

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 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 and we will rearrange your booking for another time.

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 house. 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 guests to wear a face covering when entering the building and to sanitise your hands with the gel provided.

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 clean and 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. As well as removing non-essential items from the rooms, we have also removed alarm clocks and hair dryers due to the difficulty in cleaning them 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. 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.

The breakfast room will be different with set breakfast sittings and table service only to ensure social distancing but we will go into more detail of this when you arrive. Breakfast sittings are 08.15 and then

09.00 with a maximum of 3 rooms in either sitting which unfortunately means you may not be able to have your ideal breakfast sitting whilst we are still social distancing.

All guests will be asked to practice social distancing when in the guest house and 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.

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

Don't forget that restaurants and attractions will be operating at reduced capacity and are very busy, so consider booking your favourite restaurants and also any attraction you may wish to visit during your stay.

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 details on the above.

Best regards

Gareth & Claire

The Cliffbury

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23/08/2020