

Covid-19 Laundry Services Policy

In light of the Covid-19 pandemic and the ensuing regulations, there are changes in the way our Laundry Services are managed. Some of these changes may be temporary and will be amended as governmental guidance is updated. Other practices will be implemented permanently in the best interest of both our clients and our staff.

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

Laundry Collection & Delivery

- Contact laundry@cliffhotel.com to arrange collection.
- Until further notice, at least 24 hours' notice is required for collection.
- All dirty laundry must be sealed in a transparent, clearly labelled disposable bags.
- These bags will be destroyed once emptied.
- In the interest of preventing cross-contamination, under no circumstances will we collect bags that are unsealed.
- Electronic laundry slips will replace paper - a form will be e-mailed to you when confirming the time of collection. Complete the form and return to laundry@cliffhotel.com detailing the number of items in the load.

Laundry Drop-Off

- Should you wish to drop off your laundry, please contact laundry@cliffhotel.com to arrange a drop off (and collection) time slot.
- Due to social distancing measures, if you miss your drop off/collection time slot, we may not be able to immediately accept/return your dirty laundry.
- All dirty laundry must be sealed in transparent, clearly labelled disposable bags.
- All these bags will be destroyed once empty of dirty laundry. In the interest of preventing cross-contamination, under no circumstances will we accept bags that are unsealed.
- Electronic laundry slips will replace paper - a form will be e-mailed to you when confirming your drop off/collection time slot. Complete the form and return to laundry@cliffhotel.com detailing the number of items in the load.
- The completed form will be returned to you confirming your collection time-slot once the laundry has been serviced.
- 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.
- When at the hotel, please ring the doorbell on the Service Door to the rear of the hotel, observing social distancing measures at all time.



Laundry Service

- Laundry from different sources will be segregated and not handled in the same area simultaneously.
- To minimise the possibility of dispersing the virus through the air, every effort will be undertaken to not shake dirty laundry.
- Items will be washed at 60°C or above, or in accordance with the manufacturer's instruction and in line with published guidance.
- Once serviced, items will be sealed in plastic to ensure its cleanliness during transfer.
- It is important to unload and air the laundry once returned in case residual moisture from our presses remains within the plastic wrapping.
- Until further notice, a 72 hour turnaround will be in place.

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 face masks, 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.

Invoicing & Payment

- All outstanding accounts must be cleared before further services are available.
- For those who have established payment by Direct Debit, laundry invoices will continue to be calculated during the last week of the month and e-mailed to the address on file. A 3% discount is offered to those who establish monthly direct debit payments. Failed direct debits will incur a 3% penalty.
- For those who have not yet established direct debit payments, you may do so by following this link <https://pay.gocardless.com/AL0002YP8RC068>
- Unless direct debit payment has been established, all laundry services must be paid prior to collection. Until further notice the hotel is closed to non-residents so payment must either be made by debit/credit card over the telephone (call 01239 613241 between the hours of 11 - 3pm) or by BACS with the money arriving in our account before collection, using the following details:

Bank: HSBC
Sort Code: 40-16-20
Account Number: 31502255

