



# UPTOWN CAFE GRADUATION RESERVATION INFORMATION



We cannot tell you how thankful we are that you have considered to celebrate this monumental occasion with us at The Uptown Café. We have celebrated with Indiana University students for decades, and we look forward to creating a memorable evening with you and your honored guests. We recognize how stressful Graduation Weekend can be, and it is our hope that we can put your mind at ease by keeping your Uptown dinner reservation organized, straightforward, and of course, enjoyable.

In order to best serve you and your guests, as well as the thousands of patrons who dine with us each year during IU Spring Commencement Weekend, we ask for more information than we typically would when making a reservation. We also

implement some additional policies in an effort to make sure each of our guests are able to truly enjoy their time with us. We will make every effort to ensure that your dining experience at The Uptown will help you cherish this momentous occasion for years to come. Please read the following information carefully to fully understand our Graduation Weekend booking policies.

## PARTY SIZES

Please note that during graduation weekend, we can only accommodate party sizes of eight (8) people or fewer. We are unable to accommodate multiple parties seated next to each other. If your party does attempt to book more than one reservation, we are unable to guarantee these parties will be next to each other.

## CREDIT CARD HOLD

We require a credit card to book a reservation at The Uptown Café during Graduation Weekend. All reservations require a credit card to be placed on hold. Your card is charged \$50 a person if one of the following occurs:

- You do not show up for your reservation
- You cancel within 14 days of your reservation
- Your party size reduces within 14 days of your reservation (charged \$50/person for each guest)
- Your reservation is not finalized until your party has put a credit card on hold and received a confirmation number.

## TIME ALLOTMENT

During Graduation Weekend, we kindly request that your party remain respectful of other groups celebrating with their graduates by observing the following time allotments for reservations:

- Parties of 4 or fewer guests: 90-minute reservation (1.5 hours)
- Parties of 5+ guests: 120-minute reservation (2 hours)

We look forward to providing you with a complete, multi-course dining experience within that time frame. Requests for extensions beyond your allotted time will be at the discretion of management.

## CANCELLATION & RESERVATION ADJUSTMENT POLICIES

Should you need to cancel your reservation, adjust the number of guests in your party, OR change the time of your reservation you are required to contact us at least 14 days before your reservation.

Please review the following policies regarding cancellations and reservation adjustments:

- We cannot guarantee any party size increases or time adjustments. We will do our best to accommodate each request, but due to the extremely high volume of reservations on Graduation Weekend, flexibility with reservations is limited.
- Any cancellation notice or party size adjustment can be made ONLY via email ([graduation@the-uptown.com](mailto:graduation@the-uptown.com)).
- The Uptown Café understands that the number of guests may decrease due to day-of circumstances beyond anyone's control. However, please be aware that the card on file will be charged \$50/person for each guest that does not show up for the reservation.
- Should you fail to show for your reservation entirely, we reserve the right to charge the card on hold.

## CHECK-SPLITTING

We are unable to accommodate individual checks (i.e. checks split by item).

## SERVICE CHARGE

During Graduation Weekend, The Uptown Café reserves the right to add a 20% service charge to your final bill, regardless of party size. This service charge acts as gratuity for your server. The charge is applied before tax.

## MENU

All confirmed parties will receive a copy of our Special Graduation Weekend Menu by the end of March. The menu is subject to vary slightly based on availability of ingredients. This menu will include at least one vegetarian, one vegan, and several options that can be modified to accommodate other allergen/dietary needs. Please notify your server upon arrival of any and all food allergies.

## SPECIFIC SEATING LOCATION REQUESTS

Please be aware that we are unable to seat you in a specific area (i.e. a booth, a corner, outside, etc.) and we may assign your reservation to a table in our bar area. Our bar tables are the same height as our dining room tables. We are unlikely to take any outdoor reservation requests due to limited availability.

## OUTSIDE DESSERT

While we are proud to offer a wide selection of premium desserts, we recognize that some parties may want to make special arrangements for the celebration. You are welcome to bring in outside desserts; please review the following policies regarding outside desserts:

- The Uptown Café will charge a flat fee of \$25 per dessert.
- In compliance with Indiana State Health Code, all outside desserts must be made in a commercial kitchen (i.e. no homemade desserts will be permitted).

