



### **Code of Conduct for Group and Trade Visitors to the Cliffs of Moher Visitor Experience**

The mission of the Cliffs of Moher Visitor Experience is to deliver a world class visitor experience to all visitors. In order for us to achieve our goals we ask you to adhere to the following code of conduct. This will help us make your visit as enjoyable as possible in a safe and informative environment.

- Adhere to direction from Cliffs of Moher staff; staff are onsite to help you and your visitors. Management reserve the right to refuse admission to the site.
- On entry/exit through the barrier do not tailgate another vehicle. Damage to company property including broken barriers will be charged to your company.
- Visitors should disembark in the coach drop off area on the LEFT side only after tickets have been delivered to the coach by a member of staff. Once visitors have disembarked the coach should immediately go to the designated parking bay.
- All visitors to the cliffs must carry a valid ticket while onsite; all visitors must have a ticket before disembarking the coach.
- Peak periods are between the months from March through to September, from 11.00am to 4.00pm, coaches may be asked to park in the main carpark if the coach parking reaches capacity. For maximum comfort coaches are welcome to visit outside of these times from 09.00am and from 4.00 pm to closing time. Closing time varies by month and you should check details for the date of your visit in advance.
- Only food purchased in the cafes should be consumed there. Picnic tables and other seating areas are provided for food brought on site.
- Do not litter - Please use bins provided around the Visitor Centre area. There are no bins along the Cliff edge as they cannot withstand weather conditions, and the birds pick the litter from them.
- Under no circumstances should visitors be dropped on the public road or at the Zebra crossing; it is unsafe and hazardous to visitors. Your coach will be ticketed should this happen.
- When the site is busy, visitors should be asked to return to the coach in the parking bay not the pick-up area.
- All of the year round staff at the Cliffs of Moher are First Aid trained, some to an advanced level and with defibrillator training. There is a dedicated First Aid room fully equipped to ambulance standards. If you have a First Aid requirement, go to any member of staff.
- There is a buggy onsite for maintenance purposes only; it is not a passenger buggy. Please do not ask staff members to carry visitors.
- The Management of the Cliffs of Moher Visitor Experience reserves the right to refuse admission.
- Complaints, compliments or suggestions are welcomed and help to maintain high standards set. Communicate your comments to reception staff on the day or by email to [info@cliffsofmoher.ie](mailto:info@cliffsofmoher.ie)

## IMPORTANT INFORMATION ON WEATHER HAZARDS AT THE CLIFFS OF MOHER

Occasionally there are high winds or other hazardous weather conditions at the Cliffs of Moher; we follow the Met Eireann weather warning protocols however management may adjust signage to local conditions. If you are visiting in periods of high winds, please be adhere to the following warning signs at the entrance to the coach park.

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### STATUS YELLOW

Weather conditions are hazardous and visitors are advised to exercise extra caution, eg. Winds are strong and require persons outdoors to take extra care particularly near cliff side pathways and viewing platforms.

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### STATUS ORANGE

Weather conditions are too hazardous to visit the Cliffs. Eg. Winds are gusting dangerously at the cliff areas and it is no longer safe for visitors to go to the cliff viewing areas. In this case we recommend that visitors reconsider the visit and delay their visit to a time when conditions have improved. The visitor centre remains open purely as a refuge for those who were already onsite.

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### STATUS RED

Weather conditions are so dangerous that the centre has been closed and any visitors or staff onsite have been evacuated from the site. Eg. Winds are extremely dangerous and it is not safe for staff to remain onsite. Under no circumstances should you proceed with a visit under these conditions.

- **Do not let people out of the coach in hazardous weather in status ORANGE or RED.** It is extremely dangerous to do so and you are in risk of putting people's lives in danger.
- Adhere to high winds signs on display at the entry to the coach park and the car park. If there is a yellow sign ask your visitors to proceed with extra caution as there may be gusts of wind. If there is an orange, there are high winds, it is unsafe and dangerous to approach the cliff edge. The centre remains open for emergency support. The Cliffs of Moher takes accepts no liability for coaches entering on orange or red.
- If a red sign is on display on arrival that means that it is too dangerous to proceed and the visitor centre has closed, DO NOT ENTER the Cliffs of Moher, it is extremely dangerous and unsafe to enter the site for both vehicles and people.
- When contacted by Cliffs of Moher Staff and advised not to travel to the cliffs, DO NOT VISIT as this means it is extremely dangerous and most likely status red.