

# BOOKINGS AT ELEVEN ROOFTOP BAR

## BOOKING TIMES

Due the limited amount of tables and booths we have available, guests wishing to dine for lunch, dinner or afternoon nibbles will be given priority of table and booths.

All tables and half booths are booked for a duration of 2 hours, unless an applicable minimum spend for a maximum duration of 4 hours\* is applied and prepaid. General bookings will be taken as follows based on availability:-

LUNCH	12pm – 2pm   12.30pm – 2.30pm 2pm – 4pm   2.30pm – 4.30pm
DINNER	5.30/6pm – 8pm   6.30pm – 8.30pm 8pm – 10pm   8.30pm – 10.30pm

Bookings for afternoon drinks and nibbles can be made based on availability around existing lunch, dinner and function bookings on each day.

Please be aware of your booking times and be sure to call ahead should you be late for your reservation. Bookings will only be held for up to 20 minutes past your original booking time and you could be at risk of having your table/booth given away to other diners in the venue wanting to be seated for dining at the time.

Bookings for drinks AFTER the dinner service period i.e. from 10-10.30pm onwards will be based on availability.

## CONFIRMATION

All bookings will be confirmed by Eleven Rooftop Bar staff via phone. Bookings who do not respond to voicemail messages left for confirmation do risk forfeiting their booking without notice.

## FRONT DOOR POLICY

During busy service periods, particularly Friday and Saturday nights, please be aware that we reach our licenced capacity very quickly and guests are only allowed entry to the venue when the licenced capacity allows.

Guests with bookings will have priority over walk-in patrons and your name will be on the door list for the time you have booked and for the number of guests previously confirmed via phone.

Guests will be allowed a half hour grace period to arrive for the allocated booking time. Eleven Rooftop Bar will not be responsible for guests having to queue should the venue be at our licenced capacity if they arrive after this half hour grace period. Please make sure your guests are aware of this policy.

## MINIMUM SPEND

Guests are welcome to make bookings for longer than the general 2 hour time period, up to a maximum of 4 hours. Please respect that minimum spends are applied to ensure that our booths are utilised to their full potential particularly for people wishing to dine as well as enjoy the bar.

\*4 hour bookings for a full booth (minimum of 12 people, maximum of 20 if available) will require a minimum spend of \$1500 / 4 hour bookings for a half booth (minimum of 4 people, maximum of 8 if available) will require a minimum spend of \$800. \*\* Bookings for longer than 4 hours can be made with consultation with our management team.

In most cases, minimum spends will require full pre-payment or a deposit. Payment can be made in cash, via credit card, or direct deposit. Cheques will not be accepted. A credit card number is required upon confirming your booking or on arrival for booking, even if you pay the deposit with cash or direct deposit.

## CANCELLATIONS

Cancellations for minimum spend bookings are to be made in writing to the Functions Manager at [functions@elevenrooftopbar.com.au](mailto:functions@elevenrooftopbar.com.au) The minimum spend will be refunded if the cancellation occurs within 24 hours prior to the booking.

## DRESS CODE

Please refer to the Dress Code Policy on our website.

## RESPONSIBLE SERVICE OF ALCOHOL

In accordance with the Liquor act, Eleven Rooftop Bar practices the responsible service of alcohol and will refuse and eject any patron deemed to be intoxicated or displaying unruly behaviour by the staff and/or security **regardless of whether they have a reservation.** All guests 18 years of age or older must hold a valid form of identification.