

# 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** – we ask you to maintain a distance of 2 meters (6.5 feet) from other persons in the hotel. Face masks are mandatory in all public areas of the hotel.

**food and drinks** – in line with the latest regulations, we serve our registered guests 24/7, and non-registered guests (visitors) between 7.00 AM and 8.00 PM daily, in groups no larger than 6 people from 2 households. Soft drinks and food are available to order (table service only, no ordering at the bar), no alcohol service in the living room or club room. Registered guests can order room service (food, drinks and alcohol) from 6.00 PM until 1.00 AM daily.

**track and trace** – for tracing purposes, we encourage everyone to download the Protect Scotland App

**friends, family, colleagues** – in accordance with the Scottish regulations, you can meet in groups no larger than 6 people from 2 households in our living room, and 2 guests from 2 households in our bedrooms.

**visitors** – we welcome non-registered guests to our living room, and visitors with working day pass to our living room and club room, between 7.00 AM and 8.00 PM daily. There is no alcohol service in the living room or club room – only soft drinks and food. Visitors cannot go upstairs to guest bedrooms.

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

**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

**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.

