

Room Directory

Dear Guest,

I am pleased to welcome you to The Cliff Hotel, and thank you for choosing to stay with us.

I am sure the information contained within this directory will assist you during the course of your stay here. Further information on the hotel and local amenities is of course available from our reception (*dial 250 7.30am-9.30pm*) (*dial 251 9.30pm-7.30am*)

I hope you will take full advantage and enjoy the facilities which the Cliff Hotel has to offer. We have a fantastic range of food which includes home cooked classics as well as a superb range of steaks and grills. We also have a extensive drinks list including cocktails being served in both Muse Restaurant and the Terrace Bar.

As a business we are acutely aware of our responsibilities to our neighbours and the wider environment. Please join with us in respecting our local residents and neighbours by behaving in a courteous manor at all times. We also believe in doing our bit in reducing our carbon footprint, therefore please be aware of the part you as a guest play in this.

Kick back, relax and enjoy unrivalled food, drinks, service and views, I know the team here at the Cliff will do everything they can to make your stay a pleasant and comfortable one.

Rob Spillings

General Manager

COVID-19 Statement

As a business we are continuously reacting to the new and updated guidelines that are relevant to our sector. We have carried out an extensive risk assessment, this along with the government guidelines have enabled us to ensure that the Cliff Hotel operates in a covid safe manner.

The government guidelines, whilst in many cases not legally binding, have allowed us to put in place measures to ensure the safety of both our team and our guests with out disrupting "normal service".

Please see below a list of our headline measures:

- We have significantly reduced our capacity in the dinning areas, are insisting that our diners are placed at tables of no more then 6 guests. Manage bookings to ensure as much as possible staggered arrival times.
- Calls to action at various locations through out the hotel to ensure we track and trace our guests.
- A rigorous regime of hand sanitisation for both guests and our team.
- Inline with government advice, face coverings are to be worn by hotel guests whilst checking in and moving through the stairs and corridors within the residential area of the building.
- Social distancing measures put in place where we feel that contact time between staff and guests overrides the acceptable thresholds. Measures to ensure that social gatherings are not excessive and against government guidelines.
- A rigorous regime of cleaning and sanitisation of all guest and back of house areas (including letting rooms) at the end of each day/stay.

This list is not exhaustive, further details are available on our website

Baby cots

Travel cots are available, however we do not provide children's bedding or pillows.

Baggage

Assistance with your luggage is available 24 hours. If you would like to store your luggage prior to check in or after check out, this can be arranged free of charge. The hotel does not accept responsibility for any property stored during this period.

Banqueting / Conference

Please consult reception for your needs whether it is a banquet, private reception, exhibition, meeting etc. Our conference and banqueting team will be pleased to help with the organisation. Our air conditioned Music Room is ideal for your wedding reception or dinner parties. Smaller parties are catered for. Please contact us for further information.

Bars

Drinks are available to residents 24 hours a day. Our Terrace bar is staffed from 11.00am to 11.00pm, if you would like service out of these hours please see a member of our Reception or Night Reception Team. If you would like to invite guests to the hotel bar after this time, we suggest a maximum of two non residents per room, at this time no cash or card payments are permitted.

Breakfast

Breakfast is served daily from 7am until 9:30am Monday—Friday & 8am until 10am Saturday & Sunday including Bank Holiday Mondays. Please expect our breakfast service to be busier at peak times.

Bottled Water

Mineral water in your room is complimentary on arrival. Any additional bottles throughout your stay can be purchased from the bar.

Car Parking

There is no charge during your stay. Car parking is subject to availability.

Check Out Time

Check out time is prior to 11am. A late checkout of 1pm can be arranged at a charge of £15, if you wish to arrange a late checkout or extend your stay kindly contact reception who will endeavour to assist.

Check In Time

Check in is from 3pm. An early check in from 12pm can be arranged at a charge of £15, if you wish to arrange an early check in please contact reception.

Cheques

Cheques are accepted to the limit of a valid guarantee card and made payable to East Anglian Hotels Ltd.

Credit Cards

All major credit cards are accepted. American Express, Visa, MasterCard, Maestro.

Credit Facilities

Accounts may only be invoiced by prior arrangement.

