



Covid-19 Policy

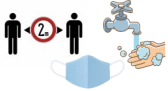
(JUST TREATMENT ROOMS)

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:



Please do not travel to The Cliff Spa 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.



Please observe Social Distancing, Hand Hygiene and Respiratory Hygiene measures at all times.



Entry to The Cliff Spa is strictly by appointment only; please email 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.



The Changing Rooms and Toilets are available for use although the Showers remain closed until further notice. We request that you change as quickly as possible in order 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.

For further information regarding The Cliff Hotel & Spa's COVID-19 actions and provisions view our COVID-19 Guest Policy; COVID-19 Visitor Policy; COVID019 Laundry Services Policy and COVID-19 Staff Policy.