

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.

social distancing and face masks – please keep a distance of 2 meters from other guests and our hotel staff. Face masks must be worn in all public areas of the hotel.

food and drinks – there is no alcohol sale between 10.00 PM and 5.00 AM daily. Food and drinks are available 24/7, but between 11.00 PM and 5.00 AM, you must take them to your room. To dine and drink in the living room and canteenM, a 'coronapas' is required from all guests over 15 years old (first dose of vaccine minimum 14 days ago, or negative PCR test up to 96h old, or negative quick test up to 72h old, or being tested positive up to 6 months ago). Please ask an ambassador for information about the nearest test center. If you choose to order a food delivery to the hotel, please take it to your room.

visitors – a 'coronapas' is required from all visitors over 15 years old (first dose of vaccine minimum 14 days ago, or negative PCR test up to 96h old, or negative quick test up to 72h old, or being tested positive up to 6 months ago). Please ask an ambassador for information about the nearest test center.

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.

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 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

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

