



CARBIS BAY  
ESTATE  
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## A message from Stephen Baker, Managing Director

We are excited to announce that the Carbis Bay team are busy preparing our hotels, restaurants and estate facilities to welcome all our guests back again this summer.

While the world continues to experience the terrible effects of COVID-19 our thoughts are firmly with those who have lost loved ones during this difficult time.

After careful consideration and consultation with the local authorities, we feel the time is right for us to begin the process of a planned, phased re-opening of the Estate with some of our individual coastal properties, including the beach lodges and suites opening first.

We are making some important changes to how we operate which can be [found here](#).

Although at this time all your questions cannot be answered fully, I want to personally assure our guests and visitors that this decision has been reached following confirmation that the measures and procedures we have put in place allow us to operate in a safe environment, ensuring guest and staff welfare at all times.

While we remain committed to making sure that the new “Normal” does not impact guest enjoyment, there are some services and facilities that may not reopen until we consider it safe to do so, please keep an eye on our website for regular updates. However, for areas of the business that are safe to operate normally, the service, comfort and level of luxury you experienced prior to the closure will remain.

During the past ten weeks, there are also positives as we have been able to concentrate on making further improvements to our leisure facilities, bedroom accommodation, corridors and all those areas of the hotel that are not normally accessible for maintenance in trading times. Some of these projects are still ongoing and I'm sure you will be excited to see all the changes.

We will continue to monitor the situation in accordance with Government Guidelines, and will now be taking bookings for stays from 4th July, 2020 under our 'Book with Confidence' guarantee, which offers a full refund, a voucher or a booking postponement, should the Government revise guidelines which do not allow travel on the dates selected.

I look forward to welcoming you back to breathe life once again into our Estate, where you will see the same familiar faces in all departments. The beach is looking simply stunning, as are the Estate gardens and if there is anything we can do to assist in your accommodation choice within the estate, please do not hesitate to contact us.

Yours faithfully,

Stephen Baker  
Managing Director