

# Covid-19 Visitor Policy

With the safety of our staff and guests paramount as the world continues to battle the Covid-19 pandemic The Cliff Hotel & Spa's procedures for handling deliveries and site visits have changed. We respectfully request that you respect the actions and provisions adopted:

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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## Kitchen Deliveries

These deliveries should only be made through the Service Door to the rear of the hotel. These doors will remain closed at all times. Do not approach the doors if you see another person there.

When the doors are clear, and observing social distancing measures at all times, ring the Kitchen doorbell (if arriving before 7am ring the Night Porter doorbell) and announce your purpose. The doors will then be unlocked for you to enter.



Observing social distancing measures at all times, please leave the delivery items along with the necessary paperwork in the designated area for Kitchen Deliveries (near the old entrance to the Main Kitchen).

Do not enter the kitchen properly.

Exit through the service doors requires the green release button to be held down whilst simultaneously pulling the door handle. There is a hand sanitizer station situated near the green release button for you to utilise prior to touching the button or door handle.

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## Laundry Service Deliveries

Do not drop off your laundry before contacting [laundry@cliffhotel.com](mailto: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.

When at the hotel, please ring the Laundry doorbell on the Service Door to the rear of the hotel, observing social distancing measures at all times and announce your purpose. A member of our Laundry Team will meet you to accept your delivery.

## Housekeeping Deliveries

These deliveries should only be made through the Service Door to the rear of the hotel. These doors will remain closed at all times. Do not approach the doors if you see another person there.



When the doors are clear, and observing social distancing measures at all times, ring the Laundry doorbell (if arriving before 10am ring the Night Porter doorbell) and announce your purpose. The doors will then be unlocked for you to enter.

Observing social distancing measures at all times, please leave the delivery items along with the necessary paperwork in the designated area for Housekeeping Deliveries, near the Laundry Room doors.

Do not enter the Laundry Room.

Exit through the service doors requires the green release button to be held down whilst simultaneously pulling the door handle. There is a hand sanitizer station situated near the green

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## Contractors

Observing social distancing, hand hygiene and respiratory hygiene measures, please enter through the hotel's main entrance and report to Reception.

In addition to signing the visitor book and reading the advice included there, you will also be asked to complete a Covid-19 Visitor Questionnaire for Track & Trace purposes. Please bring your own pen.



Remain at Reception (away from the main desk) until your contact meets you. No matter how familiar you may be with the hotel, please do not leave Reception without your contact.

When completing your work, please stay in the area where you are designated - do not wander the hotel. When your work is over, please do not leave the hotel without reporting back to your staff contact.

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## Show Arouns & Meetings

Until further notice, tours of the hotel are strictly by appointment only and must be booked in advance. Until otherwise advised, we are taking appointments based on just the person/persons enquiring not an entourage.

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In addition to signing the visitor book and reading the advice included in there, you will also be asked to complete a Covid-19 Visitor Questionnaire for Track & Trace purposes. Please bring your own pen.

Remain at Reception (away from the main desk) until your contact meets you.

If you are not already wearing a face mask or visor we will provide you with a visor to wear for the show around & meeting. Your contact will also be wearing a face covering. We respectfully ask that you do not touch anything, whilst visiting guest rooms in particular.

Please note that until further relaxation of restrictions from the Welsh Assembly Government, the hotel's Public Toilet and Washrooms remain closed.

Regrettably refreshments cannot currently be offered so please don't be offended by our lack of hospitality.

