

How COVID-19 Lifestyle Changes Affect Your Stay at Our Resort

Stay Safe with Diamond

During your stay, and for your safety, our team members will only enter the accommodation if absolutely necessary.

Housekeeping and Cleaning Services

On day 4 and 11 of your stay, housekeeping will deliver clean towels in sealed bags. These will be left outside your door. You will also receive a bag for your used towels, which should be filled and returned to outside your door for collection by housekeeping.

On days 8 and 15 of your stay, housekeeping will enter your accommodation to complete the cleaning service. We kindly ask you to leave during this time to allow the housekeepers to work on their own and respect social distancing.

For your safety, we have removed non-essential items from the kitchen, as well as some decorative items. We have provided additional kitchen paper, toilet paper and dishwasher tablets, as well as a sanitising product for your use during your stay.

Rubbish

We politely ask that you dispose of your waste and recycling at the relevant collection points located around the resort (see resort map). Additional rubbish bags have been provided. If you need assistance, please let Reception know.

Requested Items/Repairs

We will respect your space. If you request any items from Reception, they will be delivered to you in sanitised boxes. Please leave the box outside your accommodation for collection.

If you need maintenance assistance, please call Reception to organise the time for them to attend. If you must stay in the accommodation at the time of their visit, please ensure you are not in the same room.

Swimming Pool

You can only enter the swimming pool area if you have pre-booked your visit – use the Diamond App or book via Reception.

A pool attendant will assist you in finding your assigned area. Please leave promptly when your booking expires to allow us to sanitise the area before the next guests arrive.

Social distancing of 2 metres must be respected at all times.

The swimming pool is limited to 50% of its regular capacity. If a green flag is displayed, inform the lifeguard you are going to enter the pool. A red flag means the pool is at its full capacity.

Collect your pool towel with the green card Reception gave you at check-in. The day before departure, place it in the designated area for used towels and obtain a red card from the pool attendant. You will need this to cancel your towel deposit. Please do not visit Reception to request replacement towels as they will not be able to assist.

Restaurant/Food Delivery

Reservations are essential due to the limited numbers permitted.

The space in the bar area is also limited.

Take away food orders will be delivered in front of your door.