



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.
- On entry/exit through the barrier do not tailgate another vehicle.
- Visitors should disembark in the coach drop off area only after tickets have been delivered to the coach by a member of staff and immediately go to parking bay. Parking is not permitted in the coach drop off area.
- All visitors to the cliffs must carry a valid ticket; please ensure all visitors have a ticket before disembarking the coach.
- Please go to reception after parking with voucher/cash payment. Keep your receipt with you at all times.
- Peak periods are in the months from April through to September, 11.00am-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 after 3.30pm-9.00pm in July and the first half of August.
- Adhere to high winds signs on display at the entry to the coach park and the car park. If there is a white sign ask your visitors to proceed with caution as there may be gusts of wind. If there is a yellow, there are high winds and we believe it is unsafe to approach the cliff edge – at this stage while the centre remains open for emergency support it is not advised for visitors to disembark and if they choose to do so they should be warned of the risks they are taking. If a red sign is on display that means that it is too dangerous to proceed and the visitor centre has closed.
- When contacted by Cliffs of Moher Staff and advised not to travel to the cliffs, please do not visit as this means it is extremely dangerous.
- Do not let people out of the coach in hazardous weather unless advised otherwise.
- Only food purchased in the cafes should be consumed there. Picnic tables 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.
- No climbing or sitting on the grassed roof allowed – This is not safe and it can also damage the grass layer.

- No going over walls or on to unsafe areas along the Cliff edge, obey signs and stick to designated areas.
- When the site is busy, visitors should be asked to return to the coach in the parking bay not the pick-up area as it gets too busy.
- Coaches should not leave site without visitors. The intercom service is available at reception for a final call for visitors. It can be very distressing for visitors when they are left behind.
- If using the main car park (No Frills), pick up or drop of is not permitted in the main coach park.
- 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, please speak 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.
- If you have a complaint or suggestion, please let our Reception staff know

Thank you for your cooperation.