

eleven

Reservation policy

To adhere to our COVID-19 management policy and for contact tracing purposes, eleven staff will collect the following information from all guests when making a reservation:

- First name
- Last name
- Email address
- Mobile number

Credit card details will also be requested to secure your booking. Please see our cancellation policy to understand where charges may apply.

Phone bookings

Phone bookings can be made anytime by calling (08) 7008 0222.

During restaurant service times, we may be unable to answer the telephone. Please leave a message and a member of our team will respond to you within 24 hours.

Online bookings

Online bookings can be made via our website <https://elevenadl.com.au/>

Modifications to online bookings can be made 48 hours prior to your reservation. To modify a reservation within 48 hours of your booking time you are required to contact us directly via phone.

Booking confirmations will be sent via OpenTable to your nominated email address or mobile phone number.

Reservations for eight or more guests

For function enquiries or bookings of eight guests or more, please complete the enquiry form on our website. Once submitted, a member of our team will get in touch within 48 hours to discuss how we can accommodate your enquiry.

Cancellation policy

eleven will charge a cancellation fee of \$50 per person for restaurant reservations and \$20 per person for bar reservations when:

- A reservation is cancelled less than 24 hours before the reservation time; or
- A guest fails to attend their booking.

The cancellation fee reflects the time spent preparing food and staff costs associated with your booking and the lost opportunity to have other guests dine at our restaurant and bar.

Cancellation fees are processed via OpenTable.

Notification of charge will be sent via an email receipt from Open Table and Stripe.