

The Cliffbury

Llandudno



Covid-19 Guest Information

We just wanted to let you know what we have been doing to ensure we are Covid secure here at The Cliffbury whilst still ensuring you have a comfortable and relaxing holiday. We have completed a thorough risk assessment to ensure we are Covid secure and have received our 'We're Good To Go' certificate from Visit Britain to assure our guests even further that we have assessed everything we do at The Cliffbury and implemented the appropriate controls necessary whilst we still have Covid 19 in the world.

Firstly and most importantly, if you have any symptoms of Covid 19 such as a persistent cough, high temperature, loss of taste or smell etc or have been in contact with anyone with symptoms or who has tested positive for Covid 19 in the last 2 weeks then please do not travel but let us know as soon as possible.

As always, we will ask you for an approximate check-in time between 3pm and 8pm but we would also ask that when you arrive at The Cliffbury that you stay in your car and telephone us on 01492 877224 to let us know you are here so we can make the decision if it is safe to check-in at that time whilst ensuring social distancing with other guests who may be in the hallway. Also, if you arrive early and we are in the middle of cleaning we will not be able to check you in so please try to keep to your ETA where possible. We ask all guests, without exception, to wear a face covering before entering our home and to sanitise your hands with the sanitiser/gel provided every time.

The entrance hallway and the bedrooms will look a little different as a number of items will have been removed or reduced in number to enable us to sanitise thoroughly for your safety. The guest comment book has been removed so please feel free to leave an online review of your stay with us on TripAdvisor.

TV remote controls will be enclosed in a sanitised plastic bag due to the difficulty of cleaning them and we would ask guests NOT to remove the remote controls from the bags. We have removed a number of non-essential items from the rooms including alarm clocks and hair dryers due to the difficulty in sanitising them between guests so if you need one then please feel free to bring your own but just in case you forget, you will of course be able to borrow one for your stay.

Room servicing during your stay will be kept to a minimum to limit the amount of time we are in guest rooms each day with only the essential things being done such as emptying bins, topping up teas and coffees and replacing towels as needed. Please note that we will only service your room if you request us to do so – please mention at breakfast if your room needs servicing or if you are running short of anything.

Between bookings we will be cleaning and sanitising even more than usual to ensure bedrooms are completely Covid secure for every guest and this includes the sanitisation of pillows, duvets, mattress toppers, soft furnishings, seating and all touch points.

The breakfast room will be different with two set breakfast sittings and table service only to ensure social distancing but we will go into more detail of how this works when you arrive. Breakfast sittings are 08.10

and then 09.00 with a maximum of 2 rooms on the first sitting and 3 rooms on the second which unfortunately means you may not be able to have your ideal breakfast sitting whilst we are still social distancing. Breakfast slots cannot be pre-booked but will be allocated upon arrival based upon availability however we will try our very best to accommodate special requests if we are able to. Windows will be open for ventilation during breakfast service.

All guests will be asked to practice social distancing when in the guest house. Other than when in your bedroom or sitting down having breakfast, please wear a face covering when moving around the communal areas as it is not always possible to keep 2m apart from other guests or ourselves. This is for everyone's safety and will be enforced until we are in such a position that it is no longer necessary.

We would respectfully ask that whilst staying at The Cliffbury, that any family or friends visiting for the day or staying locally are not invited back to your room or into the guest house.

Don't forget that most places to eat will be operating at reduced capacity and are extremely busy, so pre-booking is advised to save disappointment as takeaway food is not allowed in the rooms. Also consider booking any attractions you may wish to visit during your stay as a number of these are operating a pre-booking service only.

The current requirements for mask wearing in Wales is that it is still a legal requirement to wear masks in indoor public areas such as shops, museums, hotels etc but it is only encouraged in pubs, restaurants and cafes.

Finally, we would ask all guests to please settle their bill either on arrival or at some point during their stay but not on the morning of departure as this can create congestion in the hallway.

Cancellation – in the event of lockdown, travel restrictions etc

In the event of the booking being cancelled either by The Cliffbury or by the guest due to travel restrictions or lockdown in relation to Covid 19 then any bookings made will be deferred to an alternative date and any deposit paid will be carried forward to that new date.

If you have any questions or concerns then please give us a ring in advance of your stay and we will be happy to help further or go into more detail on the above.

Best regards

Gareth & Claire

The Cliffbury

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