

# Santa Saturday Terms & Conditions

Pre booking is essential for Santa Saturday, we kindly ask that you keep to your booking time to avoid any large queues forming. Guest numbers will be strictly managed by staggered entry times to ensure that social distancing regulations are adhered to. Therefore, please arrive promptly for your designated time slot which you will be given upon booking.

No more than four people will be allowed to meet/dine together unless you are from the same household. This rule does not apply to children aged 11 years and under, or carers for members of that group. If more than four people are meeting, they must provide proof that they live in the same household.

All guests over the age of 11 will be required to wear a face covering upon entering the hotel until seated at your table.

Upon arrival, please wait at the check-in point where an elf will check your booking. You will then be taken to have a photo with Santa. This will be socially distanced with Santa sitting on one side of the Christmas Tree and guests on the other. Face coverings can be removed once in place and ready for the photo.

You will then be led to your table where your afternoon tea will be served. Table service will be available for any additional drinks required.

Children aged under 2 years can attend free of charge with a paying adult. If you require a gift for a child aged under 2, or a gift for a child having an adult afternoon tea, these are available at £5.00 each.

During your afternoon tea, Santa will visit your table and hand a gift in a labelled gift bag to your child/children.

Santa will be wearing gloves and a facemask, staff will also be wearing face coverings.

A time slot of 1 hour 30 minutes has been assigned to your booking.

Please ensure that your children remain seated, other than to be taken to the bathroom.

Upon booking, your children's names and ages (for Santa gift) will be required.

A non-refundable deposit of £5 per guest will be required upon booking. However, should The Cliff Hotel & Spa be unable to fulfil the service booked, a hotel gift voucher to the value of payments made or an alternative date will be offered for the service.

Please ensure that if you or any of your guests are experiencing any COVID-19 related symptoms, the main symptoms being high temperature, new and continuous cough or a loss or change to your sense of smell or taste, that you do not travel to the hotel and you inform us to cancel your booking.