

# Confirmation Policy



To confirm your booking, we'll take the following steps:

- (1) We'll send you an email confirmation as soon as you book.
- (2) Between 24 and 48 hours before your reservation, we'll send a second email asking you to confirm your table.
- (3) If you opt in, we'll also send you a text message on the morning of the booking asking you to reply with (Y) or (N) to confirm or cancel your reservation.
- (4) If we haven't received your confirmation through the above methods, we'll make a phone call to remind you.

Please note that if we don't receive a confirmation after these four attempts, we may release your table on the day of your reservation.

We look forward to welcoming you to Fenix.