

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.

face masks and social distancing – to protect yourself and others around you, face masks must be worn in all indoor spaces. Please maintain a distance of 1.5 meters from each other and our staff.

visitors – no visitors are allowed at our Dutch hotels, except when attending a pre-booked meeting at societyM. Please observe the social distancing rules while they are still in place. All visitors must register at the front desk upon arrival. Visitors can also order food and drinks for take-away until 1.00 AM daily.

friends, family, colleagues – they may be staying at the hotel with you. Please maintain a distance of 1.5 meters from each other. There can be a maximum of 30 people in the living room at all times, in groups up to 2 (not counting children under 13).

food and drinks – canteenM is open until 1.00 AM daily, but for take-away service only. Alcohol service is available from 7.00 AM until 8.00 PM daily. Browse the menus on the MoodPad in your room, in our free app, or ask an ambassador for a copy. After placing your order, please pick up at canteenM and take it to your room.

outdoor terrace – please tell an ambassador if you'd like to eat and drink on the terrace. The terrace is open to hotel guests and visitors from 12.00 noon until 6.00 PM daily (last orders at 5.30 PM). Maximum 2 people per table, except for children under 13 years old, or people from the same household. Visitors may come inside to place an order, pick up food and drinks, pay for purchases and use the toilet. Face masks must be worn indoors at all times.

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 / DKK / CHF. 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.

stairs and elevators – if you are fit and healthy, please use the stairs so the elevators may be kept free for those who cannot use the stairs

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.

