

## **The Walnut Room Holiday FAQ**

**When is the Walnut Room open during the holidays?** Hours are varied; please refer to [macysrestaurants.com](http://macysrestaurants.com) for a listing of holiday hours.

**How can I make a reservation?** We have limited reservations available from Tree Lighting on Saturday, November 4, 2017 through Monday, January 1, 2018. Please visit [macysrestaurants.com](http://macysrestaurants.com) and view if there are any open times available. These will be the only reservations available.

**How long is the wait to get a table in the Walnut room?** The wait time varies throughout the day. During peak lunch hours of 11:00am-4:00pm, the wait can be up to 3+ hours. Please plan accordingly.

**Is parking available?** Discounted parking is available in the Randolph street garage located directly north of the store on Randolph and Wabash. Validation for the discount is available at Macy's Visitor Center located on the Lower Level. The Walnut Room does not validate parking slips.

**Does the Walnut Room serve breakfast?** Beginning 11/24/17 through 12/26/17 the Walnut Room will be offering a breakfast buffet, limited to varying days and time. Please refer to the hours of operation posted on [macysrestaurants.com](http://macysrestaurants.com) for details. Some breakfast hours for the Walnut Room are before store opening, please use the State Street entrance. There will be a host to escort you to the 7<sup>th</sup> floor Walnut Room.

**How do the pagers work?** When you pick up a pager you will be given an estimate for the earliest available seating time (or can request a later seating if you prefer). It is our goal to page you within 15 minutes of the quoted time. When you get a pager, you will also be given an information sheet stating the quoted time and additional pager instructions. Please review this sheet and keep it with you until pager drop off.

**Where can I get my spot in line?** Pagers are available at the pager pick up station located on the 7th floor near the atrium escalators and Frango candy area.

**Will the pagers work on other floors of the store?** The pagers are tested to work throughout Macy's on State Street. You can pick up a pager and shop the store while waiting for your seating time.

**Do the pagers work outside the store?** The pagers do not work outside the Macy's store.

**Is there some way to shorten the wait time for seating?** The Walnut Room does not take reservations during the holidays, except for limited reservations on [macysrestaurants.com](http://macysrestaurants.com). The shortest waits are usually for week days, early morning breakfast buffet and any time during the weeks before Thanksgiving. Seating under the tree may require an additional wait. We appreciate your cooperation to minimize the wait for everyone.

**What if I have a large group of 20 or more?** We've created a private holiday space next to the Walnut Room giving our larger groups a more convenient way to celebrate the holidays with us without all the hassle! There's no additional charge! Dates and times are filling up fast so please email us, using the "contact us" if you are interested, and someone will reply!