

# Covid-19 Guest Policy

The Cliff Hotel & Spa is committed to providing as comfortable hospitality as possible, as safely as possible with the safety of our staff and guests a priority as the world continues to battle the Covid-19 pandemic.

Actions and provisions adopted by The Cliff Hotel & Spa are detailed below and we respectfully request that you read and support our actions:

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## Reservation and Before Arrival

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You will only be able to share holiday accommodation with the same household. This rule does not apply to children aged under 11 or carers for members of the household.

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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 under 11 or carers for members of the household.



When making a reservation, payment card details must be provided and the first night's accommodation will be charged upon booking. This deposit payment is not refundable.



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.

In the event that you have been in contact with someone who has a suspected case of COVID-19 or confirmed you will not be able to travel to the hotel.

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## Staffing



Our staff are fully trained on the basic protective measures against Covid-19, such as hand hygiene, physical distancing and respiratory hygiene as well as the signs and symptoms of the disease and on all new or revised procedural policies within the Covid-19 Action Plan.



Our staff are provided with Personal Protective Equipment such as facemasks, gloves and aprons for the execution of their duties, and all enhanced cleaning and sanitation recommendations are observed including the increased use of disposable cleaning materials, increased cleaning and disinfection measures and enhanced operating procedures for waste management.



Staff are scheduled in fixed teams to limit the number of people they come in contact with and have staggered shift start, end and break times to reduce congestion in staff areas. Job and location rotation within the hotel is kept to a minimum.

## Check In/Out and Public Areas

An on-line check-in form will be sent to you for completion prior to arriving. Once this has been completed your room key will be available for collection at Reception from 3pm on the day of arrival. Check-in time remains from 3pm on the day of your arrival. Check-out time remains at 10:30am on the day of your departure. Due to the current situation early check-ins and late check-outs are not available.



Full payment of accommodation costs will be required upon Check-in.

Payment card details will be kept on your Reservation and we encourage charging purchases to your room to avoid cross contamination opportunities when cash handling. A copy of your invoice will be sent to you via e-mail during your last night's stay and the corresponding charges will be made to the card on file the following morning. Please contact Reception before 10:30am on the morning of departure if your invoice is incorrect in any way.



Upon check-out please leave your room key in the designated box at Reception.



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



Compulsory face coverings must be worn and can only be removed when sat at your table or you are within your bedroom. Should you need to leave your table or bedroom you will be required to wear your face covering.



Please abide by current Welsh Assembly Government social distancing measures at all times. Please only enter the lift when empty and keep away from the doors to allow safe exit from lift.



Please note that your room is for your sole use during your stay and due to Coronavirus legislation, it is currently prohibited to allow visitors within your room.



Units dispensing sanitising gel are installed across the hotel (front and back of house) and we ask that these are regularly used.



For public area washrooms, a queue system is in place so please allow yourself enough time, following the one-way system and only entering when the washroom area is vacant.

## Housekeeping



Housekeeping teams will be delivering a new 10 step, high touch cleaning programme in every room after check-out. These principles will also be adhered to across the hotel's public areas.



Bedrooms will be serviced daily. Should you not want this service please place the Do not disturb sign on your door. Please note however, in the interest of guest and staff welfare, rooms will only be serviced when unoccupied.



Do not place glass in bins, please place alongside.



We have temporarily removed non-essential high tactile items such as throws and cushions to reduce cross contamination opportunity.



The Guest Information Directories normally found in each bedroom have temporarily changed format. In an effort to cut down on paper and do our bit to help the environment we have put our guests directory online. You can use the QR Code located at Reception or in your bedroom. Please just ask at Reception if you would like a hard copy. These booklets include increased information on local beaches, walking and cycling routes and outdoor activities less affected by Covid-19 restrictions.

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## Dining

The following provisions have been introduced to provide as safe an environment as possible and we kindly request that you continue to observe Social Distancing, Hand Hygiene and Respiratory Hygiene measures at all times:

### General

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.

For all non-residents the Lounges / Bar / Restaurant is to be closed at 6:00pm daily. Alcohol will not be served or consumed on the premises.

For all residents the Lounges / Bar / Restaurant is to be closed at 10:00pm daily. Alcohol can be served or consumed as part of room service only.



We will operate on table service only, therefore we will not be able to serve guests at the bar.

Reservations are essential, please arrive on time to be directed to your table immediately upon arrival.

A time limit of 1 hour 45 minutes is placed upon each booking.

Tables and chairs have been carefully placed at safe intervals – please do not rearrange and remain at the table allocated.

Please adhere to the one-way system established throughout the dining area.

Sachets and individually packaged food items will be used wherever possible to lessen the risk of cross contamination.



Place mats, settings and condiments have also been removed from tables with cutlery rolls offered instead.

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.

In order to accommodate all of our guests despite social distancing measures, The Carreg Restaurant, The Cliff Ballroom and The Island Bar will be made available according to demand. Tables by the window cannot be guaranteed and will be sat as available.

#### Breakfast

Served Monday – Friday from 7 – 9:30am and 8 – 10am Saturday, Sunday and Bank Holidays.



