

IN:COMMAND Records
Label Launch Cigar Brunch
Frequently Asked Questions (FAQs)

1. How do I order tickets/make a reservation for the IN:COMMAND Records Label Launch Cigar Brunch?

Go to this [link](#) to make your reservation and place your order for the Cigar Bundle and/or Carry Away. You will receive an email confirmation after you've placed your order. Bring that number (no need to print if you have a smart phone) to Mamajuana Cafe (the Bronx) on September 26, 2015 and you will receive your wrist band.

2. If I make a reservation for the 11am seating, will I be able to stay until 3:30pm?

Yes. You will be able to attend until 3:30pm. Depending on the reservations that we have for the 1:30 seating you may be asked to move your party to the bar and/or cigar lounge area

3. Will there be an area where the cigars can be smoked?

Yes. There will be a Cigar Lounge area set up outside the restaurant where the cigar roller will be stationed. You will be able to enjoy your cocktails in this area as well. Food will be served only inside the restaurant

4. What time is the last seating if I make an 11am reservation?

We want each of our guests to enjoy the brunch to the fullest. 11 am reservations last seating is at 12 noon. Those who arrive later than 12 noon will be put on a standby list for the 1:30 seating and accommodated based on availability. Please note that this is subject to change depending on the number of reservations that we have for the 1:30 seating. Those with 1:30 reservations will be seated first.

5. What time is the last seating if I reserve for the 1:30 brunch?

We want each of our guests to enjoy the brunch. 1:30 pm reservations will be seated as early as 1pm. Last seating for 1:30 reservations is no later than 2pm. Please note that this is subject to change depending on the number of reservations that we have for the 1:30 seating

6. If I purchase a General Admission wristband will I be able to upgrade to a brunch reservation?

Yes. Upgrade to Brunch is subject to availability and event day door prices. If you would like to upgrade to the [brunch package](#) (with or without cigar), you will be credited the cost of your original General Admission purchase (minus the service charge) toward the upgrade price. An additional \$2 service charge will be applied for the additional purchase/upgrade.

***** Any food/drink/gratuitty purchases beyond the brunch (with wristband) are solely the responsibility of the purchaser.***

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7. Are children allowed to attend the IN:COMMAND Records Label Launch Cigar Brunch at Mamajuana Café (the Bronx)?

Yes. Children are welcome to attend the event with proper adult supervision. Please click [here](#) for Kid's Brunch Menu and [here](#) for price

8. Can I change my reservation time?

Change requests are to be made via email to rescuepoetix@gmail.com or julesentertainment121@gmail.com at least 48 hours prior to the event. Please note changes are subject to availability.

9. Who is providing the cigars?

Arthur Avenue Cigars (Bronx NY) will be hand rolling all cigars during the IN:COMMAND Records Label Launch Cigar Brunch at Mamajuana Café (the Bronx). All cigars have a combination of Nicaraguan and Dominican filler.

10. How do I get to Mamajuana Café (the Bronx)?

By Car:

From NJ – George Washington Bridge (toll road): Follow I-95 N, I-95 Lower Level N/U.S. 1 Lower Level N and I-95 N to Cross Bronx Service Rd S in Bronx, New York. Take exit 5B from I-95 N. Continue on Cross Bronx Service Rd S. Take Bruckner Blvd to E Tremont Ave. Destination is on the right. (from Google Maps – Verify directions from your location)

From NY: Take I-278 E, Exit 35E, I-495 E and I-678 N to your destination in Bronx. Take exit 2 from Hutchinson River Pkwy N. Turn right onto E Tremont Ave. Destination is on the left (from Google Maps – Verify directions from your location)

By Subway:

6 Train to Westchester Square

Once you exit the train station make a left and walk to the corner of East Tremont Avenue. Cross the street towards East Tremont Avenue (to your right heading towards White Castle.) Stay on East Tremont Avenue until you arrive at 3233 East Tremont Avenue.

By Bus:

BX 40/42 to East Tremont Avenue/Puritan Avenue

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Uber/Lyft: Jules Entertainment & RescuePoetix™ are excited to provide new and innovative ways to ensure that our guests enjoy themselves at our events. Most importantly, our guests' safety is paramount. For those who prefer to use a car service; available are the following discount codes that can be applied toward your ride to the IN:COMMAND Records Label Launch Cigar Brunch at Mamajuana Café (the Bronx).

Uber Discount Code:

Existing Users:

Get a \$20 discount (uberPOOL)

Enter promo code: POOLEVENTS

For New Users:

Get a free ride up to \$20

Enter promo code: 5dxlp

Lyft Discount Code:

Existing & New Users:

\$20 towards your ride

Enter promo code: JULISSA606496

11. Will additional food be available for purchase?

Yes. Any food/drink/gratuities purchases beyond the brunch (with wristband) are solely the responsibility of the purchaser. As a guest of the IN:COMMAND Records Label Launch Cigar Brunch at Mamajuana Café (the Bronx) you will be able to purchase additional drinks and food at happy hour pricing

12. Handicap parking/accommodations?

There is metered street parking near and around the restaurant. Mamajuana Café (the Bronx) is at street level and easily accessible by wheelchair.

13. Special Dietary considerations?

If you have special dietary considerations please email your request to either Julissa De Leon (julesentertainment121@gmail.com) or RescuePoetix (rescuepoetix@gmail.com). We will do our best to accommodate your wishes.

14. Can I purchase a Cigar package only?

Yes. Cigar packages can be purchased separately. Please check [here](#) for information on Cigar Bundle.

15. Can I just walk into the IN:COMMAND Records Label Launch Cigar Brunch at Mamajuana Café (the Bronx) without a reservation for brunch?

As this is a private event, there is a [General Admission](#) purchase available. Only those with wristbands can attend the event.

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16. What if I can't make the IN:COMMAND Records Label Launch Cigar Brunch at Mamajuana Café (the Bronx)?

If you are unable to attend the event, you can transfer your ticket to someone else. Please email your request to either Julissa De Leon (julesentertainment121@gmail.com) or RescuePoetix (rescuepoetix@gmail.com) with the name of the person who you are transferring your ticket to. The transfer is not subject to refund or rescheduling and must be done at least 48 hours before the event.

17. Can I have my Cigar order shipped to me?

Cigars can be shipped you. Please be advised that shipping costs will apply, based on location and desired method of shipping. Please email your request to either Julissa De Leon (julesentertainment121@gmail.com) or RescuePoetix (rescuepoetix@gmail.com). We will do our best to accommodate your wishes.

18. I have a large party attending the IN:COMMAND Records Label Launch Cigar Brunch at Mamajuana Café (the Bronx) and we want to sit together. How can I make sure that we get seated at the same table/same area?

We will be able to accommodate large parties at the same table/area. In order to accommodate your party every person in your party must book the same brunch seating (11am/1:30pm). Once you have decided the seating time, please email your request to either Julissa De Leon (julesentertainment121@gmail.com) or RescuePoetix (rescuepoetix@gmail.com). We will do our best to accommodate your wishes.

19. Can I get a physical ticket?

As we are environment friendly, paper/printed tickets are not available. We will check you in at the door using the confirmation/order number, name or email address

20. I am not comfortable using my credit card on line and I don't have a PayPal account. What other payment options are available to me?

Privacy is a concern for everyone. The site is set up to securely process payments. However, there is the rare exception and we want to be considerate of anyone who would like to attend. Please email your request to either Julissa De Leon (julesentertainment121@gmail.com) or RescuePoetix (rescuepoetix@gmail.com) . We will do our best to accommodate your wishes.

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