

Dear Lodge, Self Catering, Camping and Touring Customers,

Welcome to Cliff House Holiday Park!

The health, safety and wellbeing of all our guests and staff are of paramount importance to Cliff House Holiday Park. We have followed the advice and guidance from the Government, the BH&HPA and our external Health and Safety Officer to undertake a number of controls to ensure a safe and relaxed environment to welcome everyone back on the 4th July.

To enable us to open fully we have had to make a few changes as follows:-

Communal Areas Around The Park

We have installed numerous sanitising stations along with signage to encourage social distancing around the communal areas.

Please note that there is a one-way system in place around the shower blocks and you will be expected to self-govern the social distancing advice.

The housekeeping team will continue to carry out robust cleaning and hygiene procedures of these areas.

Reception

Upon arrival only one person per household is allowed to approach the office. You will be presented with a welcome pack containing all relevant information for your stay.

You MUST disclose if any member of your group is ill or has symptoms of Coronavirus.

All payments need to be made by credit card or by bank transfer.

Self - Catering Accommodation

The key to your accommodation is housed in a key safe next to the front door of the unit. The code to the key safe will be inside your welcome pack.

Guests are advised that arrival and departure times have been amended to 9:00am departure and not before 5:00pm arrival. This is to allow our housekeeping team sufficient time to robustly clean and sanitise all surfaces and touch points as per our Health & Safety Officer's guidelines. To further facilitate cleaning, we have had to de-clutter the units by removing cushions, throws, blankets, ornaments & excess crockery.

Bed linen and towels will be bagged and left in the cleaned unit for guests to make up their own beds. Upon departure guests are requested to strip the beds and place the used linen and towels into the plastic bags and to seal the bags in readiness for collection. Any personal items left behind will be disposed of.

We request that guests open all windows in their unit to ventilate the unit before the housekeeping team enter.

The Shop

The shop will remain closed as its layout is not conducive with social distancing. Reception will be able to direct you to local community facilities.

The Playground

The playground will remain closed as it is impractical to sanitise and maintain cleanliness of the equipment. Please be advised that children should be supervised at all times.

The Bar & Restaurant

At this stage the bar is not conducive to allow social distancing and remains temporarily closed. An opening date will be advised in due course.

The restaurant will, however, offer a limited take-away service. All food orders are to be placed and paid for in advance by telephone only on 01728 648986.

Please see following ordering / opening times:-

Saturday – Midday until 3pm & 6pm until 9pm

Sunday - Midday until 3pm

Monday – Closed

Tuesday to Friday – Midday until 3pm & 6pm until 9pm