



Covid-19 Policy

In line with the Welsh Assembly Government's guidance The Cliff Spa will open the Hydrotherapy Pool, Hot Tub and Gym from Monday 10th August 2020, and will continue to offer a broad, if somewhat restricted, range of treatments and therapies with some additional safety precautions and considerations:

Face coverings do not have to be worn where it would be impractical.



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.



All entry to The Cliff Spa including complimentary use of the spa for hotel guests is strictly by appointment only; please e-mail reservations@cliffhotel.com to make a reservation. Until further notice, use of the Hydrotherapy Pool, Hot Tub and Gym is only available to non-residents when in conjunction with a treatment or membership.



Due to the very limited spa capacity because of social distancing measures, the complimentary use of the spa to Hotel residents is restricted to one hour and may not be available during your stay due to the volume of guests. Appointments are made on a first come first served basis.

Open Daily
7am - 9pm

Extended opening times have been introduced and until further notice the spa is open daily from 7am - 9pm with children under the age of 16 years old welcome only from 7 - 10am (10:30am on Sunday).



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



Please arrive promptly at your appointment time and register at the Spa Reception. When registering, you will be asked a number of COVID-19 screening questions relating to your health and wellbeing on the day.



The Changing Rooms and Toilets are available for use although to conform with government guidelines, hotel residents are asked to change ready for spa use in their rooms while we kindly request that non-residents come as prepared as possible for their treatments to allow for minimal contact with other people in the changing rooms.



Please note that hair styling equipment such as hair dryers and straighteners have temporarily been removed until it is deemed safe to return. Should you wish for a complimentary shower cap please ask at the Spa Reception.



Many of the lockers in the changing rooms have been taken out of use in order to better maintain hygiene levels. We kindly ask clients who use a locker to sanitise after use by simply spraying with the bactericidal surface sanitiser supplied and leaving to air dry.



The Gym will be available for use by appointment only, for no longer than one hour at a time and for only one party at a time. As is our customary policy, we respectfully ask that users sanitize all equipment used after exercising.



Until further notice and in accordance with the Welsh Assembly Government guidelines, the Sauna and Steam Room remain closed as does the Relaxation Room.



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



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.



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



For those booking treatments, Consultation Forms must be completed and returned to The Cliff Spa at least 24 hours prior to your appointment. If you do not receive a link to the Consultation Form within your confirmation message, please contact the Spa Team on 01239 622179.



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

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](#).