

Elnecot Cancellation policy

Please note we run a strict cancellation policy for late notice cancellations and no-shows. By continuing your booking you agree to accept our terms below with no exception. Card details are kept on file through our booking partners SevenRooms and Stripe.

For bookings 4 - 6 we will reserve your card details on file based on at least 48 hours cancellation notice. Failure to provide such notice will result in a £10 per person fee.

For Bookings 7 or 8 we will charge your card £10 per person. This deposit amount will then be deducted from your bill on the booking date. Based on at least 72 hours cancellation notice (including Sundays)

For our Sunday Roast service on Sundays we will reserve your card details for any size booking 1 - 6 guests and will charge £10 per person for any cancellations less than 48 hours notice.

For bookings of 9 or more please email hello@elnecot.com with your enquiry. Please try to include date, time and number of persons.

For bookings that change to a new date within the cancellation notice period, we reserve the right to charge £10 per person deposit based on the actual number of guests attending on the new date. The deposit will then be deducted from the final bill depending on the number of guests who attend on the new date.

Please be advised that a discretionary service charge of 12.5% will be added to tables of 8 or more. Please notify your server if you would like the service charge removed.

We understand that larger groups would like to pay individually when the final bill arrives. However for bookings of 8 or more guests this can be time consuming and disruptive to service. We reserve the right to charge a compulsory 5% service charge for tables of more than 8 guests who would like this service.

Your card details are kept securely with a third party provider Stripe and will only be charged in the event the cancellation policy is not met. We cannot be held responsible for any third party data breaches. The original notice is deemed as the notice we will use for this purpose.

We allow up to 15 mins after your reservation time for your arrival. Please contact us via phone, text or email if you are going to be late as failure to do so will incur the charge if applicable. If no attempt to contact the restaurant is made we reserve the right to cancel your table and open to other guests. We provide no guarantee that a new table will be available on your arrival.

For tables booked within the cancellation timeframe you agree to waive your rights to a cancellation period.

We will not tolerate any rude or aggressive behavior towards any member of our team

Allergy Information

All of our food is freshly prepared on site and we cannot guarantee any food or drink is allergen free. For anyone who has any food allergies please mention this either on notes in the booking system, or alternatively make your server aware on the day before placing your food order. Some menu items are marked V or VE may have been cooked in our deep fat fryer which may contain traces of gluten, dairy or non plant based matter.

Before accepting these terms please note that Elnecot management and their affiliates reserve the right to change these terms and conditions at any time, and without prior notice. These terms are our standard terms irrespective of others published .