



# Covid-19 Policy

In line with the Welsh Assembly Government's guidance The Cliff Spa's Treatment Rooms, Hydrotherapy Pool, Hot Tub and Gym are open.; the Steam Room, Sauna and Relaxation Room remain closed. We will continue to offer a broad range of treatments and therapies with some additional safety precautions and considerations:



When possible guests are required to wear face coverings.



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](mailto:reservations@cliffhotel.com) to make a reservation.



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  
8am - 8pm

Until further notice the spa is open daily from 8am - 8pm with children under the age of 16 years old welcome only from 8 - 10am.



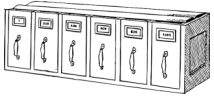
A protection screen has been erected at the Spa Reception to enable better social distancing without the need of masks.



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.



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.



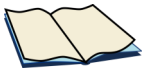
Until further notice and in accordance with the Welsh Assembly Government guidelines, the Sauna and Steam Room remain closed as does the Relaxation Room.



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.



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



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](#).

30.11.2020