

FAQ

How do I go about reserving the section once I have decided on the best package for my party? You will need to contact the Director of Marketing and Events and provide her with the following information: Your first and last name, best contact phone number, email address, the section you want to reserve, and the day and date of your reservation. Please note that each section is sold on a first come/first serve basis.

Will you be charging my credit card information when I submit the contract? No, the credit card information is used to hold the section. You may pay the night of your reservation in the form of cash or credit card. However, we limit the number of credit cards used when “splitting” the cost of the section to three and each person **MUST** be present with both their ID and credit card. You are also welcome to pre-pay for your reservation. If you fail to cancel within the time frame referenced in your contract then Sutra Lounge reserves the right to charge the full amount to the credit card provided.

What is the cancellation policy? You have up to 5pm seven days **PRIOR** to the date of the reservation to cancel without any financial obligation. If you cancel within seven days of your reservation or do not show up you will be charged for the entire amount of the section.

How will you know who is a guest of my party? You will need to submit a guest list with the first and last name of each member of your party no later than 5pm on the night of your reservation. Each person **MUST** show proper ID showing that he/she is 21 or older and adhere to the venue’s dress code policy.

What is the dress code policy? For gentlemen we do not allow: flip-flops, tank tops, hats, athletic gear, overly baggy clothes, work boots, or sneakers; ladies generally do not have a dress code. Please note that it is the discretion of the door person whether or not an individual is properly dressed.

Does my party have to wait in line? No, since you are a VIP we will treat you like a VIP! Part of making a VIP reservation means you and your party have line cutting privileges and complimentary entry (valued at \$10/person) for the number of people the section allows.

Once we arrive what do we do? Inform the door person that you have a reservation; once he confirms it on the guest list the VIP Host will escort you to your area and introduce you to your cocktail waitress. At that time you will be presented with a drink menu to make your bottle and carafe selections.

How much are the mixers for our bottles? The mixers are complimentary as long as the bottle still contains liquor; Red Bull is limited to four cans per bottle.

What if I have more guests than the section allows? Simply have your guests go to our website and under the “Events” tab they will need to click on the night your reservation has been made and print the flier for that night. They can present it at the door; however, they will have to get there by 11:30 pm and will have to wait in line unless prior arrangements are made.

For any additional questions or to book your reservation, please contact our Director of Marketing and Events, Jessica Collazo, via email at: Jessica.sutralounge@gmail.com or you may call her at: 404.607.1160.

For private or special events please contact her at: Jessica.sutralounge@gmail.com or call her at: 770.855.4098