

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 – we ask you to maintain a distance (from each other and our staff) as required by the local social distancing rules. Please ask an ambassador if you need more information.

visitors – visitors are welcome at our hotel. Please observe the local social distancing and mask rules while they are still in place. All visitors must leave by 11.30 PM.

friends, family, colleagues – if they are staying at the hotel with you, please observe our social distancing and group size guidelines (ask an ambassador for details).

food and beverages – our canteenM is open 24/7 as usual. 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.

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 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.

