

The Cliffbury

Pre-Stay Guest Information – Covid 19

Firstly and most importantly, please follow self-isolation guidance and don't travel if you are symptomatic or have tested positive for Covid 19 as you would if you had any other highly transmissible disease or illness. Please contact us in the first instance so that we may try to rebook your room in line with our Booking & Cancellation Policy.

As always, we will ask you for an approximate check-in time either at the time of booking or closer to the date. When you arrive ring on the door bell to let us know you are here but if we are dealing with another check-in we will ask you to wait in your car or outside on the bench until the hallway is clear. 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. The wearing of face coverings is a personal choice for guests so if you feel more comfortable wearing a face covering while moving around the guest house please do so.

Attraction leaflets have been removed (as most are online nowadays) along with the guest comment book so please feel free to leave an online review of your stay with us on TripAdvisor as all reviews are greatly appreciated.

Room servicing during your stay will be kept to a minimum to limit the amount of time we are in guest rooms. Please note that we will only service your room if you are happy for us to do so – we will ask you at breakfast every morning if your room needs servicing or if you are running short of anything (if you only need milk, tea etc. this will be provided in a little basket for you to take back to your room along with menus for the following day). For stays of more than 2 nights we will service rooms every other day to empty bins, change mugs etc.

Between bookings rooms are thoroughly sanitised to ensure they are Covid secure for every guest.

The breakfast service is now almost fully table service with the exception of orange juice, water and jams being available for self service - drinks, starters, toast and the hot cooked breakfasts are pre-ordered the day before. Windows will be open during breakfast service to ensure adequate ventilation.

All guests are asked to be considerate to fellow guests who may wish to continue practicing social distancing when in the guest house which is even more important for vulnerable people with the wearing of face coverings being optional.

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.

Most places to eat are likely to be very busy and operating with limited numbers of staff so pre-booking is advised to save disappointment as takeaway food is not allowed in the rooms. We have included a list of recommended eateries at the very end of this document for your information. Also consider booking any attractions you may wish to visit during your stay as again these are likely to be busy due to the increased demand.

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

Cancellation / Illness

In the event of a booking being cancelled due to a national lockdown in relation to Covid 19, any bookings made will be deferred to an alternative date and any deposit paid will be carried forward to that new date. Any cancellation made as a result of illness, including testing positive for Covid 19, will be treated in line with our Booking & Cancellation Policy including feeling unwell during your stay. If you feel unwell with Covid like symptoms during your stay we would respectfully ask that you carry out a Covid test immediately and if positive inform us without delay so that arrangements can be made for you to return home to isolate and recuperate.

Review

We will be reviewing our procedures regularly and all bookings will receive notification of any changes made to this document prior to their stay with us.

If you have any questions or concerns then please give us a ring before you book or 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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Places to eat

The Cottage Loaf – (Gastro pub) 01492 870762

The Albert – (food pub – 10% discount with our business card) 01492 877188

Romeos – (Italian) 01492 877777

La Taverna – (Italian) 01492 878800

Home Cookin – (British food) 01492 876585

The Mediterranean – (Turkish, Greek, Italian, Spanish, French) 01492 860670

Istanbul Restaurant Café Bar & Grill – (Turkish) 01492 702857

East – (Cantonese, Chinese, Japanese) 01492 868555

Blue Elephant – (Indian – 10% discount with our VIP card) 01492 870178

Wildwood – (Italian grill) 01492 550959

Carlos – (Italian fine dining) 01492 875722

Dylans – 01492 860499

Candles – 01492 874422

The White Tower – (Traditional Greek) 01492 701038

Seahorse – (Fine dining) 01492 875315

Osbourne House - (Fine dining) 01492 860330