

# The Cliff Covid-19 Action Plan

Hotel & Spa

The Cliff Hotel & Spa is committed to providing as comfortable hospitality as possible as safely as possible with the safety of our staff and guests a priority as the world continues to battle the Covid-19 pandemic.

Actions and provisions adopted by The Cliff Hotel & Spa are detailed below and we respectfully request that you read and support our actions:

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## Reservation and Before Arrival



When making a reservation, payment card details must be provided and the first night's accommodation will be charged upon booking. This deposit payment is not refundable.



In a contrast to our usual cancellation policy; guest stays up to and including 2nd August 2020 may be cancelled up until 10am on the day of arrival and your deposit will be held for 12 months for future use.



Please do not travel to the hotel if you are displaying symptoms of Coronavirus. The main symptoms being high temperature, new and continuous cough or a loss or change to your sense of smell or taste.

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## Staffing



Our staff are fully trained on the basic protective measures against Covid-19, such as hand hygiene, physical distancing and respiratory hygiene as well as the signs and symptoms of the disease and on all new or revised procedural policies within the Covid-19 Action Plan.



Our staff are provided with Personal Protective Equipment such as facemasks, gloves and aprons for the execution of their duties, and all enhanced cleaning and sanitation recommendations are observed including the increased use of disposable cleaning materials, increased cleaning and disinfection measures and enhanced operating procedures for waste management.



Staff are scheduled in fixed teams to limit the number of people they come in contact with and have staggered shift start, end and break times to reduce congestion in staff areas. Job and location rotation within the hotel is kept to a minimum.

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## Dining



The Carreg Bar & Restaurant is closed until further notice, as is the terrace and all lounges.



Room Service will be available only for breakfast and dinner (without the traditional Tray Charge). Your meal trays will be brought to your door, but different from customary procedure, the server will knock and leave your tray outside.



Single use menu order forms for Breakfast and Dinner are provided to avoid cross contamination. Please completed these and return to Reception by 5pm.

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## Check In/Out and Public Areas



An on-line check-in form will be sent to you for completion prior to arriving. Once this has been completed your room key will be available for collection at Reception from 3pm on the day of arrival.

Check-in time remains from 3pm on the day of your arrival. Check-out time remains at 10:30am on the day of your departure. Due to the current situation early check-ins and late check-outs are not available.

Payment card details will be kept on your Reservation and charging purchases to your room will be the only acceptable method of payment. A copy of your invoice will be sent to you via e-mail during your last night's stay and the corresponding charges will be made to the card on file the following morning. Please contact Reception before 10:30am on the morning of departure if your invoice is incorrect in any way.



A hotel pen will be provided in your room and we ask that you use this pen (or your own) to complete your meal orders.



Please abide by current social distancing measures at all times.

Please only enter the lift when empty and keep away from the doors to allow safe exit from lift.



Units dispensing disinfectant gel are installed across the hotel (front and back of house) and we ask that these are regularly used.

The public area washroom facilities are temporarily closed and we ask you that you return to your room to use the facilities there.

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## Housekeeping



We traditionally automatically service bedrooms daily. However, until further notice the service of bedrooms during your stay must be requested. Service Request Sheets in the form of door hangers will be placed in your room so that you can complete daily according to your requirements (e.g. fresh towels; refreshments refilled; bins emptied; nothing today thank you!) to enable our HK team to perform more efficiently maximising the health and safety of staff and guests alike.



Housekeeping teams will be delivering a new 10 step, high touch cleaning programme in every room after check-out. These principles will also be adhered to across the hotel's public areas.



We have temporarily removed non-essential high tactile items such as throws and cushions to reduce cross contamination opportunity. We have also reduced the number of pillows on the beds - should you require another pillow, please ask.



The Guest Information Directories normally found in each bedroom have temporarily changed format. Rather than keep a directory in the bedroom for everyone to use we will now give each guests a booklet version upon check-in for you to discard after your stay. These booklets include increased information on local beaches, walking and cycling routes and outdoor activities less affected by Covid-19 restrictions.

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## The Cliff Spa



Until further notice, The Cliff Spa is closed.

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## Golf @ The Cliff



The Cliff Golf Course is open for hotel residents only, players are requested to observe social distances measures at all times; the hire of golf clubs is not available until further notice.

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## Pets



At The Cliff Hotel & Spa we allow pets in a limited number of our bedrooms. This is subject to availability and prior approval by the hotel and, unfortunately, we are unable to provide special consideration for guests who arrive at the hotel with their pet without prior arrangement. There is also an additional charge for this.



Please be aware that, although pets are tolerated in our bedrooms, they are not permitted in the public areas of the hotel including the restaurant and bar or our golf course. We also ask that all dogs are kept on a lead at all times with the hotel and its grounds.

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## Deposits and Cancellations

**\*\*Please note that if you have made your reservation through a third party, such as Booking.com, Expedia, the deposit or/and cancellation terms sent to you by them supersede those stated below.\*\***



All bookings must be guaranteed with a credit or debit card. A non-refundable deposit to the value of the first night stay will be deducted from your card at the time of booking. Any outstanding balance is payable on departure from the hotel. Any charges left outstanding after departure will be charged to the credit or debit card on your booking.



We will keep your deposit for six months for a future booking at the company's discretion providing you cancel more than 72 hours before arrival, excluding all bank holidays including Christmas and New Year. Cancellations made on the day of arrival will incur a charge for the first night's stay. Failure to cancel your booking will result in full payment being charged to the debit/credit card used to secure the reservation.



Due to the Covid-19 pandemic restrictions, for guest stays up to and including the 2nd August 2020 cancellations may be made up until 10am on the day of arrival and your deposit will be held for 12 months for future use.



For Bank Holiday, Christmas and New Years Eve bookings, separate deposit and cancellation terms may apply.



We strongly recommend that you have appropriate travel insurance in place should you need to cancel as no refunds are given under any circumstances.



Should The Cliff Hotel & Spa be unable to fulfil the service booked, a hotel gift voucher to the value of payments made or alternative dates will be offered.



Guests that have booked the Luxury Suite must be aware that use of the hot tub is not advised during extreme weather. No refund or rate reduction will be offered in the event that you are unable to use the private hot tub during your stay due to adverse weather.

All terms and conditions correct at the time of publication. Edition 1 - 23.06.2020

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## Thank You

THANK  
YOU

Thank you for your continued support in these difficult times; we wish you the best of health and happiness and hope that you enjoy your stay at The Cliff Hotel & Spa.