

## **Frequently Asked Questions:**

### **Q: What are the hours of operation for the call centre?**

The call centre is open Monday to Friday from 9am-9pm, Saturday from 10am-9pm and Sunday from 10am-8pm. *Outside of our operating hours, you are welcome to leave a voicemail, and one of our representatives will return your call within 24 hours. Please note that any reservation requests via voicemail are only confirmed upon receiving a callback from a representative.*

### **Q: How far in advance can I make a reservation?**

For groups of 16 people or less, we accept reservations within a three week period.

### **Q: Do you accept reservations for large parties?**

Yes. For parties of 17-35 guests, please contact our Group Coordinator Rina Rozenblit directly at 416-815-5400, ex 3030. For parties of 35+ guests, please email [CateringInquiry@MLSE.com](mailto:CateringInquiry@MLSE.com) or call 416-815-5510.

### **Q: Can I choose a specific table?**

We would be more than happy to take down your requests however we cannot guarantee exact seating.

### **Q: When is your latest reservation?**

The latest reservation that we accept is 8:30pm. Walk in seating is welcome after 8:30 – it is based on availability at that time.

### **Q: How long do you hold my reservation if I'm running late?**

We hold reservations for an additional 15 minutes. If you are running late please call us at 416-815-7325 and we would be happy to extend your reservation time.

### **Q: Can I eat at the bar?**

Yes. The bar stools are first come first serve and they have full service menu available.

### **Q: Can you accommodate guests with dietary restrictions, including vegetarians and those with specific food allergies or someone who might be on a special diet?**

Yes. Our chefs will do their very best to accommodate specific requests regarding food allergies and other dietary restrictions. Feel free to call the reservation line in advance to inquire about your specific needs. You can also find our allergy chart list under the "Menu" tab.

**Q: Are children allowed?**

Yes. We only have an age restriction during nights where we broadcast UFC events. Due to the violent nature of UFC, we require everyone to be of 19+ years of age.

**Q: Do you have a kids menu?**

Yes. Our restaurant offers a kid's menu featuring a wide variety of child-friendly options.

**Q: Do you do anything special for birthdays?**

Yes. We can provide the birthday guest with a complimentary brownie.

**Q: Can I bring a cake?**

Yes. Please be advised that there is a \$3 plating fee per person. Real Sports Bar and Grill also has cake options for your party to order. The restaurant requires a 48 hour notice and charges a \$5 per person fee (minimum 6 guests).

**Q: Do you validate parking?**

No. MLSQ has two parkades that are conveniently located by the restaurant. Please contact IMPARK for further details.

Daytime from 9am-6pm = \$18.00

Non event nights after 6pm = \$9.00 flat rate

Event nights = \$25.00

**Q: Do you have wifi?**

"Yes we do provide complimentary WIFI for guests dining at the restaurant. Ask your server for the login / password information"

**Q: Is there a Lost and Found?**

Yes, we do have a lost and found. If you believe an item was left at the restaurant, please contact our reservation line, and one of our representatives will assist you

**Q: Is it Wheelchair Accessible?**

Yes.

**Q: Is there a dress code?**

No dress code. Team attire is always welcome though!!