Dining

Muse Restaurant is open from 12pm until 2.30pm, 6pm until 9.30pm Monday - Friday and 12pm until 9.30pm Saturday & Sunday. We serve Sunday Roast Lunches from 12pm. If you would like to make a reservation please contact reception.

Doctor / Dentist

Please contact reception.

Laundry

Please hand items to the front desk inside laundry bags located in the back of this directory prior to 7.30am. If you require any items to be dry cleaned, please expect a minimum of 48 hours turn around.

Duty Manager

If you require the assistance of the duty manager, please contact reception.

Early Morning Call

If you require an early morning wake up call, please contact reception.

Emergency

Dial 250/251 for reception immediately. Or 9 999 from your room phone.
Please notify reception if you have placed a 999 call.

Facsimile service

The hotel facsimile number is 01493 655626 no charge for incoming faxes.
To send a fax : Europe £2.00 first page £1.50 for additional pages.

International £4.50 first page, £2.00 for additional pages.

Service available 7.30am-9.30pm.

Fans

Available from housekeeping. Please contact reception to arrange.

Fire

Please read the fire notice on the back of your bedroom door. In the case of a fire alarm please leave the hotel by the closest emergency exit making your way to the assembly point in the car park. Fire alarms are tested at 10am every Wednesday.

Any Guest with hearing, sight or mobility difficulties must inform reception on arrival.

First aid

In the case of an accident please inform the nearest member of staff or reception who will arrange for the duty manager or designated first aider to assist.

Flowers

These can be ordered for you from reception.

Ice Cubes

Ice cubes are available from the hotel bar.

Housekeeping

Your room will be serviced daily by our housekeeping team. They are available between the hours of 7.00 and 13.30. If you require a late service or additional items after this time, please contact reception.

Iron & Ironing Board

Available from our housekeeping department. Please contact reception to arrange.

Keys Cards

Key cards are valid for the duration of your stay—any issues please contact Reception. Your key card will also activate the power in your room by inserting in the slot near your door. Please leave your key card at reception on departure upon check out. For security and guests peace of mind please keep your key card on you at all times. Key cards will be requested when charging your room account.

Lost Property

Please contact reception.

Mail

Please check with Reception. If you are expecting mail to arrive after your departure, kindly advise us of a forwarding address.

Maintenance

Should any issues occur during your stay with us, please contact Reception.

Messages

You will be notified by Reception of any messages waiting for you.

Newspapers

If you would like a newspaper for the morning, please request via the Reception team no later than 9.30pm the night prior. Newspapers are kept on the reception in the morning for collection. Newspapers are charged at the retail price.

Non-smoking

We have a non smoking policy with in the hotel including Vapes, if there is evidence of smoking found in your room there will be a charge of £90 added to your account. We have designated smoking areas on the Terrace.

Packed Lunches

These can be ordered with Reception prior to 9pm the evening before. Packed Lunches include a sandwich, piece of fruit, yoghurt, packet of crisps and a bottle of water. For pricing information please see Reception.

Photocopying

Please contact Reception. Service available from 7.30am-9.30pm daily
20p per A4 page.

Room Service

Room Service is available 12pm-9.30pm. Please see the Menu located in this directory. There is a £ 2.50 service tray charge applicable. After 9.30pm the food offering is sandwiches served with a salad garnish and crisps.

Valuables

The Hotel cannot be held responsible for loss or damage of valuables.

Taxi Services

Please contact Reception.

Tea/Coffee

We provide complimentary tea and coffee in your room. Should you require additional supplies please contact Reception.

Television

Channels available are listed separately on your TV set.

Telephone Access

Press 9 for an outside line to dial direct. Any outside telephone calls will be charged automatically to your room.

Towels/Toiletries

Additional towels, toiletries, pillows, are available from Reception.

Extensions

Reception	250
Room Service	250
Housekeeping	250
Night Porter	251

International Numbers

Australia	0061	Belgium	0032
Denmark	0045	France	0033
Germany	0049	Netherlands	0031
Norway	0047	Sweden	0046
Switzerland	0041	Italy	0039
New Zealand	0064	USA/Canada	001

Free Wi-Fi Hotspot

Available all over the hotel, please connect to Cliff guest Wi-Fi.

Keep up to date with what's on by following our social media pages



/thecliffhotel



@thecliffhotel



@cliffhotelglstn



Thecliffhotel.co.uk