In order to reduce congestion and ensure social distancing measures, reservations are essential and it is important that you adhere to your chosen time.

Upon arrival you will be allocated a table and called to one of two Continental and Hot Buffet stations in turn.

Hot drinks will be served to your table.

Please adhere to our strict one-way system in the dining area, when entering, exiting and visiting the buffets.

#### Lunch



Our Lunch Menu from Monday to Saturday offers a range of dining options from light bites and sandwiches to pizzas and more substantial meals. Please visit the dining section on our website to see our current Menu.

Sunday Carvery whereby Starters and Desserts will be ordered at the table and freshly prepared from the Kitchen and guests will be called to the main course carvery in turn to avoid congestion.

#### Afternoon Tea



Afternoon Tea is available from 3 – 5pm Monday – Saturday and 4 – 5pm on Sunday.

24-hour pre-booking is essential.

Dietary requirements must be identified upon booking.

## Dinner



Available to residents only from 6 – 9pm daily, our Dinner Menu is offered alongside Daily Chef Specials.

Guests staying on a Dinner, Bed & Breakfast Package receive a £25 per person food allowance. Beverages are not included within this allowance.

## Room Service



Residents can order food & drink between 12:00pm to 9:30pm daily, alcohol will be served strictly via room service for consumption in guests own rooms only. Alcohol will not be served to your room after 10:00pm.

Dining in your room is offered as an alternative to the dining area.

Please dial 0 from your in-room telephone to place your order. A £5 tray charge is levied upon all Room Service orders.

Your meal trays will be brought to your door, but different from customary procedure, the server will knock and leave your tray outside.

For tray collection dial 0 from your telephone or, alternatively, leave your tray outside your bedroom door.

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## The Cliff Spa

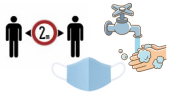
In line with the Welsh Assembly Government's guidance The Cliff Spa's Treatment Rooms, Hydrotherapy Pool, Hot Tub and Gym are open.; the Steam Room, Sauna and Relaxation Room remain closed. We will continue to offer a broad range of treatments and therapies with some additional safety precautions and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

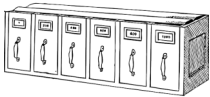




Please arrive promptly at your appointment time and register at the Spa Reception. When registering, you will be asked a number of COVID-19 screening questions relating to your health and wellbeing on the day.



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.



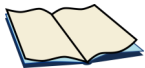
Until further notice and in accordance with the Welsh Assembly Government guidelines, the Sauna and Steam Room remain closed as does the Relaxation Room.



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. 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.



Once your treatments have been booked you will receive an email with your booking confirmation. Consultation Forms must be completed upon arrival.



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

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## Golf @ The Cliff



The Cliff Golf Course is open to both hotel residents and non-residents. Players are requested to observe social distancing measures at all times; the hire of golf clubs is not available.

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## Pets



At The Cliff Hotel & Spa we allow pets in a limited number of our bedrooms. This is subject to availability and prior approval by the hotel and, unfortunately, we are unable to provide special consideration for guests who arrive at the hotel with their pet without prior arrangement. There is also an additional charge for this. Our full pet policy can be found on our website.



Please be aware that, although pets are tolerated in our bedrooms, they are not permitted in the public areas of the hotel including the restaurant and bar or our golf course. We also ask that all dogs are kept on a lead at all times within the hotel and its grounds.

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## Deposits and Cancellations

\*\*Please note that if you have made your reservation through a third party, such as Booking.com, Expedia, the deposit or/and cancellation terms sent to you by them supersede those stated below.\*\*



All bookings must be guaranteed with a credit or debit card. A non-refundable deposit to the value of the first night stay will be deducted from your card at the time of booking. Any outstanding balance is payable on departure from the hotel. Any charges left outstanding after departure will be charged to the credit or debit card on your booking.



We will keep your deposit for six months for a future booking at the company's discretion providing you cancel more than 72 hours before arrival, excluding all bank holidays including Christmas and New Year. Cancellations made on the day of arrival will incur a charge for the first night's stay. Failure to cancel your booking will result in full payment being charged to the debit/credit card used to secure the reservation.



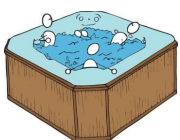
For Bank Holiday, Christmas and New Years Eve bookings, separate deposit and cancellation terms may apply.



We strongly recommend that you have appropriate travel insurance in place should you need to cancel as no refunds are give under any circumstances.



Should The Cliff Hotel & Spa be unable to fulfil the service booked, a hotel gift voucher to the value of payments made or alternative dates will be offered.



Guests that have booked the Luxury Suite must be aware that use of the hot tub is not advised during extreme weather. No refund or rate reduction will be offered in the event that you are unable to use the private hot tub during your stay due to adverse weather.

All terms and conditions correct at the time of publication. Edition 11 - 01.12.2020

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## Thank You



Thank you for your continued support in these difficult times; we wish you the best of health and happiness and hope that you enjoy your stay at The Cliff Hotel & Spa.