## SERVICE ANIMALS

Per ADA guidelines, The Uptown Café is happy to welcome all service animals. Because of the nature of our industry, and for the comfort of our guests, we are unable to accommodate emotional support animals in our restaurant, bar area, and on our patio.

## NOTIFY LIST

If your preferred date and/or time isn't available, you're welcome to join our Notify List through our reservation platform, Tock. Simply select your desired day and time window, and we'll automatically notify you if a spot opens up.

Please note: Notifications are sent to everyone who requested the same time window, and reservations are secured on a first-come, first-served basis—the quickest to book will get the spot.

Thank you again for considering us to celebrate such a special occasion. Should you have any questions, please contact our events team at [graduation@the-uptown.com](mailto:graduation@the-uptown.com). As a reminder, please do not call our restaurant in regards to Graduation reservations, as our hourly staff members will be unable to assist with this.

## FREQUENTLY ASKED QUESTIONS

- 1. Who do I contact with questions about Graduation Weekend reservations?**
  - a. Please refer all questions concerning Graduation Weekend reservations to our events team via email ([graduation@the-uptown.com](mailto:graduation@the-uptown.com)). A member of our events team will be checking this email multiple times per day throughout the months of January through Graduation Weekend. Please do not contact The Uptown Café by phone, as our front desk associates will not be able to answer your Graduation Weekend questions.  
All Graduation Weekend communication is handled via email only.
- 2. What are your hours of operation over graduation weekend?**
  - a. Our hours of operation for graduation weekend are as follows:
    - Thursday, May 7: 8:00am - 2:00pm (breakfast/lunch menus); 4:00pm - 10:00pm (graduation dinner menu)
    - Friday, May 8: 9:00am - 2:00pm (graduation brunch menu); 3:00pm - 10:00pm (graduation dinner menu)
    - Saturday, May 9: 9:00am - 2:00pm (graduation brunch menu); 3:00pm - 11:00pm (graduation dinner menu)
    - Sunday, May 10: 9:00am - 2:00pm (graduation brunch menu)
- 3. When do graduation reservations open up?**
  - a. Graduation reservations will open on Wednesday, January 14, 2026 at 1:00 PM EST.
- 4. What is the credit card hold for?**
  - a. The credit card hold is used to secure your reservation. You are only charged if you do not show up for your reservation, or you cancel or your party size reduces within 14 days of your reservation. Charges are \$50/person.
- 5. Where is my confirmation number?**
  - a. Once you have paid your deposit, our reservation platform, Tock, will send you a confirmation email, which includes your confirmation number. Your reservation is not finalized until you have been paid your deposit and received a confirmation number.
- 6. Can I transfer my confirmed reservation to another group/family?**
  - a) Reservations are non-transferable. If another group wishes to make a reservation, they must make it themselves.
- 7. What if I'm late for my reservation?**
  - a) We certainly understand circumstances may arise day-of causing you to be late for your reservation. We politely ask that you contact the restaurant by phone to let us know that you're running late and we would be glad to hold your reservation. If we don't hear from you within 15 minutes of your reservation time, we will be forced to cancel the reservation and your deposit will be retained. Please understand that your time allotment will be enforced from your original reservation time so that we don't cause a delay in other reservations.

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**8. What menu will be served on Graduation Weekend?**

- a. A special Graduation Dinner menu will be served on the evenings of Thursday, Friday, and Saturday (May 7-9). A special Graduation Brunch menu will be served the mornings of Friday, Saturday, & Sunday (May 8-10). This menu will include many Uptown classics, as well as exciting new dishes created by our chefs for your celebration. Vegetarian and vegan options will be available on the menu. There will be no gluten-free specific menu, but many of our menu items will be able to be modified to accommodate particular dietary restrictions. This menu will be sent to guests with confirmed reservations in March.

**9. I received a notification that my preferred time became available, but when I clicked to book, it was already gone. What happened?**

- a. Notifications are sent simultaneously to everyone on the Notify List who requested the same (or overlapping) day and time window. Reservations are awarded on a strict first-come, first-served basis—the first guest(s) to complete the booking claim the spot(s). High-demand times can be booked within seconds of the notification going out, so acting as quickly as possible is key.

**10. Why don't notifications guarantee a reservation?**

- a. The Notify List is designed to alert you instantly when matching availability opens (from cancellations, re-releases, or other changes), but it doesn't hold or reserve the table for you. This keeps the process fair and open to all guests on the list at the exact same moment.