

GROUP RESERVATION 2026



PRICING, POLICIES & ACKNOWLEDGEMENT

CiCi's Pizza works hard to provide you with a remarkable group dining experience. Please understand that the following conditions are in place to guarantee you the time and attention you deserve and to ensure a quality dining experience for all guests and groups.

DISCOUNT GROUP PRICING

Guest Category	Grade / Type	Group Price
Head Start and Elementary	2 yrs to 5th grade	\$6.00 Buffet & Drink Combo
Middle & High School	6th to 12th grade	\$12.00 Buffet & Drink Combo
Parents & Chaperones		Current Menu Price
Teachers, Coaches & Bus Drivers	Staff	1 complimentary staff meal per 10 paid students

Group pricing reflects a 20% discount from retail pricing and cannot be combined with coupons, online offers or seasonal promotions.

RESERVATION & FINANCIAL RESPONSIBILITY

- I certify that the information provided is accurate and that I am authorized to make this reservation on behalf of my organization.
- I understand that this reservation constitutes an agreement between my organization and Pizza People Inc., DBA CiCi's Pizza Lake Charles.
- My organization may be held financially responsible for costs resulting from inaccurate reservation information, including an incorrect location, date, time, or attendance count, or from failing to appear for a scheduled reservation.
- **The number of students reserved is considered the guaranteed minimum attendance.** My organization will be charged for the number of students reserved or the number actually attending, whichever is greater. Attendance may be reduced by updating the reservation prior to the scheduled visit.
- I understand that CiCi's Pizza incurs costs in preparing for each reservation, including staffing, food preparation, and reserving dining space that may otherwise be available to other guests.

CANCELLATION & NO-SHOW POLICY

- Reservations may be cancelled without charge at least 24 hours prior to the scheduled arrival time by replying in writing to the reservation confirmation text message.
- Cancellations made less than 24 hours before the scheduled arrival time may be subject to a preparation charge. Cancellations within 2 hours of arrival, or failure to appear without notice, may result in a charge of up to 50% of the original reservation total.

SALES TAX APPLICATION

- A valid Louisiana tax exemption certificate must be provided at or before the time of payment to receive tax-exempt status. If proper documentation is not provided, sales tax will be charged at the applicable local rate.
- **Tax-exempt purchases must be paid in a single transaction by the qualifying organization.** Individual purchases made by teachers, parents, students, chaperones, or other members of the group do not qualify under the organization's tax exemption.
- Any purchases paid for individually will be charged applicable sales tax at the time of sale.

PAYMENT, QUOTES & DOCUMENTATION

NOTE FOR BOOKKEEPERS OR ACCOUNTANTS

CiCi's Pizza is a point-of-sale business. Payment is processed at the time of the visit, and a receipt is provided at checkout. **We are unable to issue invoices in advance.** A reservation quote will be sent by text to the number provided during booking. Duplicate quotes may be sent to an email address upon request. The pricing table above may also be used to estimate the total.

SPACE & ARRIVAL POLICY

- Seating will be reserved based on the number of guests listed on the reservation. Additional teachers, parents, chaperones, or other guests not included in the reservation may not be guaranteed seating.
- Groups should not arrive more than **15 minutes before** their scheduled reservation time. Early arrivals may experience a delay while staff prepares the buffet and reserved seating area.
- Groups arriving more than **15 minutes after** their scheduled reservation time may lose reserved seating priority. CiCi's Pizza may begin releasing unused seating to other guests or scheduled groups.
- CiCi's Pizza can accommodate approximately **170 guests in the dining room and 110 guests in the arcade**, with a maximum combined occupancy of approximately **280 guests**.
- Multiple groups may be scheduled during the same time period. Reserved seating applies only to the number of guests included in the reservation. Parents, additional chaperones and staff may attend but may not be guaranteed seating.

GAME ROOM POLICY

- The game room operates on **game cards only**. Game cards may be purchased separately using cash or card.
- **Food and drinks are not permitted in the game room.**
- Children must be appropriately supervised by a responsible adult while using the game room.
- The game room is monitored by CCTV. Horseplay, climbing, misuse of equipment, or other unsafe behavior is not permitted.
- The organization or responsible party may be held financially responsible for damage to games, equipment, furnishings, or other property caused by members of the group through misuse, negligence, or intentional damage.

RIGHT TO REFUSE FUTURE SERVICE

CiCi's Pizza Lake Charles is a privately owned franchise and reserves the right to decline future group reservations based on a group's prior conduct or failure to comply with reservation policies.

This may include, but is not limited to, **nonpayment, repeated cancellations or no-shows, inaccurate reservation information, property damage, disruptive or unsafe behavior, or failure to follow restaurant policies**. Relevant circumstances may be documented and considered when reviewing future reservation requests.

FINAL ACKNOWLEDGEMENT

By checking the box on the previous page, I certify that I have read, understand, and agree to the terms and conditions of this group reservation.