

# Thanksgiving FAQ

- 1. Are we open on Thanksgiving Day?** Yes, we are open on Thanksgiving Day from 10:30 AM to 7:00 PM.
- 2. Where is the closest Urban Plates?** Visit <https://urbanplates.com/locations/> to find your nearest location.
- 3. Do we offer coupons or discounts?** Urban Plates does not offer coupons. We provide every-day value and work hard to keep our prices fair.
- 4. Will your full menu be available during Thanksgiving?** Yes, we will be serving our full menu in addition to our Thanksgiving offerings.
- 5. When is your Thanksgiving menu being offered?** Our Thanksgiving menu will be available 11/24 (Tuesday) – 11/26\* (Thu). Full Details below. *\*Family Feast not available on 11/26.*
- 6. Can I pre-order for Thanksgiving ahead of time?** For takeout, yes! Order online at <https://urbanplates.com/thanksgiving/>, through our mobile app, or by calling or visiting your local Urban Plates.
- 7. Why don't I see your Thanksgiving menu available on DoorDash, Postmates and UberEats?** Because our Thanksgiving menu is only available 11/24 (Tue) – 11/26 (Thu), it will only appear on these platforms from 11/24 (Tue) to 11/26 (Thu).
- 8. What is being offered for Thanksgiving?**
  - **Turkey Plate:** Turkey dinner for one (dine-in or to-go) for \$17.95. The meal includes: Turkey, gravy, cranberry relish, bread, stuffing, choice of one side. The turkey is ABF and hormone free. This meal is available in-restaurant, to-go, or for delivery through DoorDash, Postmates, and UberEats. The delivery price will be slightly higher (\$19.95) to accommodate for third party commissions and other charges. This meal is available Tuesday (11/24) - Thursday (11/26).
  - **Turkey Family Meal:** Turkey dinner for four (to-go only) for \$68. The meal includes: Turkey, gravy, cranberry relish, bread, stuffing, choice of one side. The turkey is antibiotic free and hormone free. This meal is provided hot and ready to eat. It is also available for delivery on DoorDash, Postmates, and UberEats. This meal is available Tuesday (11/24) to Thursday (11/26) as a to-go or delivery item. The delivery price will be slightly higher (\$78) to accommodate for third party commissions and other charges.
    - **How many people does it feed?** The Family Meal serves 4 people.
    - **What's included?** It includes turkey, gravy, stuffing, cranberry relish, bread, and a choice of ONE side.
    - **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 on DoorDash, Postmates, and UberEats.
  - **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 (11/24), Wednesday (11/25), and Thursday (11/26).
  - **How do I order?** Visit <https://urbanplates.com/thanksgiving/>, click a “reserve now” button and then click “START MY ORDER”. On the “START ORDER” screen, click “At a particular time:” and select 11/24 (Tue), 11/25 (Wed) or 11/26 (Thu) as your pick up date. You can also call 1-800-652-4788 or visit your local Urban Plates to place your order. Between 11/24 (Tue) – 11/26 (Thu), you can also order this meal directly from DoorDash, Postmates, and UberEats if you’d like it delivered.
  - **When and how do I pay?** You pay when the meal is ordered online, over the phone or at the restaurant.
  - **What sides can I choose from?** Brussels Sprouts, Stuffing, Sweet Potato Mashed, Golden Carrots + Beets, Mac & Cheese, and Mashed Potatoes.
- **Family Sides To-Go:** Thanksgiving Family Sides (to-go only) sold by the quart at \$13 each. Featuring: Mushroom Stuffing (available 11/24-11/26), Sweet Potato Mash (available 11/24-11/26), Mashed Potatoes, Roasted Brussels Sprouts, Macaroni & Cheese, Rainbow Carrots & Golden Beets, and Roasted Old Bay Potatoes. Family Sides are available to-go or for delivery through DoorDash, Postmates, and UberEats. The delivery price will be slightly higher (\$15) to accommodate for third party commissions and other charges.
  - **Whole Desserts To-Go:** Whole cakes and tarts (to-go only) that serve 10-12. Featuring: Mango Tart (\$38), Pumpkin Walnut Cake (\$60), Chocolate Vanilla Layer Cake (\$48), Hummingbird Cake (\$48), and the Flourless Chocolate Cake (\$32). The Pumpkin Walnut Cake is Vegan and Gluten Free. Order 24 hours in advance to ensure availability. NOT AVAILABLE FOR DELIVERY.
  - **Turkey Family Feast:** Full dinner for 6 to 8 people for \$129. 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 chilled along with re-heating instructions. You will need a standard oven to reheat the meal, which will take about 90 minutes of total time. This offer is to-go only on a first come, first serve basis (we will sell out) with a limited number of feasts available per restaurant and must be reserved by 11/21/20. The Family Feast must be picked up on Tuesday (11/24) or Wednesday (11/25) ahead of Thanksgiving (cannot be pick up on Thanksgiving Day). Payment must be made at the time of order. This offer is NOT AVAILABLE FOR DELIVERY.
    - **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), hormone free and cage-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 you will need a standard oven and approximately 90 minutes 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. It must be picked up at the restaurant ahead of Thanksgiving Day.
- **Can I pick this up Thanksgiving Day?** No. It must be picked up on Tuesday (11/24) or Wednesday (11/25).
- **How do I order?** Visit <https://urbanplates.com/thanksgiving/>, click a "reserve now" button and then click "START MY ORDER". On the "START ORDER" screen, click "At a particular time:" and select 11/24 (Tue) or 11/25 (Wed) as your pick up date. You can also call 1-800-652-4788 or visit your local Urban Plates to place your order.
- **When and how do I pay?** You pay when the meal is ordered online, over the phone or at the restaurant.
- **What sides can I choose from?** Roasted Old Bay Potatoes, Roasted Brussels Sprouts, Mushroom Stuffing, Sweet Potato Mash, Rainbow Carrots & Golden Beets, and Mashed Potatoes.
- **What if the family feast is sold out at my nearest Urban Plates?** You can check other nearby locations as they may still have availability.