



Welcome to the Riviera Hotel & Holiday Apartments and Covid 19 Protocol

Our friendly team will always do our best to help you enjoy a comfortable and relaxing break by the seaside whilst trying to keep everyone as safe as possible. We hope you will feel reassured by this approach and, as we will always comply with Government Covid-secure guidelines, whatever they may be, this protocol will be updated if new guidance becomes available.

~Before you arrive~

- If you are feeling unwell or have been told to self-isolate, please phone us to postpone your stay.
- Mask-wearing is now a matter of personal choice but, in view of feedback from guests, we encourage people to keep a safe distance from others when in the public areas of the hotel and we ask our staff to do the same.
- We shall continue our heightened and enhanced cleaning procedures including extensive cleaning of shared surfaces throughout the day and we continue to provide hand sanitising stations throughout the hotel for you to use
- To minimise queues in Reception, you will be contacted by our Reception team **to check in online.**

~On arrival~

- In order that we can sanitise, thoroughly clean and service and then seal your bedroom or apartment for your safety, **check-in times are 3pm for the hotel and 4pm for apartments.**

~Guest Accommodation~

- Every apartment, guest bedroom and en-suite bathroom will be fully sanitised before each stay and sealed to ensure no contamination occurs prior to your arrival
- All surfaces and under-surfaces are thoroughly wiped down using approved sanitising solutions and cleaned prior to your arrival. Linens are professionally washed on high heat.
- During your stay, your room will be serviced daily unless you tell Reception that you would prefer our Housekeeping team not to do so. Apartments are not serviced daily.

~Indoor Pool and Spa Bath~

- To assist social distancing, we are limiting numbers of people in the swimming pool area (which includes the spa bath) and 45-minute bookings can be made daily with Reception.

- Just before your time slot, please go to Reception to sign in and be given your entry code to the Leisure Club – ideally having first showered and changed in your room so arriving “swim-ready” to maximise your time in the pool.
- Please note that there are no Lifeguards. There is a printed copy of the Terms and Conditions in the lobby of the Leisure Club and by using the Leisure facilities, you acknowledge that you have read and accepted our terms and conditions and agreed to abide by them for yourself and your party. The Leisure Club is not supervised so please take responsibility for your own social distancing in the pool area.

~ Gym~

- The gym will be available for use. Please book at Reception and go there for your entry code.
- We request that any equipment which you use should be wiped down by you - both before and after use - with the sanitiser provided.

~ Meals~

- Our buffet breakfasts will be served between 7.30am and 10am Monday to Friday and between 8am and 10.30am on Saturday and Sunday (please note that at weekends it can be particularly busy between 9am and 9.30am so should you wish for a quieter relaxed breakfast you may prefer to avoid these times)
- The Bridge Bar & Grill will be open for drinks from 11am till 10.45pm (last orders) for dinner and Bar snacks from 5pm – 8.45pm (last orders) and light lunches from midday -5pm. We shall offer a seasonally inspired menu which will also have children’s options.
- If you prefer to dine in the Cunarder Restaurant, this will, subject to availability, be open from 6pm till 8.45pm (last orders) during school holidays or from 7pm till 8.45pm at other times. We recommend booking a table in advance to avoid disappointment. To book, please call Reception.

~Check out~

If you have a bill for any Extras, it should be paid as usual at checkout. For amounts under £100 these can be paid by contactless in Reception or to save time at Reception you can settle any amount through our **online check-out link** which will be sent to you via email or SMS

Thank you for your support

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