

# citizenM house rules

Welcome, world citizen! You are travelling during a challenging time, when your health and safety takes precedence over adventure. To make sure your wellbeing – and ours – is protected, we have put some new house rules in place.

**vaccination policy** – from the **25th September**, all visitors and registered guests who are over 13 years old must show a CTB ([coronatoegangsbewijs](#)) to use the public areas of the hotel. All visitors and registered guests who are over 14 years old must also show government-issued ID (identity card, passport or driver's licence). The CTB can be:

- proof of vaccination on the DCC app (EU QR code), paper certificates from the UK, USA and the rest of the world
- proof of recovery – a positive COVID test which is at least 11 days old and maximum 180 days old
- negative test result no older than 24 hours

You will find more details at [www.government.nl](http://www.government.nl). Our full vaccination policy [is linked here](#).

**social distancing, group size and face masks** – all guests must keep a distance of 1.5 meters from each other and hotel staff. There can be a maximum of 2 people per group. Face masks are mandatory in all areas of the hotel, except when seated.

**food and drinks** – our living room and canteenM are open 24/7, but no food and drinks can be consumed in the public areas of the hotel. Please take your order to your room.

**cash and payments** – we are now cashless and we accept all of the following cards: Visa, MasterCard, American Express, Maestro, Discover and JCB. A credit card is required to guarantee any extra spending while at the hotel. For your convenience, you may charge your spending to your room. We will ask you to settle any balances over the value of 250 EUR / GBP / USD / CHF / 1500 DKK. All room nights must be paid for in advance. If you need to extend your stay, we will ask you to pay for the additional nights at the time of reservation extension.

**smoking** – our hotels have always been smoke free and we continue to observe this policy. Please smoke outside. A penalty applies for smoking inside.

**if you feel ill** – if you have the symptoms of coronavirus (cough, fever, breathing difficulties), please dial 0 from your room and let the hotel team know immediately so we can give you our best support while you're in isolation, and/or arrange medical care. The team will let you know about the self-quarantine procedures of the hotel.

For your health and safety – and ours – **we reserve the right to:**

- close the hotel if circumstances demand it and shorten your booking
- adapt the daily services of the hotel as needed – food, beverages, housekeeping and other
- ask anyone not complying with the house rules to leave the hotel
- check your temperature if required by the authorities

During this challenging time, we can all minimise the risk of coronavirus by following these rules together. Thank you for your understanding.

