



It's not too long to wait...

Dear Guests,

After months of lockdown & uncertainty, we are so happy to announce the dates for reopening all our hotels and restaurants in line with new Government guidelines.

From Monday 12th April

- Alfresco dining will be available at Ventana Grand Café at The Cumberland Hotel & NEO Restaurant. (Weather permitting)
- Our Oceana Day Spa will be open for those of you looking forward to some long overdue pampering!
- Accommodation open at The Hermitage Hotel for key workers only.

From Monday 17th May

- Hotels will be fully open to welcome our guests for accommodation, all dining and some events.
- The rule of six and two households only still applies in our bars and restaurants.
- Social distancing measures still apply and we appreciate your cooperation to keep everyone safe.

From Monday 21st June

- Government restrictions will no longer apply and we look forward to welcoming you all!

(These schedules may vary according to any Government guideline changes.)

Our lockdown time has been used wisely making many improvements across our hotels to enhance guest experience and comfort. This includes an impressive refurbishment of the dining room at The Suncliff Hotel with contemporary furnishings and stylish design features. We are also installing air conditioning in many guest bedrooms and are currently completing an extensive refurbishment programme throughout our hotels and restaurants.

The teams have been busy re-designing menus and wine lists to ensure we open with up to date seasonal offerings. Menus will be available for you to view on our websites as soon as completed.

Oceana Day Spa will be launching a new portfolio and introducing a new luxury brand with high-end products and treatments for your relaxation and enjoyment.

We are all really excited to be able to open our doors once again. Our "Safe Stay Programme" will remain in place to reassure our guests that everything is being done to deliver the best possible service and guest experience in safe, hygienic and friendly surroundings. Staff training is ongoing and is updated as and when required to ensure they are ready for the reopening.

I thank you for your continued support and patience during this difficult time. We all look forward to welcoming you and as always, we wish you a safe and enjoyable stay at Oceana Hotels & Restaurants.

Best regards,

Pat Green

Group Operations Director

