

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.

'proof of vaccination' and test policy – all citizenM guests and visitors must comply with the latest Covid-19 rules set out by the government of Switzerland. Ask for a copy of our policy at the hotel, or follow the link for [Zurich](#) and [Geneva](#). Check how the rules may affect your travel at <https://travelcheck.admin.ch/home>.

social distancing & face masks – we ask you to maintain a distance (from each other and our staff) as required by the local social distancing rules. Face masks must be worn while moving around all public areas of the hotel (can only be removed when eating or drinking). Please ask an ambassador for more details.

visitors – visitors are welcome at our hotel. To order food and drinks, all visitors must follow the 'proof of vaccination' policy, and observe the local social distancing and mask rules. All visitors must leave by 11.30 PM.

food and beverages – our canteenM is open 24/7 as usual. Please stay seated when eating or drinking. To eat and drink at canteenM or in our living room, all guests and visitors over 16 years old must show proof of vaccination valid for the Swiss authorities, or proof of recovery from Covid-19. Guests unable to show one of these documents must consume all food and drinks in their room.

living room – no proof of vaccine is required for sitting in the living room when not eating or drinking

food deliveries – If you order food delivery to the hotel, please consume the food in 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 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.

