

## Restaurant & Bar COVID 19 Policy

In accordance with Welsh Government Guidance issued from 9.11.2020, actions and provisions adopted by The Cliff Hotel & Spa in the dining areas are detailed below and we respectfully request that you read and support our actions:

- Please observe Social Distancing, Hand Hygiene and Respiratory Hygiene measures at all times.
- Compulsory face coverings must be worn and can only be removed when sat at your table. Should you need to leave your table you will be required to wear your face covering.
- No more than four people will be allowed to meet within the hotel unless you are from the same household.  
This rule does not apply to children aged 11 and under.
- Please do not enter the terraces through external access, entry is gained only through the main hotel entrance and via the Carreg Bar.
- For track and trace purposes, all non-residents are required to register upon arrival by completing a simple form. All guests are required to provide verification of their name when filling in contact details.
- We will operate table service only therefore; we will not be able to serve guests at the bar.
- A time limit of 1 hour 45 minutes is placed upon each booking and we respectfully ask you to adhere to this.
- Last orders at The Carreg Bar will be at 9:45pm. Lounges / Bar / Restaurant to be closed at 10:20pm daily.
- For indoor and outdoor dining, orders will be taken at the table only and if seated outside you will have to pay at the time your order is taken.
- For buffet and carvery service, guests will be called to the stations in turn where our waiter will serve you.
- Sachets and individually packaged food items will be used wherever possible to lessen the risk of cross contamination.
- Single place mats, settings and condiments have also been removed from tables with cutlery rolls offered instead.
- In order to accommodate all our guests despite social distancing measures, The Carreg Restaurant, The Cliff Ballroom and The Island Bar are made available according to demand.
- Tables by the window cannot be guaranteed and you will be sat as available.
- Tables and chairs have been carefully placed at safe intervals – please do not rearrange.
- There is a queue system in place for use of the toilets so please allow yourself enough time, following the one-way system and only entering when the washroom area is vacant.
- Children are of course welcome but are to be supervised at all times.

