. **NOT AVAILABLE FOR DELIVERY. NOTE: Whole Desserts To-Go are NOT eligible for Plate Pass as Whole Desserts are not part of the Plate Pass program.**

- What's available for Delivery:
 1. Turkey Plate (\$24)
 2. Turkey Family Meal (\$94)
 3. Turkey Side (\$11)
 4. Family Sides (\$18)

- What's NOT available for Delivery:
 1. Turkey Feast
 2. Whole Desserts