

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:

Reservation and Before Arrival

We are open to accommodate one household per room, this rule does not apply to children aged under 11 or carers for members of the household. With room service and outside dining open only.



The Cliff Hotel & Spa continues to improve its facilities and as such, some on-going building works are scheduled to continue until May 2021. This may cause some disruption to parts of the hotel. These works restrict accessibility to certain areas of the carpark and front lawn and may affect the view from a limited number of bedrooms. Every effort will be made to limit the impact on your stay.



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 or confirmed case of COVID-19 or confirmed you will not be able to travel to the hotel.

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.



As much as possible, 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.

Dining



The Carreg Bar & Restaurant and all lounges are currently closed until further notice, however the outside terrace is open to both residents and non-residents for outside dining. In line with the Welsh Assembly Government announcement on Thursday 1st April 2021 subject to COVID rates, should conditions remain favourable from the 17th May 2021, indoor hospitality will reopen. For more information please view our Dining Policy on our website



Room Service will be available for breakfast, lunch and dinner (without the traditional Tray Charge). Menus have been reviewed in order to provide the best possible service under the restrictions. Your meal trays will be brought to your door, but different from customary procedure, the server will knock and leave your tray outside. Bar drinks, including both alcoholic and non-alcoholic beverages will be available strictly via room service from 10am - 10pm daily. In line with current regulations, alcohol cannot be served after 10pm.



Single use menu order forms for Breakfast and Dinner are provided to avoid cross contamination. Please complete and hang your Breakfast form on the outside handle of your bedroom door by 9pm today for Breakfast tomorrow and return your Dinner form to Reception by 4pm. A limited lunch menu is also available Dial '0' from your in-room telephone to place your order.

Check In/Out and Public Areas



You will be able to check-in and collect your room key at Reception from 3pm on the day of arrival. Upon check-in you will be required to complete your Breakfast order form for the next day's breakfast. 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.



Compulsory face coverings must be worn in all public areas of the hotel.



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.



In line with current regulations, the public area washroom facilities are closed and we ask that you return to your room to use the facilities there.

Housekeeping



Housekeeping teams will be delivering the 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.



The Guest Information Directories normally found in each bedroom have temporarily changed format. In an effort to cut down on paper and play our part 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

The Cliff Spa



Spa Treatments are available with entry strictly by appointment only. From the 3rd May 2021 subject to COVID rates, should conditions remain favourable The Cliff Spa will open the Hydrotherapy Pool, Hot Tub and Gym with a limited capacity to ensure social distancing and COVID-19 guidelines are followed. To be clear the Sauna, Steam Room and Relaxation Room will not be open until further notice.

Golf @ The Cliff



The Cliff Golf Course is open for 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 until further notice.

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.



We ask that all dogs are kept on a lead at all times within the hotel and its grounds.

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 pre-payment to the value of the first night stay will be deducted from your card at the time of booking. Any accommodation balance is payable upon check-in. Any charges left outstanding after departure will be charged to the credit or debit card on your booking.



We will keep your pre-payment 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 result in the loss of your pre-payment. Failure to cancel your booking will result in full payment being charged to the debit/credit card used to secure the reservation.

COVID-19

Should you need to cancel your reservation due to circumstances arising from the Covid-19 pandemic, we would be happy to re-arrange your reservation to another date within the following 6 months, providing we are given notice of the cancellation, at least 3 days prior to arrival. Alternatively, your deposit can be transferred to hotel voucher, valid for 12 months, which can be used in the spa, or towards restaurant and accommodation reservations. Those cancellations received within 3 days prior to arrival, would be subject to full cancellation charges, except for those guests impacted by lockdown restrictions imposed less than 3 days prior to arrival. Please note that failure to notify the hotel of a cancellation, albeit due to reasons due to the Covid-19 pandemic, would incur full cancellation charges.



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 13 - 26.04.2021

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.