



# Covid-19 Guest Policy

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.



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

## 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.



Upon check-out please leave your room key in the designated box at Reception.



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.



A protection screen has been erected at Reception to enable better social distancing without the need of masks.



Please abide by current Welsh Assembly Government 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 sanitising gel are installed across the hotel (front and back of house) and we ask that these are regularly used.



For public area washrooms, a queue system is in place so please allow yourself enough time, following the one-way system and only entering when the washroom area is vacant.

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## Housekeeping



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.



The automatic daily service of bedrooms is re-introduced from Monday, August 3rd 2020. Should you not want this service please place the Do not disturb sign on your door. Please note however, in the interest of guest and staff welfare, rooms will only be serviced when unoccupied.



Do not place glass in bins, please place alongside.



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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## Dining

From August 3rd 2020 the Carreg Bar & Restaurant will once again be open serving Breakfast, Lunch, Afternoon Tea and Dinner. The following provisions have been introduced to provide as safe an environment as possible and we kindly request that you continue to observe Social Distancing, Hand Hygiene and Respiratory Hygiene measures at all times:

### General

Tables and chairs have been carefully placed at safe intervals – please do not rearrange and remain at the table allocated.

Please adhere to the one-way system established throughout the dining area.

Sachets and individually packaged food items will be used wherever possible to lessen the risk of cross contamination.

Single use menus will be in operation to avoid cross contamination. Place mats, settings and condiments have also been removed from tables with cutlery rolls offered instead.

For track and trace purposes, non-residents are required to register upon arrival by completing a simple form.

When dining on the terrace, place your order and pay at the bar. For internal dining, orders will be taken at the table to avoid congestion at the bar.

In order to accommodate all of our guests despite social distancing measures, The Carreg Restaurant, The Cliff Ballroom and The Island Bar will be made available according to demand. Tables by the window cannot be guaranteed and will be sat as available.

We are happy to announce that The Cliff Hotel & Spa is taking part in the Eat Out to Help Out Scheme which runs all day every Monday, Tuesday and Wednesday throughout August. Diners can get 50% off food and non-alcoholic drinks, up to £10 per diner. Please note however that this does not apply to packages such as Dinner, Bed & Breakfast Accommodation packages.



## Breakfast



Served Monday – Friday from 7 – 9:30am and 8 – 10am Saturday, Sunday and Bank Holidays.

In order to reduce congestion and ensure social distancing measures, reservations are essential and it is important that you adhere to your chosen time.

Upon arrival you will be allocated a table and called to one of two Continental and Hot Buffet stations in turn.

Hot drinks will be served to your table.

Please adhere to our strict one-way system in the dining area, when entering, exiting and visiting the buffets.

## Lunch



Our Lunch Menu from Monday to Saturday offers a range of dining options from light bites and sandwiches to pizzas and more substantial meals. Please visit the dining section on our website to see our current Menu.

Sunday the 9th August will see the re-introduction of our Sunday Carvery whereby Starters and Desserts will be ordered at the table and freshly prepared from the Kitchen and guests will be called to the main course carvery in turn to avoid congestion.

Reservations are not essential but are advised.

## Afternoon Tea



We welcome back our Full Afternoon Teas from August 3rd 2020, available from 3 – 5pm Monday – Saturday and 4 – 5pm on Sundays,

24-hour pre-booking is essential.

Dietary requirements must be identified upon booking.

## Dinner



Available from 6 – 9pm daily, our Dinner Menu is offered alongside Daily Chef Specials.

Reservations are not essential but are advisable.

Guests staying on a Dinner, Bed & Breakfast Package receive a £25 per person food allowance. Beverages are not included within this allowance.

## Room Service



Dining in your room is offered as an alternative to the dining area.

Please dial 0 from your in-room telephone to place your order. A £5 tray charge is levied upon all Room Service orders.

## The Cliff Spa

In line with the Welsh Assembly Government's guidance, if it is safe to do so, The Cliff Spa will open its Treatment Room doors from Monday 27th July 2020. To be clear, until further notice, this does not include the Gym, Hydrotherapy Pool, Hot Tub, Sauna or Steam Room nor will the Relaxation Room be open.

Additional actions and provisions adopted to practice governmental guidelines with regards to the COVID-19 pandemic are as follows:



Entry to The Cliff Spa is strictly by appointment only; please email [reservations@cliffhotel.com](mailto:reservations@cliffhotel.com) to make an appointment.



Arrive no sooner than 10 minutes prior to your appointment time and ring the doorbell to gain entry to the spa.



In accordance with government restrictions, certain treatments are currently not available, please refer to our new Treatment Menu for further information.



Consultation Forms must be completed and returned to The Cliff Spa at least 24 hours prior to your appointment.



Staff are provided with Personal Protective Equipment such as face masks or visors, gloves and aprons and are expected to use them accordingly. Clients are welcome to wear PPE should you wish but it is not mandatory.



The start and end time for treatments have been staggered to avoid congestion in public areas making it easier to observe social distancing measures.



Although the Changing Rooms and Toilets are available for use, the Showers remain closed until further notice and we ask residents to kindly change in their rooms to minimise the number of people in the changing room at any one time.



Additional hand sanitizers have been installed around The Cliff Spa to enable increased hand hygiene where hand washing facilities are not available.

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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.



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 4 - 28.07.2020

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## 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.